Strata DK Sales Bulletin

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SBDK-0010 July 28, 1997

Announcing the Toshiba Call Center Viewer for Strata DK280 and DK424 ACD Applications

Toshiba is pleased to announce the Strata DK Call Center Viewer[™], an exciting new Automatic Call Distribution (ACD) management tool for call center supervisors. The Strata Call Center Viewer is a powerful addition to Strata DK424 ACD capabilities.

The Call Center Viewer application is also great news for *existing* Strata DK280 ACD and SMIS customers. The Call Center Viewer can be added to their existing installations to provide additional supervisor display terminals and electronic Wall Board connection.

Call Center Viewer provides information that call center supervisors need to effectively manage their work load. It provides displays of incoming calls, as well as ACD agent status.

Call Center Viewer installs on an IBM-compatible PC and is easy to use. It runs concurrently with other Microsoft® Windows® 95 applications. This enables ACD supervisors to manage their ACD groups, even while working in other applications on their PC.

Electronic Wall Boards can be connected through the Call Center Viewer to provide costeffective, overhead alphanumeric messaging. Wall Boards can display both real-time ACD status information and custom text messages, entered by the supervisor.

Multiple Call Center Viewer applications can be used simultaneously on a Strata DK424 system to accommodate multiple ACD supervisors. The three largest-sized processors of the DK424 family support ACD.

Call Center Viewer can also be used in conjunction with the Toshiba Software MIS (SMIS), on the same Strata DK424 or DK280 system, when historical reporting is required. Call Center Viewer provides the real-time displays and connection of electronic Wall Boards. SMIS provides the historical ACD reports.

Strata DK ACD users benefit from long-term cost effectiveness and flexibility by adding ACD management features as they need them. They can start with the Call Center Viewer application for real-time status displays. Then, they can add multiple Call Center Viewers to accommodate multiple supervisors or even non-supervisor positions, as many as you desire. They can also add electronic Wall Boards as needed. SMIS can be installed when historical reporting is required. This provides cost effective, incremental growth.

Telecommunication Systems Division

Application Description

The Toshiba Call Center Viewer application organizes and displays real-time ACD events reported by the Strata DK424 or DK280 MIS port. The data displays on a host PC screen in easy to read, color Windows 95 format. The call center supervisor gets real-time information on call queue status, agent status, and other useful information for managing the ACD groups.

The data can also be displayed on optional Spectrum Electronic Wall Boards, which can be purchased from Spectrum Corporation. More details are included later in this bulletin.

The Call Center Viewer software is enabled by an activation key installed on the PC's parallel printer port. One key is included with each Call Center Viewer. The printer can still be used with the key in place.

Non-dedicated PC

The Call Center Viewer application does not require a dedicated PC. It runs concurrently with other Windows applications on the supervisor's computer. Call Center Viewer can run and display while the call center supervisor is actively working in other Windows applications. This is an important advantage because it enables the working supervisor to keep a constant eye on ACD group activities while performing other tasks on the computer.

Display Information

- Number of Calls in Queue
- Longest Call Waiting
- Number of Agents Logged-In
- Number of Agents Busy
- Number of Agents Available
- Number of Agents Unavailable
- Individual Agent Status and Status times (available on host PC screen but not Wall Board)
- Strata DK280/DK424 Date/Time
- Send User Defined Messages to Wall Boards.

Main View

The Main View displays the names and status of all active ACD groups. Agent names can be customized. Information in each column can be sorted in ascending or descending order by clicking on the column heading.

	<mark>∲ACD Reader Board</mark> <u>File View C</u> onfigure <u>H</u> elp							
	📾 Groups	Name	Calls Wa	LCW	Logged i	Avail Agts	Unavail	Βι
1	🗄 🛅 Tech Support	Tech Suppo	2	0:05:55	35	0	15	
1	🗄 📲 Sales Support	Sales Suppc	1	0:01:25	2	0	1	
1	🗄 🛅 Market Support	Market Supp	2	0:02:05	3	0	0	
1	⊕ 🛅 Internal Support	Internal Supp	5	0:14:23	3	0	1	
1	🗄 🛅 Customer Support West	Customer Su	0	0:00:00	2	1	0	
I	🗄 🛅 Customer Support East	Customer Su	1	0:03:40	2	0	1	
I	E-Customer Support Centre	Customer Su	0	0:00:00	2	0	0	
	Reader Boards							

Agent View

The Agent View displays the status of all agents in a group. The window is sizable to fit the number of agents in the group. The number of agents that fit on one screen depends upon monitor size and resolution. Agent names can be customized to be longer than the 8-character SMIS length (up to 24 characters), to make the displayed information much more user-friendly. Each column can be sorted in ascending or descending order by clicking on the column heading.

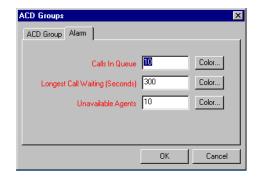
Call Center Viewer					
<u>F</u> ile <u>V</u> iew <u>C</u> onfigure <u>H</u> elp					
Groups	CW:0_LCW:0:0	0:00 LOG : 3	Avail : 0 Unav	ail:0 Busy:3	- 01 DK-424 Tech Support
Tech Support	Name	ID	State	State Time	
	Jim Cater	0101	Unavailable	0:49:45	
🗄 🖽 Market Support	Katie Carson	0102	Unavailable	0:05:04	
🗄 🖻 Sales Support	Chris Harking	0103	Busy	0:05:32	
🗼 🕀 🛅 Customer Support East	Mark Lambent	0104	Unavailable	0:50:33	
🗄 💼 Customer Support Central	Tim Laguna	0105	Busy	0:08:30	
E E Customer Support West	Samuel Bauble	0106	Unavailable	0:51:36	
	Sally Blue	0107	Busy	0:04:55	
	Phil Lane	0108	Busy	0:07:24	
Reader Boards —	Joseph Tidewat	0109	Busy	0:06:23	
	Simon Marquee	0110	Busy		
For Help, press F1	Ľ		- PBX: Jun 09, 1997		PBX: 09:29:32

Alarms

Visual and audible alarms can alert the call center supervisor when certain thresholds are exceeded. The supervisor can then take appropriate action. Visual alarms flash on the screen or Title Bar. Audible alarms sound over the standard PC speaker or play a sound wave (.WAV) file through the PC's speakers (sound card required). Alarm thresholds are user-defined to enable control of service levels for three parameters, shown below.

Visual and audible alarm thresholds for each ACD group include:

- Number of Calls Waiting
- Longest Call Waiting
- Number of Unavailable Agents



Title Bar

The Title Bar display makes constant monitoring of ACD group status easy while working in other applications. ACD Title Bar information fits into the unused area of most applications either at the top or bottom of the screen.



The Title Bar displays the following:

- Number of Calls Waiting
- Longest Call Waiting
- Number of Agents Logged-In
- Number of Agents Available
- Number of Agents Unavailable
- Number of Agents Busy
- Group Name

Button View

Title Bar type information can also be displayed in a condensed Button View format. Button View displays as one of the open applications minimized on the Windows task bar line at the bottom of the screen. You can expand the Button View to a full line display, similar to the Title Bar, simply by placing the mouse cursor over the button. You can also click the button to expand to the Call Center Viewer application to full screen view.

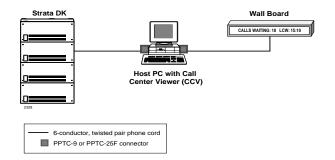


Configurations

The Call Center Viewer application can connect solely to the Strata DK280 or DK424 port, or in parallel with other Call Center Viewer applications, or with a Software MIS (SMIS) computer.

Direct Connection to DK280/DK424

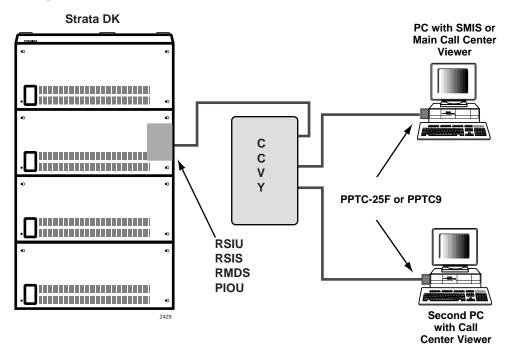
The Call Center Viewer application host PC can connect directly to the Strata DK280 or DK424 MIS port on an RSIU, RSSU, PIOU, or PIOUS card. (A direct connection is shown on the right.)



Connection with SMIS

If a SMIS computer is connected to the DK280 or DK424 MIS port, the Call Center Viewer application host PC connects to it through a connection facilitated by a "Y" connector, part number CCVY.

The Call Center Viewer monitors the connection between the Toshiba SMIS and the Strata DK. This enables the Call Center Viewer application PC to display information and work in conjunction with the SMIS computer that is connected to the same Strata DK280 or DK424 MIS port, but not interfere with the SMIS.



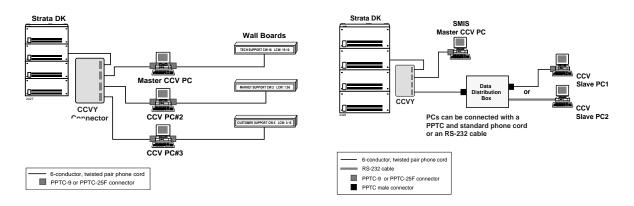
The Call Center Viewer application and the SMIS application must reside on separate computers because SMIS requires a dedicated PC. The Call Center Viewer can run concurrently with other Windows applications on other ACD supervisors' PCs. The Call Center Viewer provides the real-time status displays and connection of electronic Wall Boards. SMIS provides the historical ACD reports. (See above illustration.)

Multiple Supervisor Call Center Viewer applications

Multiple PCs running the Call Center Viewer application can be set up using one of two distribution techniques. For connection of up to three PCs, the CCVY connector may be used (see following example, illustration on the left). For better transmission, regular modular cords should be avoided for connections—cable runs should be with 24 or 26 AWG twisted copper wire and limited to 50 feet. If farther distances are required, the RS-232 short haul modems can be used. Use of the PPTC-9 modular to DB9 comm port connector makes for an easy, trouble-free installation.

For connections to more than three PCs, a data broadcast unit can be used to regenerate the RS-232 signal. By using multiple units, as many PCs as desired can be used, provided each one has the Call Center Viewer application and key installed. A suitable data broadcast unit to

drive eight PCs can be obtained from Black Box ® Corporation at (412) 746-5500, model number TL158A. (See example below, right)



Spectrum Electronic Wall Boards

Electronic Wall Boards can be connected to each supervisor's PC to display call center status data over head from the Call Center Viewer application. This provides visibility of important call center event information to both supervisors and agents. The supervisor can also send custom, user defined, text information to the electronic Wall Board. This can be used for general information, motivational messages, etc.

One copy of the Call Center Viewer application supports a Wall Board network which can cover all active ACD groups. The Call Center Viewer application works with Spectrum 200, 300 and 700 series electronic Wall Boards listed below. See the *Spectrum Wall Board Pricing Supplement* for details. In the following table, "R" stands for red display, "C" stands for three color display: green, amber, and red.

Model	Toshiba Part Number	Message Area Size		
215R Master	TOS1512RM1	27" wide x 2.1" high		
215R Slave	TOS1512RS1			
215R Stand-alone	TOS1512RA1			
215C Master	TOS1512CM1			
215C Slave	TOS1512CS1			
215C Stand-alone	TOS1512CA1			
320C Master	TOS1023CM1	54" wide x 3.1" high		
320C Slave	TOS1023CS1			
320C Stand-alone	TOS1023CA1			
330C Master	TOS1033CM1	81" wide x 3.1" high		
330C Slave	TOS1033CS1			
330C Stand-alone	TOS1033CA1			
714C Master	TOS3417CM1	45.6" wide x 4" high		
714C Slave	TOS3417CS1			
714C Stand-alone	TOS3417CA1			

Spectrum Electronic Wall Boards are available directly from Spectrum Corporation (800-944-6200 or at Website: http://www.specorp.com). Spectrum provides technical support for their products. Toshiba does not plan to sell, stock, or provide technical support for Spectrum Wall Boards.

Multiple Wall Boards

Each Call Center Viewer PC can drive multiple electronic Wall Boards that function independently from other supervisor's Wall Boards. Wall Boards connect to each other using a twisted pair Spectrum network. Up to 255 slave Wall Boards can be attached to one master Wall Board. The total cable distance can be up to 10,000 feet. Each supervisor can send custom messages to that supervisor's Wall Board. The Wall Boards are addressable so that multiple supervisors can use a group of Wall Boards connected to one PC to send messages and ACD data differently to each Wall Board.

Custom Text Messages

You can send Custom Text Messages from the Call Center Viewer application to individual, groups, or all Wall Boards. You can use Custom messaging for motivational messages (i.e., Congratulations We Made the Numbers) or informing the group of current priorities (i.e., Meeting at 2:00). When a Custom Message displays, all other messages including ACD information suspends for the duration of the Custom Message.

A Custom Message displays, on an alternating basis, with all other messages including ACD information for the duration of time that the Custom Message is set to display. This makes it easy for you to create custom messages and set the timing for how long it will display.

When Custom Messaging is used frequently by a number of different supervisors, Toshiba recommends configuring the Call Center Viewer application and Wall Board on each supervisor's PC. This enables supervisors to access real-time data. It also eliminates the need for supervisors to access a host PC (which could be unavailable) when sending a Custom Message to their group.

Computer Requirements

When the Call Center Viewer application connects to the Strata DK280, it functions as a machine-to-machine interface, constantly updating call center data. The Call Center Viewer application requires a *non-dedicated* host PC with the following minimum characteristics to ensure proper operation:

The PC is customer-supplied. The minimum recommended PC requirements are:

- ✤ IBM-compatible Pentium[®] 100 MHz processor
- Microsoft Windows 95
- 16MB RAM
- 10MB available hard drive space for the application
- 3.5" 1.44MB floppy disk drive
- One available serial communication port; two if using Wall Boards
- Parallel printer port (for activation key)
- VGA color monitor
- Keyboard and mouse
- Windows Graphics Acceleration

Increasing the processor speed and additional RAM improves the host PC's performance and therefore the performance of the Call Center Viewer application.

Product Line Strategy

Call Center Viewer is an addition to the Strata DK product line and does not replace SMIS. Call Center Viewer provides real-time ACD status displays, but not reports. For call center customers who don't need reports, Call Center Viewer is ideal because of its easy to use Windows format and concurrent operation with other applications. It is also a very costeffective way to accommodate multiple ACD supervisors and connecting electronic Wall Boards. Add SMIS when historical reporting is needed.

Cost-effective, Incremental Growth

A major advantage for call center customers is the ability to add ACD supervisor display and reporting capabilities as needed. This enables them to expand their call center as their business grows.

- The Call Center Viewer application can be used by itself for call centers needing PC screen ACD group status visibility but not MIS reports.
- Electronic Wall Boards can be connected to the PC running the Call Center Viewer application to provide overhead message visibility.
- Additional Call Center Viewer applications can be added to support multiple ACD group and multiple ACD call center supervisor display applications.
- The Call Center Viewer can be used with Software MIS (SMIS) for call centers needing historical reports as well as real-time displays for ACD group status visibility.

Pricing

The Strata Call Center Viewer is very cost-effective, even for small call centers. In fact, it is a great way for first time ACD users to start out, adding capabilities as they need them. See the Strata Call Center Viewer Price Supplement for all the details.

Documentation

Strata DK documentation is in process of being created for the Call Center Viewer.

- A *Call Center Viewer User Guide* will be available before product release.
- A *Call Center Viewer* brochure will be available. In the future, it will also be added to an all new *ACD/MIS* brochure.
- *Call Center Viewer* installation information will be added to the ACD chapter of the *Strata DK Installation and Maintenance Manual*.
- The current *Strata Feature Manual* is being updated with Call Center Viewer information. This update will be sent to all authorized dealers.

Demo Disk

A demo disk is available to help you sell the Strata Call Center Viewer. It is easy to use and provides comprehensive examples of Call Center Viewer capabilities and advantages. Sales representatives can use the demo disk for product presentations. It also makes a great leavebehind with your prospective customer so they can run through it themselves. It runs directly from the A: drive, or is easily installed onto the C: drive hard disk. A demo disk, which can be freely copied and distributed, is available from Towne, item number 4170214.

Availability

The Call Center Viewer is scheduled for availability in August 1997. Orders can now be placed.