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IWATSU
enterprise ACD



You've probably asked yourself these questions:

How?

How can I track agent call handling and customer service levels?

How can I customize call processing to fit my needs?

How can I monitor the contact center if I'm out of the office?

How can I monitor call activity at our other locations?

Answer:

Iwatsu Enterprise ACD. Whether you have a large contact center or just a handful of customer service reps, Iwatsu Enterprise ACD is packed with features geared towards helping you more efficiently process customer calls. And since Iwatsu Enterprise ACD supports anywhere between 2 and 500 agents simultaneously, you can setup your system capacity according to your contact center demands with plenty of room to grow.



HELPFUL AGENT FEATURES

- **Wrap Up** - Allows a set time to wrap up notes or enter data before answering the next call
- **Help** - Alerts a supervisor to silently monitor, record or coach an agent on an important or difficult call
- **Not Available** - Indicates an agent is temporarily unavailable and prevents calls from ringing to that station
- **Screen Pops** - Instantly pops up the customer files of an incoming caller to an agent's PC
- **Call Identity** - Tracks the source, type or result of a completed call by entering a 3-digit key code

CONVENIENT SUPERVISOR FEATURES

- Monitor an agent call and even interrupt or silently coach agents using the Whisper Page feature
- Login and monitor up to 250 agent call groups simultaneously
- Monitor agents while roaming the contact center using the Omegatrek wireless handset
- Receive instant screen pops of customer files to your PC on incoming calls

AUTOMATED CALL PROCESSING

- Customize automated company greetings, menu options and directories to efficiently route incoming calls
- Allow callers to speak menu/directory selections using voice-activated call routing
- Route calls based on caller ID, time of day, call type, account code and more
- Conveniently make changes to greetings and menu options from anywhere offsite
- Pre-record custom in-queue messaging and on-hold announcements
- Program the system to automatically add agent groups during heavy call volumes

CONTACT CENTER NETWORK

- Network multiple offices to operate as one transparent contact center
- Provide one main number and route callers to any extension or ACD group within the contact center network
- Allow agents and supervisors to work remotely with seamless access to contact center features and call handling capabilities via an IP phone
- Offer more flexible work arrangements and extended support in more time zones with remote agents and supervisors
- Generate comprehensive centralized reporting for multiple networked contact centers



