



## 3Com® eXchange Call Center



Increased Service  
for Customers,  
Reduced Costs  
for Businesses

# Flexible Customer Service Solutions

Feature-rich call center activities

Affordable enhanced customer service

Modular and scalable architecture

Powerful management tools

Easy installation

Practical support options

## 3Com® eXchange Call Center: Affordable, Comprehensive

### Feature-Rich Call Center Activities

3Com eXchange Call Center delivers features otherwise available only at extra cost in other solutions—full feature set for inbound services, DNIS recognition for call routing rules, terminal/circular/longest idle agent routing, powerful built-in reporting, and position-in-queue announcements. With optional modules and software licenses, additional capabilities may be added easily.

### Increase Customer Service While Decreasing Costs

With 3Com, smaller call centers can facilitate customer support and productivity, while easing call center management costs to yield an unusually rapid return on investment.

### Modular and Scalable Architecture

Supervisors can easily restructure the call center and add functionality with minimal effort and expense. Scalable, license-based design from 10 up to 250 agents lets the enterprise make incremental investments as business requirements warrant.

### Powerful Management Tools

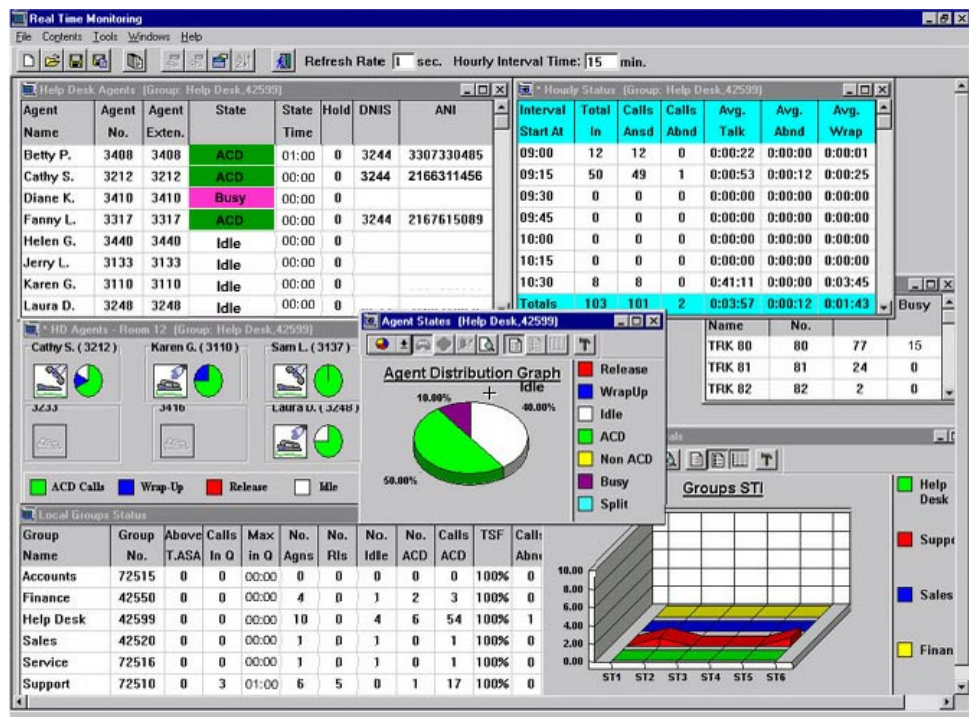
The solution is simple to manage, requiring only basic staff training. The administration application offers multiple management levels and access rights. The monitoring application lets supervisors keep close tabs on the system with graphical displays of critical real-time information. Powerful reporting functions include an extensive suite of predefined and custom reports for effective decision making support.

### Easy Installation

A turnkey solution that seamlessly integrates with 3Com NBX® telephony solutions, eXchange minimizes disruption and hidden costs. Most installations can be completed and ready for use in two to three business days.

### Practical Support Options

3Com and its authorized resellers can provide engineering expertise for the call center design, project management, or onsite installation and programming of key applications and agent software. Administrator and agent training is also available. 3Com Express<sup>SM</sup> Service enhances support with extended warranty services.



Exceptionally easy-to-use management tools feature customizable screen positioning and views.

# Practical Call Center Management

## Software Modules

The 3Com eXchange application includes the 3Com eXchange Engine, eXchange Administration, eXchange Visor, and eXchange Agent. Users can smoothly modify the functionality and structure of their center and easily scale operations with software licenses.

### Key Features

- Full feature-set for inbound services
- DNIS recognition for call routing rules
- Free-seating for agents—calls and customized work environment follow agents wherever they are logged into the system
- Routing includes terminal, circular, and longest idle
- Unique, powerful built-in report package
- Position-in-queue announcements
- MS-Windows technology-based

### 3Com eXchange Engine

The 3Com eXchange Engine offers easily operated and implemented rules for call routing, enabling significant improvement in customer service as well as a reduction in the total cost of ownership. In addition to basic Automatic Call Distribution (ACD) routing, the eXchange Engine also provides:

- Circular, terminal, or longest idle agent routing
- Call routing behavior according to requested service
- Customizable forced release timer
- Auto-attendant service responses
- Wrap-up codes for marking call outcomes
- Interflow and overflow support
- Per service announcement plan including mandatory, first, and up to 20 secondary announcements

### 3Com eXchange Administration

With eXchange Administration, supervisors can manage system entities (agents, groups, trunks, DNIS, etc.), routing policies, reporting definitions, maintenance activities such as backup policy and alarms, and system-wide parameters. The application provides:

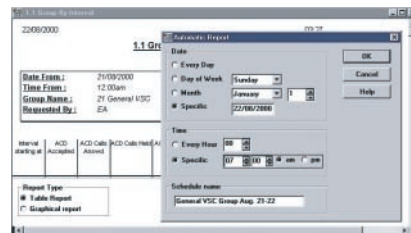
- Full management and control of agent activities with drag and drop convenience
- Call control scripts management with support for auto-attendant actions like Menu, Play File, Transfer, and position-in-queue announcements
- Several administration levels with different access rights

### 3Com eXchange Visor

The eXchange Visor, a powerful management information system (MIS), offers historical reports, real-time monitoring for fast decision making, and optional wall board capabilities. MIS features include remote supervisor and remote network support. Managers can customize windows and desktops by setting colors, chart types, and alerts for convenient, personalized information access.

3Com eXchange Visor delivers:

- Full-featured report generator with high-end functionalities
- Drag and drop report construction
- Historical reports with standard system parameters accessible via web browser
- Integration of historical reports with 3Com eXchange Call Center internal data
- Privacy options, giving access to either one or all supervisors
- Formula Editor (optional) for creating additional calculated columns in reports



3Com eXchange Visor provides critical information to optimize call center performance.

### Historical Reports

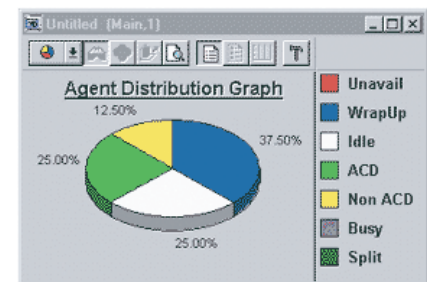
A wide variety of reports can be used to reflect the activity and functionality of call centers and agents, each easily generated from the predefined report list. In the event that a unique report is needed, 3Com eXchange software gives authorized supervisors complete freedom to design customized reports.

Reports can be sorted by fields and data can be filtered to match specific management needs. Report results, viewed as graphs or tables, can be exported easily into a variety of standard formats. An integrated scheduler can automatically generate reports and send them to destination files or printers as determined by the supervisor.

### Real-Time Monitoring

Using Visor real-time monitoring, supervisors can access online the following information in several convenient formats:

- Ongoing performance of call center entities (agents, groups, trunks, DNIS, etc.)
- Statistical performance based on sliding window time frames
- ACD and non-ACD calls
- Customizable graphical, tabular, and form reports
- Customizable display of numerical and statistical data based on two threshold levels



Customized views and color coding give supervisors the visibility they need for fast responses to call center requirements.



Customizable Agent toolbar provides easy access to call center functions.



The optional Agent Board displays real-time messages on an agent's PC.

### 3Com eXchange Agent

A Windows-based application, eXchange Agent provides timesaving capabilities. The toolbar offers an intuitive interface that can be customized by an administrator to contain most frequently used features. Because the application requires minimal screen space, agents can simultaneously view other applications native to the call center (e.g., CRM). Features also include:

- Agent without PC—log in, log out, release, resume
- Agent Board (optional) offering PC connectivity to real-time statistics of call center activities

## Software Options

3Com eXchange Call Center base package includes licenses for ten agents and one supervisor. To meet an organization's individual needs, the following options are also available:

**3Com eXchange Agent Board** provides optional PC connectivity to real-time statistics of call and agent activity in the call center. Only one license is required per system. The number of Agent Boards cannot exceed the number of total system agents; a mix of agents with or without Agent Board is possible.

**3Com eXchange Wall Board** provides optional connectivity to compatible third-party wall boards for displaying the same information shown on an Agent Board. Only one license is required per system. The wall board itself is not included.

**3Com Formula Editor** enables the addition of calculated columns to eXchange Visor reports for increased control of call center reporting functions.

**3Com eXchange Agent Inbound Voice Licenses** extend the number of agents for handling inbound calls. Each license provides connectivity for five additional agents.

**3Com eXchange Visor Licenses** provide one additional supervisor with access to the full set of eXchange Visor management functions.

**3Com eXchange Visor Monitor-Only License** provides one additional supervisor with access to only the real-time supervisory information of eXchange Visor.

## Professional Services and Support Options

3Com and its authorized resellers can provide expertise in designing, managing, and deploying the call center, including programming the main application and agent software. Training on call center features and operation is also available for an administrator and system agents. With 3Com Express Service, organizations can extend their warranty services with 24x7 access to telephone technical support—even on holidays—and software upgrades, excluding software that is released by 3Com as a separately ordered product. Additional response time options and on-site support are also offered. For more information or to order services, contact your authorized 3Com reseller or 3Com sales representative.