

PRODUCT OVERVIEW



VIP ACD Supervisor / Agent

Comprehensive management reports and communication tools

VIP ACD is a comprehensive PC software application designed around the specific needs of ACD supervisors and agents. Consisting of *VIP ACD Supervisor*, *VIP ACD Agent*, and a robust statistical report package, *VIP ACD* provides the management reports and communication tools required to monitor and manage ACD departments and improve customer service.

Agent productivity is enhanced using tools that complement their daily activities rather than interfering with them. Using the *VIP ACD Agent* graphical user interface, agents can easily log in and manage calls directly from their PC and receive assistance from their supervisor instantly via built-in text-messaging. Supervisors have real-time access to monitor department performance and agent status directly from their desktop. Information on queue and call activity, current service level, and agent status can all be viewed simultaneously. Supervisors can easily communicate with agents using built-in text messaging and monitor agents without intruding via the one-click service observe feature; an excellent way to train agents and maintain agent effectiveness. Historical statistical reports are accessed through *VIP ACD Supervisor* and provide summary and detailed information on ACD activity. Reports may be viewed on-screen and exported to a variety of standard desktop applications. Statistical data can also be archived and recalled for later use.

The foundation of *VIP ACD* software is *VIP Professional*, which enhances the power of the ESI communications system. This foundation provides supervisors and agents with a comprehensive set of productivity tools, including one-click call handling, unified messaging, contact management, call management, and text messaging all from the familiar *Windows*® environment. Additionally, supervisors and agents can display *VIP ACD* screens on the same monitor used for other business applications, like *Microsoft Word*® and *Excel*®, eliminating the need for specialized equipment.

Each *VIP ACD* application is available in both a standalone edition (*SE*) and an edition that is integrated with *Microsoft*® *Outlook*.



Benefits summary

- **Monitor ACD performance** using real-time department and agent status.
- **Manage quality** and maintain agent effectiveness using built-in communication tools
- Use historical **statistical reports** to review summary and detailed information and export data to other applications.
- Familiar **Windows user interface** is intuitive, requiring less training for supervisors and agents.

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Note: To learn more about the *VIP Professional* application mentioned herein, consult the **VIP Product Overview** (ESI #0450-0608). Certified ESI Resellers may download this and other related ESI documents from www.esiresellers.com (password required).

Color brochures available

- Standalone edition (*VIP ACD SE*) — ESI part # 0450-1284.
- *Outlook*-integrated *VIP ACD* — ESI part # 0450-1204.
- Both available from www.esi-estech.com/brochures.

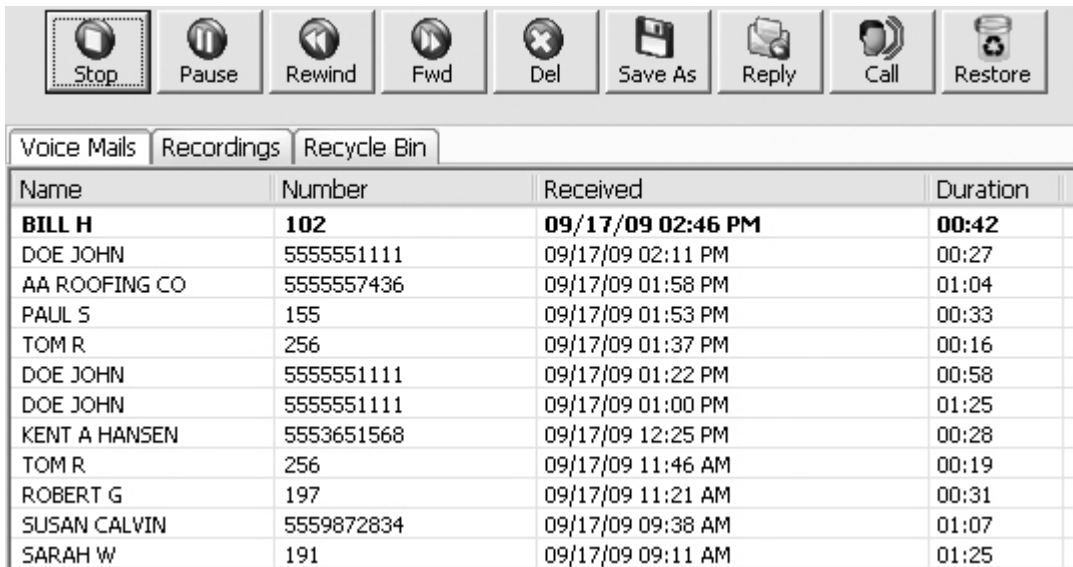
Voice mail management

Each *VIP ACD* application has superior **voice mail management** features.

Note: As shown on page 5, *VIP ACD Supervisor* easily toggles between its usual **ACD Supervisor** display and a **Messages** display with the features discussed below. In *VIP ACD Agent*, the default display shows messages at all times.

- **Displays voice mail** — By putting messages on-screen, *VIP ACD* makes it easy to view, prioritize and retrieve messages by their importance, rather than on a first-in/first-out basis.

The *Outlook*-integrated edition also lets you manage faxes¹ and e-mail; in it, you can use a **VIP Voicemails** folder to separate voice mails from e-mails.



Name	Number	Received	Duration
BILL H	102	09/17/09 02:46 PM	00:42
DOE JOHN	5555551111	09/17/09 02:11 PM	00:27
AA ROOFING CO	5555557436	09/17/09 01:58 PM	01:04
PAUL S	155	09/17/09 01:53 PM	00:33
TOM R	256	09/17/09 01:37 PM	00:16
DOE JOHN	5555551111	09/17/09 01:22 PM	00:58
DOE JOHN	5555551111	09/17/09 01:00 PM	01:25
KENT A HANSEN	5553651568	09/17/09 12:25 PM	00:28
TOM R	256	09/17/09 11:46 AM	00:19
ROBERT G	197	09/17/09 11:21 AM	00:31
SUSAN CALVIN	5559872834	09/17/09 09:38 AM	01:07
SARAH W	191	09/17/09 09:11 AM	01:25

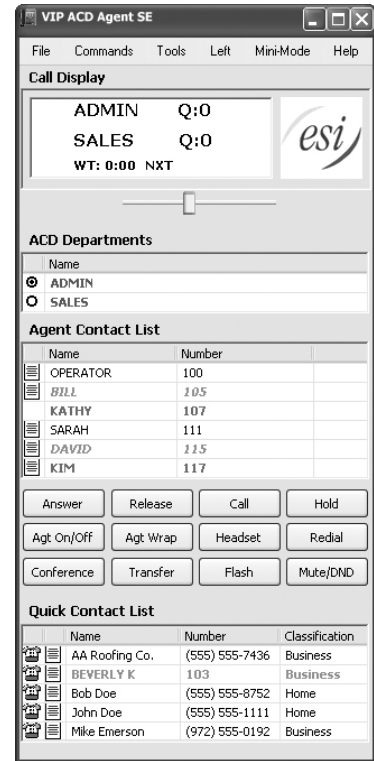
- **Synchronizes automatically with ESI system's voice mail** — Regardless of whether the phone dial pad or the *VIP ACD* interface is used to handle a voice message, the on-screen voice mail headers provide a continually updated indication of new, old, and deleted messages.
- **Shows Caller ID data for each message** — *VIP ACD* displays Caller ID information in the **Subject** line for each message. This information further helps prioritize which message to retrieve first.
- **Plays back through phone** — Virtually all voice mail management products play back messages through the PC's multimedia system. *VIP ACD* uses the audio capabilities in the ESI Feature Phone, so the user can still pick up the handset to hear messages privately. This eliminates the need to use a headset with the PC.
- **Saves voice messages as .WAV files** — *VIP ACD* gives the user a choice of whether to save a message as a .WAV file. This spares the customer's network the burden of moving large .WAV files every time someone in the office gets a message. The user can choose to select a default location for saved .WAV files or pick a location each time a .WAV file is saved.

¹ *Outlook*-integrated edition only. Requires the integration of a third-party fax server. Not supported by the ESI-50L or IVX S-Class Generation II.

VIP ACD Agent

The left-side screen of *VIP ACD Agent*¹ integrates distinct sections that increase agents' productivity and complements their daily activities.

- **Call Display** — Presents a three-line “LCD” showing current department status including calls in queue and longest wait time. Information appearing in this display mirrors the information on the display of the 48-Key Feature Phone. (Refer to the *VIP ACD Setup and User's Guide* [ESI # 0450-0987] for complete details on display information.)
- **Volume control** — Immediately below the display window, a slide bar controls the volume of the handset, headset, or speakerphone during a call.
- **ACD Department** — Radio buttons indicate the currently selected department and provide access for agents to switch the Agent Contact List between any two departments.
- **Agent Contact List** — Shows the color-coded name, number, and current status for each member of the currently selected department. Choosing another department will cause the list to refresh with data from the selected department. Dial any listed agent by double-clicking on the name.
- **Command buttons** — Provide one-click access to commonly used ACD agent functions including log in/out, agent wrap, and headset mode.
- **Quick Contact List** — Makes it easy to call, text-message or e-mail frequently contacted individuals. Populating these fields is just as easy; either import (*VIP ACD SE*) or drag-and-drop (*Outlook*-integrated edition) from the *Outlook* contacts.



Agent Contact List and Quick Contact List common features

Common functions across the Agent Contact List and Quick Contact List make it easier to view, edit, and connect to selected contacts:

- **Color-coded status indication** — Listings for internal users are shown using color-coding based on current status:

When name is . . .	Agent/contact's status is . . .
Black	Idle
Red	Off-hook or in use
Amber	Do-not-disturb
Amber and <i>italicized</i>	Off-premises ²

- **Click to contact** — Instant access to agents is provided through simple mouse-clicks. In the Quick Contact List, each listing handles multiple phone numbers and e-mail addresses.
- The “**phone**” icon gives VIP ACD Agent users quick access to phone numbers for each contact. Double-click to dial a selected number from the list.
- The “**memo**” icon simplifies text messaging to supervisors or other agents. Clicking the “memo” icon in the Agent Contact List initiates a text message. Clicking a Quick Contact List “memo” icon displays a pick list of all e-mail addresses, as well as the option to send a text message to a user of a *VIP Professional*-compatible application.³ When a specific e-mail address is selected, your default e-mail client starts a new mail message that's pre-addressed to the contact.

¹ The right-side screen is the same as in *VIP Professional*, with tabs for voice mail messages, recordings, the Recycle Bin, missed calls, and the call log (see “Voice mail management,” page 2).

² Off-premises indication requires optional ESI Presence Management. For details, consult the *ESI Presence Management Product Overview* (ESI # 0450-0794).

³ Standalone or *Outlook*-integrated edition of *VIP Professional*, *VIP ACD Supervisor*, *VIP ACD Agent*, *VIP PC Attendant Console*, or *VIP Softphone*.

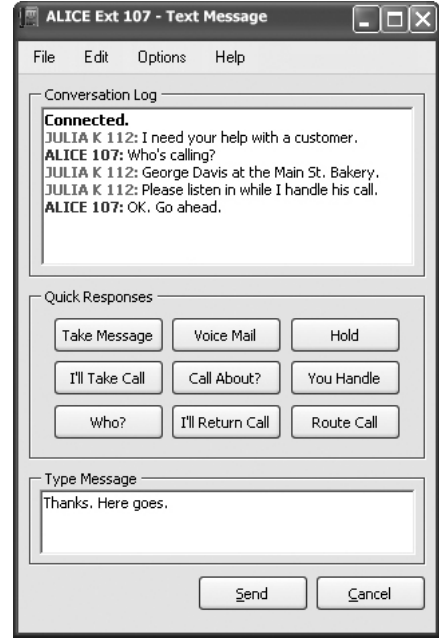
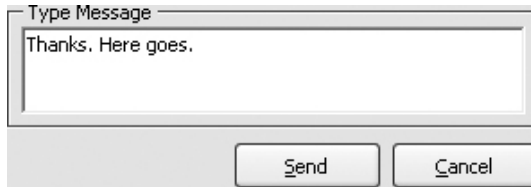
Agent text-messaging

A versatile function of *VIP ACD* is the ability of agents to send a **text message** to a supervisor or another agent. Agents needing the help of a supervisor may receive assistance without having to leave their desks or put callers on hold, enabling them to remain productive.

ESI's text messaging is non-intrusive. Other systems offer only "voice-over" or whisper-paging to communicate with busy agents. But *VIP ACD Agent* lets them send a text message to a supervisor to ask a question such as "Customer X wants a discount on the blue widget, can I offer it to them?" or "I have an irate customer on the line. Will you please listen in?" This capability results in fewer interruptions for all in the workplace.

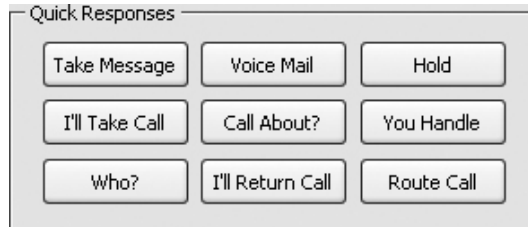
ESI text messaging is a "closed" messaging system, unaffected by external viruses or other security breaches. It promotes higher productivity by limiting text-messaging to only internal, business-related communication.

Each text message is individually written, allowing the agent to include as much or as little description in the message as required:



For example, a message might be sent to inform a busy customer service agent that "Joe Jackson is on Line 4 and is upset. His order wasn't delivered today. He wants us to pay for overnight shipping" — or, simply, a brief note like "Joe Jackson, Line 4" can be sent.

The recipient of the text message may respond with a personalized reply, such as "Tell him I'll be right with him"; or, as an alternative, one of 18 user-programmable **Quick Responses** can be selected and sent back to the originator of the text message:



As an example, the recipient may respond by clicking the **Voice Mail** Quick Response, which generates the fixed message, "Send to voice mail." The choice of fixed responses saves the responding user the time required to compose a separate reply to each text message, making it a highly efficient means of communication.

Headset integration

Agents can remain focused on their work when taking advantage of the **headset integration** in *VIP ACD Agent*. Using a headset plugged into the ESI 48-Key Feature Phone keeps the agent's hands free to take notes or type call records into a customer service program.

VIP ACD Supervisor

The main screen of *VIP ACD Supervisor* is comprised of five distinct sections that make it easy for users to monitor department performance and agent status while remaining efficient with their own communications.

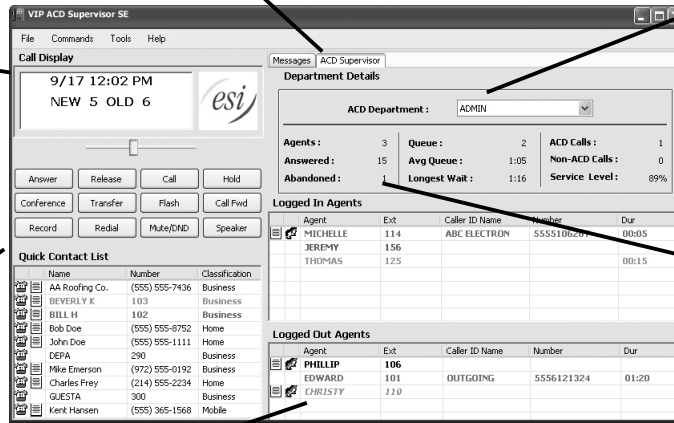
Tabs (*VIP ACD Supervisor SE* only) — The right side of the application's display shows either the detailed **ACD Supervisor** display or *VIP*'s usual **Messages**. (The Outlook-integrated edition shows messages in the Outlook Inbox.)

Call Display

— Call activity presented on the three-line "LCD" emulates the display of the 48-Key Feature Phone. A slider controls the volume of the phone handset or headset from the PC. Command keys make common ACD features available at the click of a mouse.

Quick Contact List

— Add Microsoft Outlook Contacts easily (even in *VIP ACD SE*), giving the supervisor fast access to frequent contacts. Calling any contact is easy by clicking on the name or "phone" icon. Click the "memo" icon to quickly send an internal text message or e-mail. Station status is indicated via color-coded text.



Department Details

— Real-time statistics for the selected department are provided, including the number of logged-in agents, call statistics, and current service level. Supervisors can select any of up to four departments from a pull-down menu to refresh the screen with up-to-date information on the newly selected department.

Logged In Agents

— Listing of agents currently logged into the department queue along with current status. Instantly know if the agent is busy, in wrap mode, or idle by their color-coded status. Caller ID¹ information for calls in progress is displayed as well as call or wrap time duration. Call an agent by double-clicking on the name. Click the "memo" icon to send a text message, or click the "service observe" icon to monitor a call without intruding.

Logged Out Agents

— Department members currently logged-out of the queue. Extension name and number are provided along with present status, including off-hook, off-premises, do-not-disturb or idle status. Supervisors can click on the "memo" or "service observe" icon to text-message or service-observe that agent, respectively. Place a call by double-clicking on the agent's name.

- **Call Display** — Supervisors have access to all *VIP Professional* call-handling functions. A three-line "LCD" emulates the information on the display of the 48-key Feature Phone, showing the ACD supervisor information and time, date, and relevant call activity information such as Caller ID¹ of incoming calls.
- **Volume control** — Use the slide bar to adjust the volume of the handset, headset, or speakerphone while on a call.
- **Command buttons** — Commonly used ACD functions — including log in/out, agent wrap, and headset mode — are easily accessible. Supervisors may also log into a queue when required, to accept ACD calls.
- **Quick Contact List** — Supervisors can easily call, text-message or e-mail frequent contacts. Populating these fields is as easy as using *Outlook* contacts.² Dial any listed contact by double-clicking on the name or "phone" icon. Click the "memo" icon to quickly send an internal text message or e-mail. Station status is indicated via color-coded text.

(Continued)

¹ This and other references herein to Caller ID assume Caller ID service has been available and ordered from the local provider.

² *VIP ACD SE* imports contacts from *Outlook*; the *Outlook*-integrated edition allows a drag-and-drop method.

- **Department Details** — A drop-down menu provides access for supervisors to switch to any of up to four departments and indicates the currently selected department. Choosing another department will automatically refresh the screen with data from the selected department.

Monitor department performance using the real-time statistics for the currently selected department. Statistics indicate the most current state of the department and include the following fields:



- **Agents** — The number of agents currently logged into the queue.
- **Queue** — The number of calls currently in queue for the selected department.
- **Longest Wait** — The number of minutes and seconds the oldest call in queue has been waiting to be answered.
- **ACD Calls** — The number of ACD calls currently in progress.
- **Abandoned** — The number of ACD callers that hung up while waiting to be answered.
- **Non-ACD Calls** — the number of non-ACD calls currently in progress. These include any outgoing calls made by an ACD extension, incoming calls not answered via the queue or transferred calls directly to ACD extensions.
- **Answered** — Total ACD calls answered live by an agent. This does not include calls that are still in queue, abandoned, or forwarded to voice mail or some other automatic routing.
- **Svc Level** — The percentage of calls answered within the user-defined service threshold.
- **Avg Queue** — The average queue time is the average amount of time it takes before ACD calls are answered by agents.
- **Logged In Agents** — Name, number, and current status for each logged-in agent of the currently selected department is shown in this color-coded listing. (See chart below for available status). Caller ID name and number information for incoming calls is displayed as well as call or wrap time duration.
- **Logged Out Agents** — Agents currently logged-out of the current department queue are listed. Extension names and numbers are provided along with present status indicated via color-coded text (see chart, *below*).
- **Department log-in** — Supervisors can log into a department in one click directly from the application, when required to accept calls.

Common features in VIP ACD Supervisor

Common functions across the **Logged In Agents** and **Logged Out Agents** lists make it easier to view and connect with selected agents:

- **Color-coded status indication** – Contact listings for logged-in and logged-out agents are displayed in colors to indicate their current status:

When name is . . .	Logged-in agent's status is . . .	Logged-out agent's status is . . .
Green	Idle	—
Black	—	Idle
Red	In use/Off-hook	In use/Off-hook
Amber	In wrap mode	Do-not-disturb
Amber and italicized¹	Off-premises	Off-premises

- **Outbound call status** — Displays phone numbers and call durations for logged-in agents' outbound calls.
 - **Click to contact** — Instant access to contacts is provided through simple mouse clicks. Double-click the agent's name to initiate a call.
 - The **"memo" icon** () simplifies sending text messages to agents. Clicking the "memo" icon will initiate a text message.
 - The **"service observe" icon** () creates a simple method for a supervisor to check on any agent with a single click. Observing agents by listening in on a call without intruding is an excellent way to train new agents and to monitor agent effectiveness.

¹ Off-premises indication requires optional ESI Presence Management.

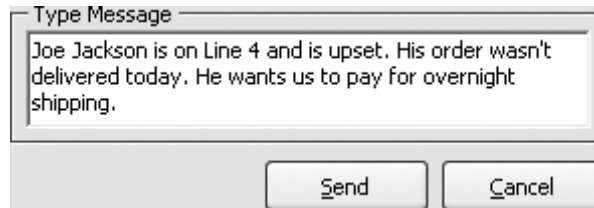
³ The NSP came standard on IVX E-Class Generation II systems sold by ESI since February 17, 2006. It may be added to an IVX E-Class Generation II systems after-market; it must have been added to a voice mail-equipped IVX S-Class Generation II at original purchase.

Supervisor text-messaging

Supervisors can text-message agents at any time. This function of *VIP ACD Supervisor* is particularly useful when the supervisor is service-observing an agent call, because the supervisor can provide guidance to the agent without intruding on the call.

Functionally identical to agent text-messaging, supervisors can send and receive text messages such as, “*Be sure to ask Customer X to purchase the extended warranty*” or “*Call volume is increasing, please work quickly.*” This allows the supervisor to remain productive at their workstation and results in fewer interruptions.

As with agent text-messaging, each text message can be individually written, allowing the supervisor to include a detailed description or specific guidance in the message.



For example, a message might be sent to inform a busy agent that “*Jim Johnson wants to add Item XYZ to his order.*”

The agent may respond with a personalized reply, such as “*Tell him I will call him right back,*” or can use a Quick Response button.

By clicking the “memo” icon in the Quick Contact List, the supervisor can also send a text message to another user of *VIP ACD Supervisor*, a *VIP PC Attendant Console* user, a *VIP Softphone* user, or a system user equipped with a *VIP Professional* client license,

Reports

A *VIP ACD Supervisor* user has access to many built-in historical reports which can be viewed, printed, or exported to common applications such as *Microsoft Excel*, *Microsoft Access*[®], or *Lotus*[®] 1-2-3[®]. Each report can be generated in hourly, daily, weekly, or monthly increments. Reports are accessed using the **Tools** menu where a report selector is available for a supervisor to generate a specific report. **See also “Report samples,” page 12.**

Report types

- **Department** — Four available **department reports** provide summary or detailed information for a department over the specified time interval:
 - **Department Summary** — Information on one or more selected departments and includes the number of incoming ACD calls answered and recovered, total talk time, and answered and outgoing non-ACD calls.
 - **Department Detail** — Detail for one or more departments over the specified time interval, including ACD calls answered, rerouted, abandoned ACD calls, total and average talk time, and longest and average queue time.
 - **Abandoned Calls** — Details on calls that were abandoned prior to being answered from the ACD queue. Information includes the date and time of each call, hold time, CO line and Caller ID for each abandoned call.
 - **CO Line Summary** — The number of ACD calls directed to a department, ACD calls answered, and calls abandoned for each CO line.
- **Agent** — Two pre-formatted **agent reports** give summary or detailed information for one or more agents over the specified time interval:
 - **Agent Activity Summary** — Log-in duration, number, and duration of ACD calls answered, and a summary of non-ACD calls.
 - **Agent Detail** — Specific chronological information on logged-in agents’ inbound and outbound calls, ACD and non-ACD calls, calls coming from the ACD queue, and internal calls.
- **Custom reports** — *VIP ACD Supervisor* comes standard with *Crystal Reports*[®]. Advanced users can create customized reports to meet their specific needs by separately purchasing *Crystal Reports Standard Edition* or *Crystal Reports Professional Edition*.

Report export formats supported

- *Microsoft Excel* (.xls)
 - *Microsoft Access* (.mdb)
 - *Web browser* (.html)
 - *Adobe® Acrobat®* (.pdf)
- . . . and many more . . .

Reports database

Data is automatically collected by the PC running *VIP ACD Supervisor* for the user identified as the “database owner” in Installer/Administrator programming. All ACD activity is recorded directly into the database through the database owner's PC running the application. The database may be stored locally, or on a local area network drive in a shared folder, so other supervisors may access the data for report generation. Customers operating on a 24/7 basis must provide a PC which runs the *VIP ACD Supervisor* application continuously to maintain data collection.

Requirements

Compatible systems

- *VIP ACD (SE or Outlook-integrated)* can be used with any ESI Communications Server or IVX X-Class system — each of which has a built-in NSP (Network Services Processor) installed — or with any IVX E-Class Generation II system with an installed NSP.³
- *VIP ACD (SE or Outlook-integrated)* can co-exist in any NSP-equipped system that is running another NSP application, such as ESI Presence Management with time and attendance tracking. Furthermore, both *VIP ACD SE* and the *Outlook-integrated* edition of *VIP ACD* can co-exist on the same ESI system.

Upgrade and installation notes

ESI hardware

- Each licensed user of *VIP ACD* must be equipped with a **48-Key** Feature Phone (digital or IP).
- *VIP ACD* requires installation of an NSP. When adding *VIP ACD* to an existing system that does not have an NSP, you must upgrade the system to include this component.

ESI system software

Minimum operating software versions for the compatible ESI systems are shown in this table (it doesn't matter whether you're installing *VIP ACD SE* or the *Outlook-integrated* edition):

ESI system	Minimum ESI system software version required for <i>VIP ACD</i>
ESI-1000, ESI-200, ESI-100, ESI-50	[All]
ESI-600	16.1.0
IVX X-Class	10.9.0
IVX E-Class (Generation II only)	2.8.0

Licensed users of basic *VIP* wishing to use *VIP ACD* client software must purchase a separate *VIP ACD Supervisor* license or a *VIP-to-VIP-Professional* upgrade license.

Licensing

VIP ACD Supervisor and *VIP ACD Agent* provide a unique level of support for a business's needs. Software is licensed per user by client type (*Supervisor* or *Agent*) and is available for any ESI-1000, ESI-600, ESI-200, ESI-100, ESI-50 (but not ESI-50L, which doesn't support ACD), IVX X-Class, or IVX E-Class Generation II system in the following capacities:

System	Agent licenses	Supervisor licenses
ESI-1000	Up to unlimited	16
ESI-600	Up to unlimited	8
ESI-200	Up to unlimited	4
ESI-100	Up to unlimited	2
ESI-50	Up to unlimited	2
IVX X-Class	Up to unlimited	4
IVX E-Class Generation II	Up to unlimited	2

(Continued)

VIP ACD Supervisor licenses are offered individually. VIP ACD Agent licenses may be combined with VIP Professional licenses and are sold in 2-, 5-, 25-, and 100-seat increments, or unlimited licenses, as shown in the table. For example, a site may purchase one VIP Professional 25-seat license and mix-and-match those 25 seats for that site among various users (e.g., enable 10 seats as VIP Professional and 15 seats as VIP ACD Agent). However, a site **cannot** mix-and-match standalone seats and Outlook-integrated seats; mixing-and-matching can occur only among seats from the **same** edition (i.e., standalone or Outlook-integrated) of VIP, regardless of the VIP application(s) in question.

Note: Only VIP Professional and VIP ACD Agent licenses may be combined per site. VIP ACD Supervisor licenses must be purchased separately.

No. of seats	VIP ACD Agent		VIP ACD Supervisor	
	SE	Outlook-integrated	SE	Outlook-integrated
One	—	—	5000-0555 (individual license)	5000-0436 (individual license)
Two	5000-0556	5000-0389		
Five	5000-0557	5000-0390		
25	5000-0558	5000-0391		
100	5000-0559	5000-0399		
Unlimited	5000-0560	5000-0392		

Computer requirements

Note: Computer hardware and operating system requirements may differ for users who purchase *Crystal Reports Standard Edition* or *Crystal Reports Professional Edition*. Refer to current *Crystal Reports* computer requirements for detailed information.

PC software

VIP ACD is supported by:

- All of these Microsoft operating systems: *Windows 7*, *Vista*, *XP*, and *2000* (the latter only for Outlook-integrated edition).¹
- *Microsoft Outlook 2007*, *2003*, *2002*, and *2000*² (including Outlook Contact importing by VIP ACD SE).

Computer hardware requirements

Any PC on which VIP ACD will be installed requires:

- Intel® Pentium® II processor — 400 MHz (or better)
- 128 MB of RAM
- 15 MB of free hard drive space (12 MB for installed software, 3 MB for temporary setup files)

¹ Any 64-bit version of *Windows* is incompatible with *VIP*.

² *VIP SE* cannot import Contacts from *Outlook 2000*.

Notes

- Installation of a *Microsoft Exchange* server is **not** required for operation of *VIP ACD*.
- ESI neither tests whether, nor claims that, *VIP ACD* should work alongside synchronization software for PDAs. You must be at a PC, with an ESI 48-Key Feature Phone, to use *VIP ACD* messaging and call-control features.
- *VIP ACD Supervisor* and *VIP ACD Agent* are incompatible with the following (*i.e.*, if any licensed *VIP* product and **any** of these are installed on the same PC, the *VIP* application won't run):
 - A Citrix, *Windows Terminal Services*, or other similar environment.
 - *LexisNexis Time Matters*[®].
 - Any *Grisoft AVG*[™] product.¹
 - Any *Oncontact*[®] application.
 - *BitDefender*[®].
 - Any *CA*[™] *eTrust*[™] application.
- Caller ID service from the customer's telephone provider is highly recommended. It is possible to use *VIP ACD* software without CID service, but many of the product's compelling features require it.
- No *VIP* application can be used simultaneously with *ESI Personal Programmer*, because they are mutually exclusive applications.
- A user of the *Outlook*-integrated edition of *VIP ACD* who is set up for ESI Mobile Messaging and receives a voice mail message will see only an e-mailed notification in the *Outlook* Inbox — *i.e.*, rather than a usual *VIP ACD* voice mail item, which allows playback from the *VIP ACD* toolbar. Whether the e-mailed notification includes an attached .WAV file of the voice mail message will depend on the user's ESI Mobile Messaging settings.²

¹ *VIP ACD SE* is compatible with this.

² For more information on ESI Mobile Messaging, see the *ESI Mobile Messaging Feature Overview* (ESI # 0450-1243).

Report samples

Department Summary

Department Summary Report									
Department Name: SALES					Report: Weekly				
Start: 8/13/2006 12:00:00 AM									
End: 8/20/2006 12:00:00 AM									
Day	ACD Calls	Answered	Rerouted	Abandoned	Total Talk Time	Average Talk Time	Longest Queue Time	Average Queue Time	
08/14/06 Mon	16	13	1	2	0:31:02	0:02:39	0:01:00	0:00:21	
		15	2	3	0:29:15	0:02:34	0:01:15	0:00:11	
		17	0	1	0:31:40	0:02:25	0:01:30	0:00:08	
08/17/06 Thur	29	25	1	3	0:51:06	0:02:04	0:01:02	0:00:06	
		20	0	3	0:38:20	0:02:31	0:01:35	0:00:06	
Totals:		90	4		3:01:23	0:02:44	0:01:35	0:00:10	

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Department Detail

Department Detail Report									
Department Name: SALES			Report Daily						
Start: 8/14/2006 12:00:00 AM									
End: 8/15/2006 12:00:00 AM									
	Ext	Name	Incoming ACD			Non-ACD Calls			
			Answered	Duration (H:MM:SS)	Recovered	Answered	Duration (H:MM:SS)	Outgoing	Duration
08/14/06 Mon									
	5000	SALLY W	0	0:00:00	0	0	0:00:00	0	0:00:00
	5001	THOMAS P	6	0:08:40	0	1	0:05:32	0	0:00:00
	5002	PHILLIP S	8	0:14:15	0	0	0:00:00	0	0:00:00
	5003	WENDY T	3	0:04:02	1	2	0:03:02	1	0:05:27
Totals:			17	00:26:57	1	3	0:08:34	0	0:05:27
08/15/06 Tue									
	5000	SALLY W	8	0:16:07	0	0	0:00:00	0	0:00:00
	5001	THOMAS P	7	0:12:40	0	0	0:00:00	0	0:00:00
	5002	PHILLIP S	10	0:18:45	0	1	0:03:27	0	0:00:00
	5003	WENDY T	5	0:15:20	0	0	0:00:00	1	0:07:14
	5004	SAMUEL M	6	0:07:15	0	0	0:00:00	2	0:15:06
Totals:			36	1:09:27	0	1	0:03:27	0	0:22:20
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Abandoned Call Detail

Abandoned Call Detail Report					
Department Name: SALES			Report interval: Weekly		
Start: 8/13/2006 12:00:00 AM					
End: 8/20/2006 12:00:00 AM					
Time	CO Line	Queue Time	Caller ID Number	Caller ID Name	
08/14/06 Mon					
10:49 AM	2	0:00:21	2145550103	SMITH SHARON	
10:54 AM	4	0:00:15	9725550103	ABC TELECOM	
		Avg Queue Time	0:00:18	Total abandoned: 2	
08/15/06 Tue					
11:39 AM	1	0:00:31	8145559514	AAA CABLE	
12:44 PM	5	0:00:16	9875553214	AIKMAN TOM	
		Avg Queue Time	0:00:24	Total abandoned: 2	
08/16/06 Wed					
9:19 AM	2	0:00:11	2015559874	ACCESS PLUS	
10:59 AM	5	0:00:20	8255558523	JONES JENNIFER	
		Avg Queue Time	0:00:16	Total abandoned: 2	
08/17/06 Thur					
3:49 PM	3	0:00:15	4155556541	MORRIS PHIL	
		Avg Queue Time	0:00:15	Total abandoned: 1	
08/18/06 Fri					
8:49 AM	1	0:00:05	5105559632	MACDONALD ED	
1:54 PM	2	0:00:17	8175559137	XYZ ELECTRIC	
4:24 PM	4	0:00:18	9725550103	DALLAS DIRECT	
		Avg Queue Time	0:00:13	Total abandoned: 3	
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CO Line Summary

CO Line Summary Report					
Department Name: SALES			Report interval: Daily		
Start: 8/14/2006 12:00:00 AM					
End: 8/15/2006 12:00:00 AM			CO Lines: 2 - 4		
08/14/06 Mon					
CO		ACD Calls	Answered	Abandoned	
2	LINE 2	15	14	1	
4	LINE 4	29	27	2	
Total		44	41	3	
08/15/06 Tue					
CO		ACD Calls	Answered	Abandoned	
2	LINE 2	14	14	0	
3	LINE 3	22	21	1	
4	LINE 4	25	24	1	
Total		61	59	2	
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Agent (activity) Summary

Agent Summary Report									
Department Name: SALES			Agent: FRED			Report interval: Weekly			
Start: 8/13/2006 12:00:00 AM			Ext: 5004						
End: 8/20/2006 12:00:00 AM									
Date	Day	Logon Time	Logon Duration	Incoming ACD			Non-ACD Calls		
				Answered	Duration (H:MM:SS)	Recovered	Answered	Duration (H:MM:SS)	Outgoing
08/14/06	Mon	9:46 AM	4:52:17	15	0:31:02	0	0	0:00:00	1
08/15/06	Tue	8:15 AM	5:50:15	22	0:29:15	0	1	0:02:06	1
08/16/06	Wed	8:05 AM	5:46:19	19	0:31:40	0	1	0:03:27	0
08/17/06	Thur	8:00 AM	5:15:02	18	0:51:06	0	0	0:00:00	0
08/18/06	Fri	12:20 PM	2:31:25	8	0:18:20	0	0	0:00:00	1
Totals:			24:25:28	82	2:41:23	0	2	0:05:33	3

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Agent Detail

Agent Detail Report				
Department Name: SALES		Report interval: Daily		
Start: 8/14/2006 12:00:00 AM	Agent: FRED			
End: 8/15/2006 12:00:00 AM	Ext: 5004			
Event	Time	Duration	Detail	
Logon	8:00 AM	3:00:00		
ACD Call	8:27 AM	0:02:14	2015559874	ACCESS PLUS
Wrap	8:29 AM	0:05:00		
Non-ACD Inc Call	9:15 AM	0:05:32	4155559568	COLEMAN NTH
ACD Call	10:01 AM	0:03:48	2145550103	SMITH SHARON
Logoff	11:00 AM			
Logon	12:02 PM	4:00:00		
ACD Call	12:22 PM	0:03:08	5105559632	MACDONALD ED
ACD Call	12:25 PM	0:03:19	8175559137	XYZ ELECTRIC
Wrap	12:28 PM	0:05:00		
ACD Call	1:05 PM	0:02:10	8145559514	AAA CABLE
ACD Call	1:31 PM	0:03:28	9875553214	AIKMAN TOM
Wrap	1:34 PM	0:05:00		
ACD Call	2:02 PM	0:02:54	4155556541	MORRIS PHIL
ACD Call	2:22 PM	0:03:31	8255558523	JONES JENNIFER
Non-ACD OG Call	3:52 PM	0:05:09		
Logoff	5:00 PM			
Totals				
Logged On:	2	7:00:00		
ACD Calls:	7	0:20:04	Average ACD Talk Time:	0:02:56
Wrap:	3	0:15:00	Average Wrap Time:	0:05:00
Non-ACD OG Calls:	1	0:05:09	Average OG Call Talk Time	0:05:09
Non-ACD Inc Calls:	1	0:05:32	Average Inc Call Talk Time	0:05:32
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Note: For more complete details on *VIP* and *VIP Professional*, consult the *VIP Product Overview* (ESI # 0450-0608). For complete details on *VIP PC Attendant Console*, consult the *VIP PC Attendant Console Overview* (ESI # 0450-0914). ESI-trained Resellers may download this document and any others mentioned herein from www.esire sellers.com (password required).

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