

VIP™ ACD SE

Real-time communications, call monitoring, and call reporting.

Automated call distribution (ACD), one of the many outstanding features built into ESI Communications Servers¹, gives your business the ability to coordinate call-handling to the maximum advantage of both you and your callers. Now, ESI has amplified this advantage — with **VIP ACD SE** (Standalone Edition²).

For both agents and supervisors.

Designed to meet the specific needs of ACD supervisors and agents, **VIP ACD SE** combines ESI's **VIP Professional SE** communications application with enhanced access to the powerful ACD capabilities in most ESI systems.

Licensing determines whether **VIP ACD SE** is installed as **VIP ACD Agent SE** or **VIP ACD Supervisor SE**.

When licensed as **VIP ACD Agent SE**, the application lets individual agents easily log into queues and manage calls directly from their PCs. Agents also can receive assistance from their supervisor and each other via **VIP ACD SE**'s built-in, secure text-messaging.

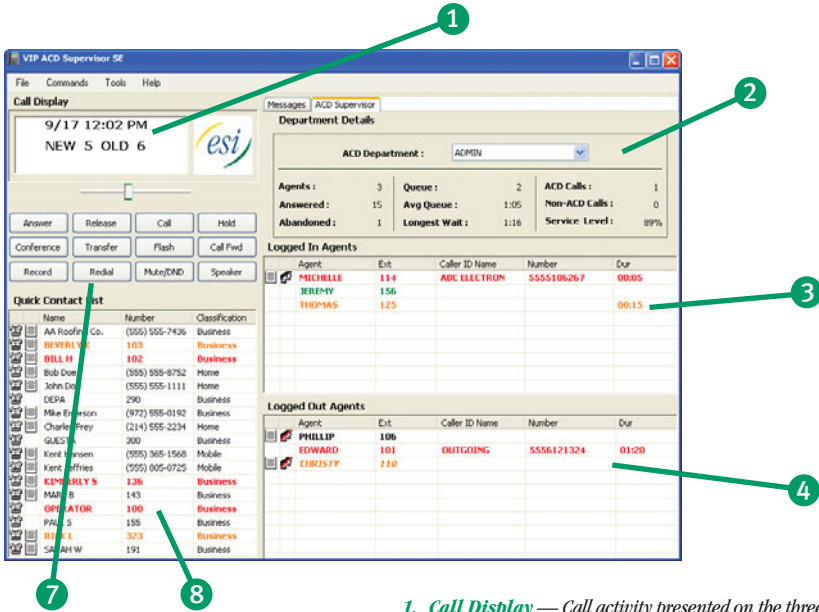
When licensed as **VIP ACD Supervisor SE**, the application provides not only the features of **VIP ACD Agent SE** but also real-time statistics and six management reports — including abandoned calls and agent and department activity — to help a supervisor monitor and manage ACD departments and improve customer service.

The image displays the VIP ACD SE software interface, which is used by call center agents and supervisors. The interface is shown in several overlapping windows:

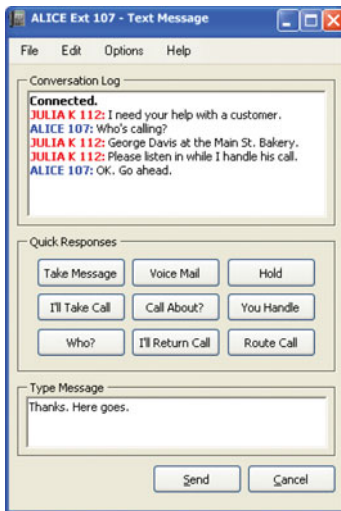
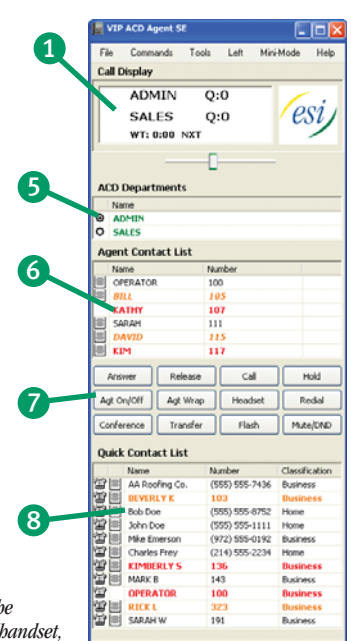
- VIP ACD Agent SE - Call Display:** Shows call status for ADMIN and SALES, with Q:0 and WT: 0:00 NXT.
- VIP ACD Agent SE - ACD Departments:** Lists departments like ADMIN and SALES.
- VIP ACD Agent SE - Agent Contact:** Lists agents such as OPERATOR, BILL, KATHY, SARAH, DAVID, and KIM.
- VIP ACD Supervisor SE - Call Display:** Shows call details for 9/17 12:02 PM, NEW 5 OLD 6.
- VIP ACD Supervisor SE - Department Details:** Provides statistics for the ADMIN department, including 3 agents, 2 queue, 15 answered, 1 abandoned, 1:05 avg queue, 1:16 longest wait, and 899 service level.
- VIP ACD Supervisor SE - Quick Contact List:** A table listing agents and their contact information.
- VIP ACD Supervisor SE - Logged In Agents:** A table showing active agents and their call durations.
- VIP ACD Supervisor SE - Logged Out Agents:** A table showing agents who have logged out.

The background of the advertisement features a blurred image of call center agents wearing headsets, with a prominent image of a smiling female agent in the foreground.

VIP ACD Supervisor SE



VIP ACD Agent SE



1. **Call Display** — Call activity presented on the three-line “LCD” emulates the display of the ESI 48-Key Feature Phone. A slide bar controls phone volume (bandset, beadset, or speakerphone) from the PC.
2. **Department details** — Provides real-time statistics for the selected department, including the number of logged-in agents, call statistics, and current service level. Supervisors can select any one of up to four departments, to refresh the screen with up-to-date information on the newly selected department.
3. **Logged In Agents** — Lists agents currently logged into the department queue, along with a color-coded indication of each agent’s current status.¹ Caller ID² 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 (see “Built-in text-messaging,” lower left), or click the “service observe” icon to monitor a call without intruding.
4. **Logged Out Agents** — Department members currently logged-out of the queue. Extension name and number are provided along with present status. Supervisors can click an icon to text-message or service-observe an agent. Call an agent by double-clicking the agent’s name.
5. **ACD Departments** — Radio buttons indicate the currently selected department and let each agent switch the Agent Contact List between any two departments.
6. **Agent Contact List** — Shows the color-coded name, number, and status for each member of the currently selected department. To dial any listed agent, just double-click the agent’s name.
7. **Command keys** — Use common ACD and other features with the click of a mouse.
8. **Quick Contact List** — Import Microsoft® Outlook® Contacts easily, giving the supervisor fast access to frequent contacts and stations. Calling any contact is easy: just click the name or “phone” icon. To quickly send an internal text message or e-mail, click the “memo” icon. Color-coded text indicates station status.⁴

Built-in text-messaging (on both versions of VIP ACD SE) — Allows instant and secure communications.³ Agents needing the help of a supervisor may receive assistance without having to leave their workstations or put callers on hold. This “closed” messaging system is unaffected by external viruses or other security breaches.

Take maximum advantage of your ESI business communications system — with VIP ACD SE.

To learn more about VIP ACD SE, consult your Certified ESI Reseller or visit www.esicomservers.com/ACD.

VIP ACD SE⁶ works with ESI Communications Servers,¹ as well as IVX® X-Class and IVX E-Class Generation II. For additional details about VIP SE and VIP Professional SE, consult the VIP SE brochure (ESI document 0450-1282) or visit www.esicomservers.com/VIP.

1. To support certain ESI Communications Server features, the entry-level ESI-50L Communications Server must be upgraded to an ESI-50 Communications Server; for more details about this, please consult your Certified ESI Reseller.
 2. ESI also makes a form of VIP ACD that is Outlook-integrated, rather than a standalone application. To learn more, consult your ESI Reseller or visit www.esicomservers.com/ACD.
 3. Text messaging is available between any two users of the standalone and Outlook-integrated versions of VIP ACD (Supervisor or Agent), VIP PC Attendant Console, VIP Professional, or VIP Softphone on the same local area network.
 4. Off-premises indication requires optional ESI Presence Management. For details concerning this product, consult its brochure (ESI document 0450-0812) or visit www.esicomservers.com/presence.
 5. VIP SE software and your ESI Feature Phone display Caller ID information if your telephone service includes Caller ID service. If necessary, consult your provider for details.
 6. Any 64-bit version of Windows is incompatible with any VIP software, including VIP ACD SE. For additional information concerning software requirements and compatibility, consult the VIP SE brochure (ESI document 0450-1282) or visit www.esicomservers.com/VIP.

