

adportas[®]

ACDKall[™]

Control v. 1.3





Main Features:

- Configures multiple groups for call answering.
- Balanced and intelligent call redirecting.
- Centralized Log in/out or from a telephone set.
- Waiting line with corporate messages.
- Non-business hours automatic messages.
- Waiting call pick up.
- Caller ID for waiting calls.
- Shows incoming calls.

Description:

ACDKall Control is a telephone redirecting managing system for CISCO IP plants.

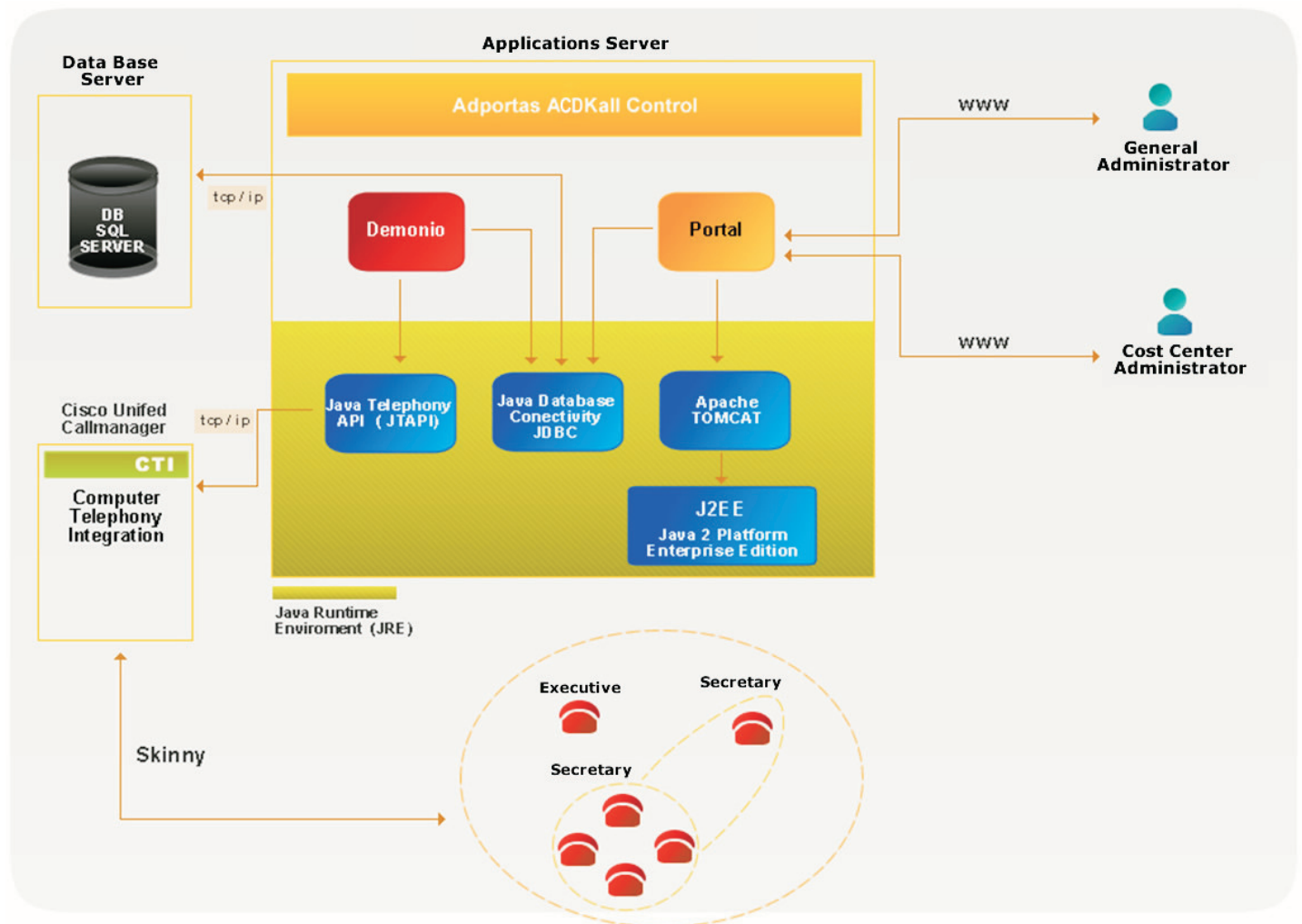
This software provides your company with complete control over incoming calls to IP extensions, redirecting them dynamically as required.

ACDKall Control is a powerful tool which dramatically improves customer service capabilities. By combining efficiency and effectiveness, it increases customer satisfaction.

Technical/Implementing Specifications:

ACDKall Control manages and redirects incoming calls by receiving data from the telephone central and controlling configured extensions, all done over JTAPI.

Its architecture is comprised of a database server, an applications server with both the ACDKall Control (Web Portal) application and a call-monitoring demon installed, a Call Manager with enabled JTAPI, and the three kinds of user configurations.



Schematic Diagram for Provided Solution:

For the following implementation, a redirectioning model over JTAPI will be applied as indicated:



This particular model considers that incoming calls to the executives' extensions, if busy or fail to answer within 15 seconds, are redirected to a secretary previously assigned for such purpose. Furthermore, if the secretary's extension is also busy or fails to answer within 15 seconds, the call will then be redirected to a group of secretaries or assistants, of which she may also form a part.

For this group, the system keeps record of the telephone activity for each member, delivering the call to the available member who has spoken the least during that day. If this extension fails to answer within 10 seconds*, the call is redirected to the next available member with the least telephone activity.

*Time measures for reference only; may be modified to user's requirements.

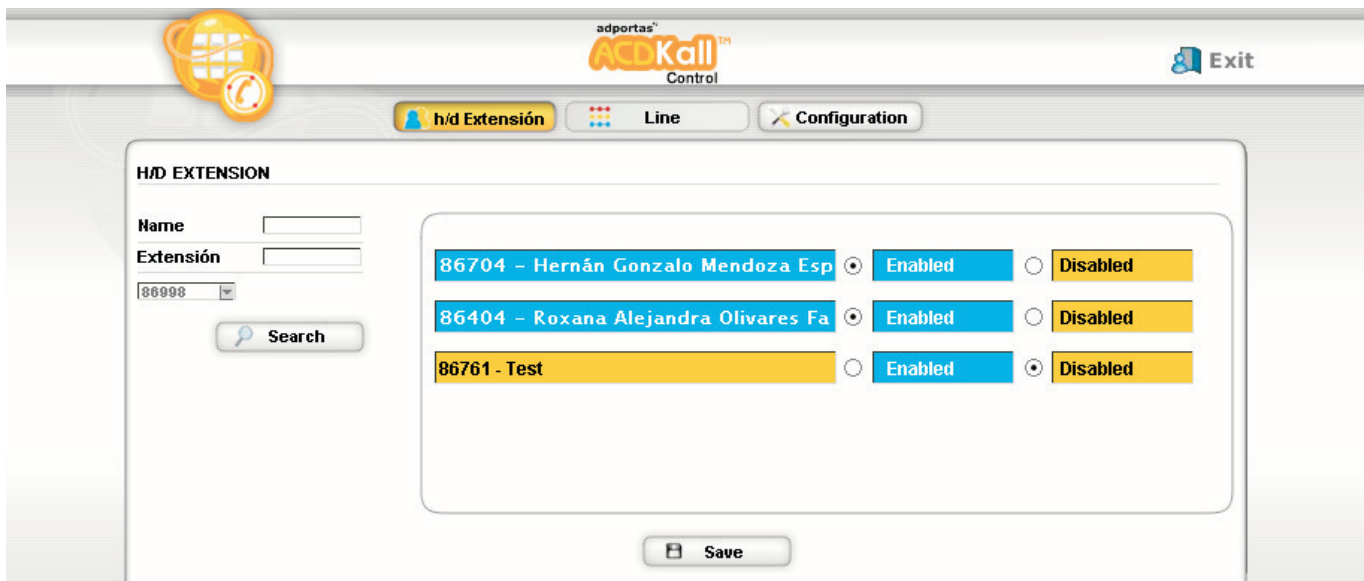
Virtual Waiting Line:

If all agents are busy, the call is redirected to a virtual waiting line until one becomes available. Meanwhile, a corporate (Hold-On) message or some background music is played.

Non-Business Hours:

After your company's business hours have been configured in the system, any call received on non-business hours will be answered by an appropriate message.

If a company member becomes absent, the corresponding extension can be temporarily disabled for call redirecting. This function can be activated from the web by an administrator, or from the telephone set by each user.



The screenshot shows the 'H/D EXTENSION' configuration page in the ACDKall Control web interface. The page has a header with the ACDKall logo and 'Control' text, and an 'Exit' button. Below the header are three tabs: 'h/d Extensión', 'Line', and 'Configuration'. The 'h/d Extensión' tab is active. The main content area is titled 'H/D EXTENSION' and contains a search form with fields for 'Name', 'Extensión', and a dropdown menu with '86998' selected. A 'Search' button is below the search fields. To the right is a table of extensions with 'Enabled' and 'Disabled' radio buttons. The 'Save' button is at the bottom.

| Extensión | Nombre | Estado |
|-----------|------------------------------|----------|
| 86704 | Hernán Gonzalo Mendoza Esp | Enabled |
| 86404 | Roxana Alejandra Olivares Fa | Enabled |
| 86761 | Test | Disabled |

The system administrator can view the status of any group of assistants or secretaries on line over an interface connected to the central via JTAPI.

The screenshot displays the ACDKall Control interface. On the left, a sidebar shows the 'Virtual Number' as '7134 - Virtual number 1'. It also displays 'No. of Calls in Line' as 0 and 'No. of Incoming Calls' as 2, with a 'Pick Up' button. A legend indicates that blue represents 'Free', red represents 'Busy', and yellow represents 'Disabled'. The main area shows a list of staff members with their names and current status. A red arrow on the right side of the list is labeled 'Amount of Idle Time'.

| | | | |
|---------------------------------|----------|---------|----------|
| Paola Virginia Quinlan Balleiro | Free | | |
| Evelyn Beatriz Encina Gutierrez | Free | | |
| Sandra Angelica Orellana López | Free | | |
| Roxana Alejandra Olivares Saez | Free | | |
| María Eugenia Mesa Martinez | Busy | | |
| Leonel Medina Sanchez | Busy | | |
| Paula Meneses Eguyerín | Disabled | Lunch | 00:20:45 |
| Brenda Alcanfores Gaspar | Disabled | License | 02:10:45 |

Requirements:

- CISCO 4.1 IP platform or higher.
- JTAPI enabled in CCM.
- CTI enabled user, with control over monitored extensions.
- Applications server web access to CCM.



Adportas
Av. Vitacura #3841, Piso 3
Vitacura, CP 7630422
Fono (+56 2) 413 4500
Fax (+56 2) 413 4501

www.adportas.com