



Alpha Call Center System ACD Statistics and Message Display

Nortel Meridian™ Version

Convenient and Automatic -- ACD Call Centers with Nortel Meridian ACD phone systems may use the popular Alpha programmable LED displays (readerboards) to exhibit ACD Call Center statistics and Supervisor messages to Agents and Supervisors in one or more call centers, groups, queues, splits, skillsets or application areas. If Supervisors and Agents PC's are on a local area network using a Windows® platform (95, 98, NT, 2000, XP), then Supervisors may type messages on their PC using a browser screen and Internet Explorer. The ACD statistics and messages display on the Alpha LED readerboards and optionally on Agent and Supervisor computer screens.

The Alpha Call Center System reads real-time and historical ACD statistics from the Meridian system in several ways. A Serial connection to a properly equipped and programmed Supervisor phone will report Calls Waiting, Longest Wait and Positions Manned. A Serial or Ethernet connection to real-time and historical reports will report a long list of additional ACD fields. The Alpha system will also report ODBC/SQL custom queries of selected data fields in one or more databases.

Benefits:

- When agents are able to see "real time" call waiting status, sharp increases in productivity and dramatic reductions in "Calls Abandoned", "Calls Waiting", and "Longest Wait" are reported. Through the use of visual and audible alerts, agents know within seconds when Call Center statistics exceed acceptable thresholds.
- Call Center Supervisors are no longer "tied" to their desks watching a computer terminal. They can use their time more productively, focusing on agent performance, on problems with customers and on training.
- Higher Call Center service levels translate into better customer service and faster response time to customer requirements.
- Telephone equipment and personnel are utilized more efficiently.
- Call Center Supervisor and agent communications are improved and are speeded up. Typed messages can be broadcast simultaneously to all agents in a Call Center.

Typical Meridian Statistics

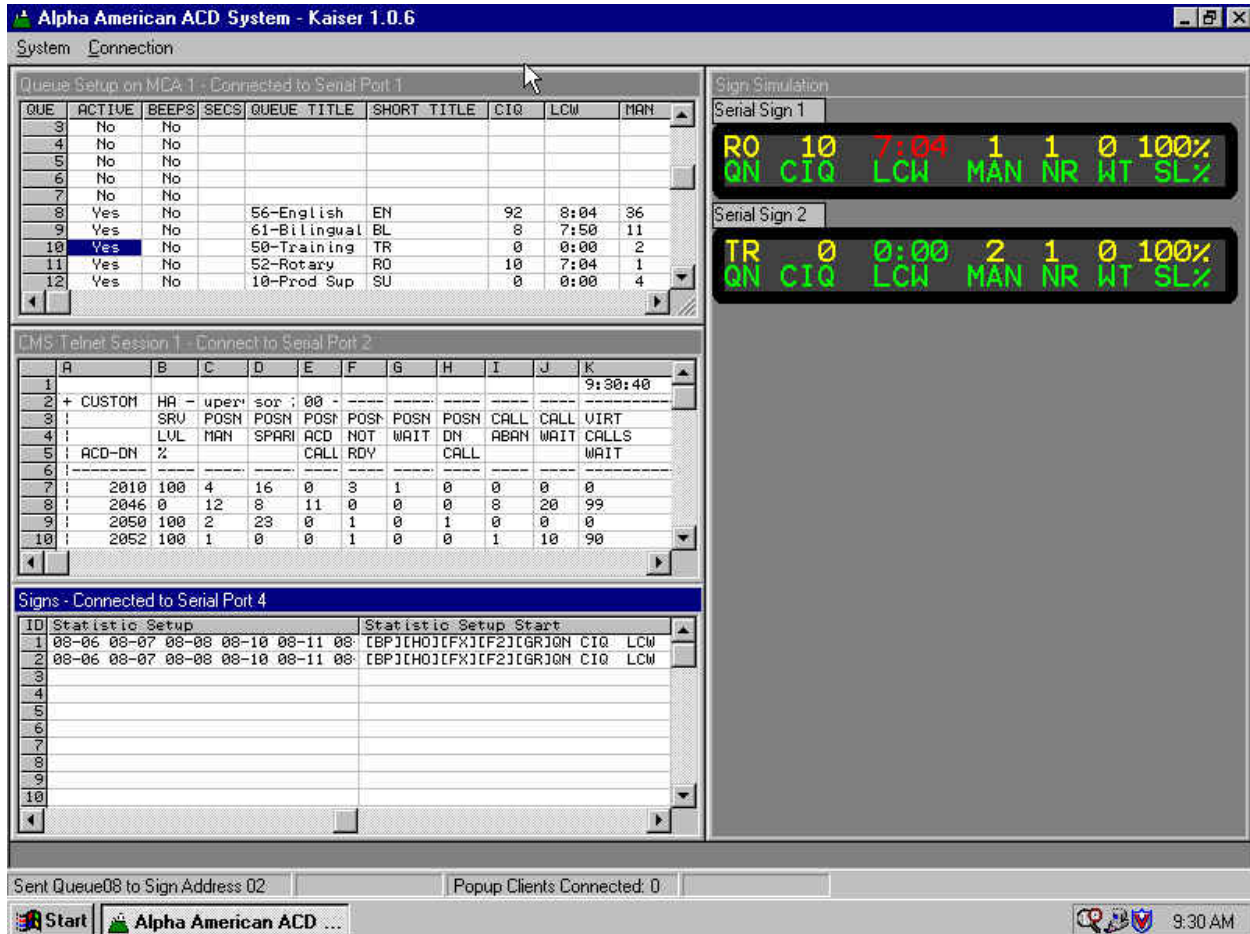
03	2:12	14	87%
CW	LW	AVA	SL

Where: **CW =Calls Waiting** **SL =Service Level**
LW =Longest Wait **AVA =Available Agents**

Features:

- **Display Flexibility** -- Each Alpha LED Display (readerboard) is individually addressable. This provides tremendous flexibility in specifying the ACD statistics, supervisor messages and queues that display on each readerboard. Each readerboard can display a different combination of queues and ACD statistics. Several queues may be displayed on the same readerboard, and different combinations of queues may be displayed on different readerboards. Messages may be sent to all readerboards, to specific groups of readerboards, or to individual readerboards.
- **Multiple Nortel Interfaces** – The Alpha Call Center Statistics Display System will read and display ACD statistics from one or more specially equipped Supervisor Phones, from one or more MAX system reports, and from multiple sources at the same time. This means that your Alpha readerboards can show the widest variety of ACD statistics -- Calls Waiting, Longest Wait, Positions Manned, Timed Overflow, as well as any MAX statistics shown in ACD-MAX and Meridian-MAX reports.
- **The Call Center Supervisor may set multiple Alert Thresholds for each field for each queue.** For example, if the number of Calls Waiting (CW) reaches 5, or the Longest Call Waiting (LW) exceeds 1 minute, or Positions Manned (POS) drops to 5 agents, the displayed statistic for that field can change color, beep the audible alert, display a message, or flash, at the preference of the Call Center Supervisor. Then If CW or LW reach the next threshold, the displayed statistic(s) can again change color, beep the audible alert, display a message, flash or perform a combination of these actions. Optionally, multiple threshold profiles are available for users desiring different threshold level settings during peak and non-peak periods or at different times of the day or week. With this feature, threshold settings may tailored to be higher or lower during high and low activity periods.
- **Audible Alert** -- Three quick beeps may sound when a threshold is reached and repeat as often as desired. The Audible Alert may be easily "muted" by checking a box on the Alpha Call Center System screen on the Alpha Controller. Optionally, the system can activate a strobe light or bell or transmit a message to a pager.
- **Sleep Feature** – When the last agent logs out of a queue, the system can be set to not display “zero” ACD statistic values for that queue. Only supervisor messages continue to display. The Sleep Feature may also be invoked manually, so that ACD statistics do not display, even when agents are logged in.
- **Enter Messages** -- Supervisors may compose and send messages to any readerboard. Messages are typed at the Alpha Controller or the Supervisor PC. Display effects and animations may be included in the messages. Supervisor messages may either alternate with the display of Call Center statistics, or on some readerboard models, they may occupy a separate line of the readerboard. Readerboards may also be dedicated to displaying messages only. Typing messages on a Supervisor PC requires network connectivity.
- **Concurrent Operation** -- Messages display and queue statistics update while messages are being typed, while thresholds are being changed, and while other system procedures are being performed. When statistics change, the statistics on the readerboard change instantly.

- **User Friendly** -- The Alpha Call Center Statistics Display System employs user-friendly features and on-screen documentation to facilitate changing thresholds, typing messages and changing various system settings.



- **Special Effects** -- 25 different effects -- roll up, roll down, roll in, roll out, roll right, roll left, wipe up, wipe down, wipe in, wipe out, wipe right, wipe left, flash, sparkle, twinkle, starburst, snow, slide, spray, hold, etc. -- are built into the Alpha readerboards to provide variety and interest to messages and to capture the attention of the viewer.
- **Animations and Clock** -- Most Alpha readerboards have nine pre-programmed animations built in -- fireworks, cherry bomb, slot machine, welcome and thank you, etc. -- and they all have a built in real time clock. The animations and the time of day may be used in your messages. *NOTE: The Alpha 7000 and AlphaVision readerboards do not have built in pre-programmed animations; you may run custom animations on these models.*
- **Remote Diagnostics and Support** -- Software installation, custom modifications and program updates are provided using a modem and Remote Access program. This enables our staff to respond instantly to your requests for program changes. It also simplifies installation and allows us to respond immediately to any problem you may experience with your software or hardware.

- **Mounting Hardware** – Each Alpha readerboard comes with mounting hardware.
- **Alpha™** state of the art LED Displays are solid state and made in the USA (in Milwaukee, Wisconsin) using only the highest quality components. Every Alpha LED Display is subjected to extensive testing before delivery. **Alpha** message boards that were sold years ago are still operational today, and repair and replacement parts for those units are still available. LED technology provides energy savings of up to 94% compared to bulb systems, and no bulb replacement is required. The service life of Alpha LED's is estimated to be 100,000 hours (10 years).
- **Which Alpha Readerboard Model to Use?**
 - Alpha 4000 Series readerboards display one or two lines at a time.
 - Alpha 7000 Series readerboards display from one to four lines at a time.
 - Alpha 215 and 220 models display one 2" line at a time.
 - Alpha 300 Series readerboards display one 3" line at a time.
 - The Alpha Big Dot displays one 4" line at a time.
 - AlphaVision readerboards displays from 4 to 16 lines at a time.

Two-inch high letters are easily readable from a 75' distance. Four-inch high letters are readable from a 125' distance. Seven-inch letters are readable from 200' away.

- **Manuals** – Two manuals are provided:
 - The **Networking Alpha Signs** manual describes:
 - ◆ How one or more signs and the computer are connected.
 - ◆ How to change the address of a sign.
 - ◆ Various attachment components.
 - ◆ Cable wiring diagrams.
 - ◆ How to jumper a sign for RS-232 or RS-485 operation.

You may download this manual at the following Internet address:

<http://www.ams-i.com/Pages/97000112.htm>

- The **Alpha ACD Statistics Display System** manual serves both installation and operational needs.
 - ◆ It contains a complete implementation plan, including a convenient checklist for ordering required items from various vendors.
 - ◆ It describes: (1) installing the Alpha Controller, (2) connecting the Remote Access Modem, (3) mounting the Alpha LED Display(s), (4) cabling and connecting the Alpha LED Displays to the Alpha Controller, (5) cabling and connecting the Alpha Controller to the ACD phone system, and (6) installing and configuring the Alpha Messaging software for each Supervisor.
 - ◆ It explains how to change thresholds; how to change queue names and sign abbreviations; how to compose messages using the message editor, and how to exit and restart the system.

- ◆ It describes in detail the 25 special effects, time of day, animations, international characters and other readerboard features.

This manual is provided to you upon receipt of your Purchase Order or upon request.

- **Warranty** -- The software is covered lifetime warranty. If the ACD Statistics Display System software fails in any way, we will fix it by modem at no additional charge. A limited one year warranty is provided on hardware items. If an Alpha readerboard fails, we will repair it at no charge and return it to you freight prepaid. If the Alpha Controller fails, we will fix it or replace it. It is the customer's responsibility to ship the broken unit back using the same packing materials. An extended warranty on hardware items is available.

Other Required Items:

- **Alpha Controller** – Our current system is a 1.2Ghz Celeron Computer System with 256MB of High Speed RAM, 20GB 7200 rpm Hard Disk, 1.44MB 3.5" Diskette Drive, 52X CD-ROM Drive, 2 High Speed Serial Ports, 3COM 100BT Network Interface Card, 32MB VGA Display Adapter, Windows Keyboard, Microsoft PS/2 Optical Mouse, 56Kb Creative Labs Internal Modem, 17" SuperVGA Monitor and Surge Suppressor Power Strip. All hardware and software is pre-loaded and configured at Alpha-American before delivery. The Alpha Controller may be set up by the customer or by our installation staff.
- **Meridian Supervisor Phone with Data Port** – At least one **M2216, M2616 or M2008** Integrated ACD Voice/Data Terminal with MPDA or MCA and a Wall Transformer is required if Longest Call Waiting (Oldest Call) is needed. The M2216/2616/2008 should have the ACD Display and Power Board Options. A handset is not required. *NOTE: An M2216 and M2616 will monitor statistics for up to sixty queues. An M2008 will monitor five queues.*
- **DWC Keys** -- Your telecom specialist must program one DWC (Display Waiting Calls) key on your M2216/ 2616/2008 to Display Waiting Call Statistics for each queue.
- **A MAX Supervisor User Login and Password** must be assigned for use by the Alpha Controller, if MAX is used.
- **RS-485 Network Communications Cable** must be run from the Alpha Controller to the first Alpha LED Display and from the first Alpha LED Display to the next, etc. The cable requirements depend on how many Alpha LED Displays are needed and how far away from the Alpha Controller they will be located. Alpha LED Displays may be attached up to 10,000 feet from the Alpha Controller. The cable used should be a quality UL listed cable. This cable may be ordered with the Alpha LED Displays, or it may be purchased locally. Many customers use CAT5 telephone cable. The cabling is connected between RS-485 Network Adapters (surface mounted or recessed telephone company-type RJ11 modular adapter jacks or "biscuit" boxes) installed at each Alpha LED Display and at the Alpha Controller. The individual Alpha readerboards and the Converter Box are then connected to the RS-485 Network Adapters using RS-485 Modular Cables. Additional cabling information is provided upon receipt of order or upon request.

- **Modem Phone Line** -- A modem (analog) line and telephone jack must be installed near the Alpha Controller to connect the Alpha External Modem. This phone line is used to install the Alpha software and to modify the software to your exact requirements. It is also used to troubleshoot problems, if and when problems occur.
- **Electricity** -- 24 hour electrical wall plugs should be installed within 6' of each device. Four electrical wall plugs installed within 6' of the Alpha Controller are also required (for the Alpha Controller, SuperVGA Monitor, the RS-232/485 Converter Box and Nortel Wall Transformer for the M2216/2616/2008). One or two conditioned power strips, or optionally, an UPS (Uninterruptable Power Supply), plugged into live electrical wall plugs near the Alpha Controller will usually satisfy this requirement.
- **Installation** of the Alpha Controller, remote access software, Alpha software, cabling and all Alpha LED Displays.

What to Order from Alpha-American:

- **One or more Alpha LED Displays (readerboards).** You have a choice of displaying both ACD statistics and supervisor messages on the same readerboard or you can use two readerboards – one for messages and one for ACD statistics. If you have a large Call Center, you may need more than one readerboard for everyone to be able to see a display. In large service areas, multi-line AlphaVision readerboards are sometimes required for all agents to be able to see their ACD statistics, depending on how the agents' desks are situated in the room.
- **Sign Connectivity Items** – The following items are required to connect the signs to the Alpha Controller.
 - Alpha RS-232 to RS-485 Converter Box – Converts information from RS-232 to a protocol that will travel up to 10,000 feet over RS-485 Network Cable.
 - Alpha RS-232 Type “A” Serial Cable – Connects Converter Box to Alpha Controller.
 - RS-485 Modular Cable – One for each readerboard. Connects readerboard to Network Adapter
 - RS-485 Network Adapter – One for each readerboard. Connects Network Cable and Modular Cable.
 - RS-485 Network Cable – Connects Converter Box to each Network Adapter.
- **Alpha Call Center Statistics Display System** -- Includes:
 - Alpha Call Center Statistics Display System Software -- connects to your phone system via the Supervisor Phone Terminal (or via MAX), reads and formats your ACD statistics and messages, and displays the information on your Alpha readerboards.
 - “Networking Alpha Signs” and “Alpha Call Center System” manuals.
 - Software support and system tailoring for one year.
 - Training assistance by phone as needed.

- Technical and customer support for one year.
- One-year parts and labor depot warranty.
- **Alpha Controller** -- A correctly configured, pre-loaded, Pentium III computer system.
- **Meridian 2216 with Data Port** -- ACD Display, Meridian Communications Adapter, Power Board Option, Wall Transformer, Telephone Line Cord, Serial Attachment Cable

Options available:

- **Turnkey Installation** -- We will come to your facility to install and attach the Alpha Controller and the Alpha LED Displays. We will work with your facility manager to install the Alpha LED Displays, and we will work with your telephone specialist to attach the Alpha ACD Statistics Display System properly to your phone system and to verify the wiring and connections between the Alpha LED Displays and the Alpha Controller. When the hardware is installed and operational, we will train your personnel in the use of the system. Prior to our visit, you should have electricity, cabling and jacks installed at the Alpha Controller location and at each Alpha LED Display location.
- **Remote Messaging (via LAN)** – This option allows Supervisors to transmit messages from their own PC on a LAN to one or more LED Displays using Internet Explorer.
- **Display ACD Statistics on LAN PC's** -- ACD Statistics may be displayed in a pop-up window on an Agent or Supervisor's PC screen, if the PC's are on a network (Windows for Workgroups, Novell, etc.).



To use this option, your IT or LAN administrator must install our Alpha Popup client software on the user's PC workstation.

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