

NETWORKED ACD

With network skill-based routing and comprehensive management tools supported by the T-Metrics **TM-2000 Call Center Server**, you can create a virtual contact center. Agents can be located on dissimilar switches such as Nortel, NEC, AVAYA, Cisco, etc. and be in the same skill set with absolutely no loss of feature functionality using existing telephones off the local switch whether analog, digital or IP.

Deliver exceptional customer service to improve loyalty and maximize agent productivity – while making informed call routing, call treatment and staffing decisions.

Key Benefits

- **Distribute calls effectively** throughout your networked virtual contact center – reducing the number of abandoned calls, decreasing holding times and improving sales revenue.
- Improve customer loyalty by **answering calls more quickly** and then routing them to the most qualified agent that is available in your geographically dispersed workforce.
- Enable your agents to handle multiple types of calls and **balance the workload equally across the network** – thus increasing job satisfaction, raising staff morale, improving productivity, reducing turnover and encouraging the growth potential of your contact center employees.
- Generate easy-to-use **consolidated reports** that help managers make better business decisions and improve overall contact center efficiency.
- Take advantage of network-wide real-time displays to respond to current conditions, **reducing wait times** and ensuring a **consistent level of service** across the virtual contact center.
- Shorten the time required to train supervisors and administrators by centralizing management functions – thus **lowering operating costs**.
- **Extend your hours of operation** – without adding staff – by routing calls to networked contact centers in different time zones.
- **Ensure your contact center remains operational** in a power outage or any other emergency by seamlessly distributing calls to other locations.
- Balance the workload across the network, **improving overall productivity** as agents at various sites handle multiple call types.



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