PictureWindow Software LLC
Call Center Solutions

TeleCall ACD Portfolio

PictureWindow Software has been creating custom applications for the Nortel Networks PBX system for over ten years.

TeleCall ACD Portfolio provides a comprehensive management toolkit for Nortel PBX systems at a much lower price point.

Call center supervisors and agents are offered tools such as real-time display (RTD) statistics, agent banners, management controls and a reporting module to manage caller activity.

Supervisors can detect call center trends and monitor call activity behavior through the reporting module.

Supervisors can view queue and agent performance in real-time. RTD display changes colors to indicate agent status: logged out, waiting for call, not-ready, active ACD call and active DN call (non-ACD line).

Real-time queue information indicates calls waiting, agents manned and longest waiting caller.

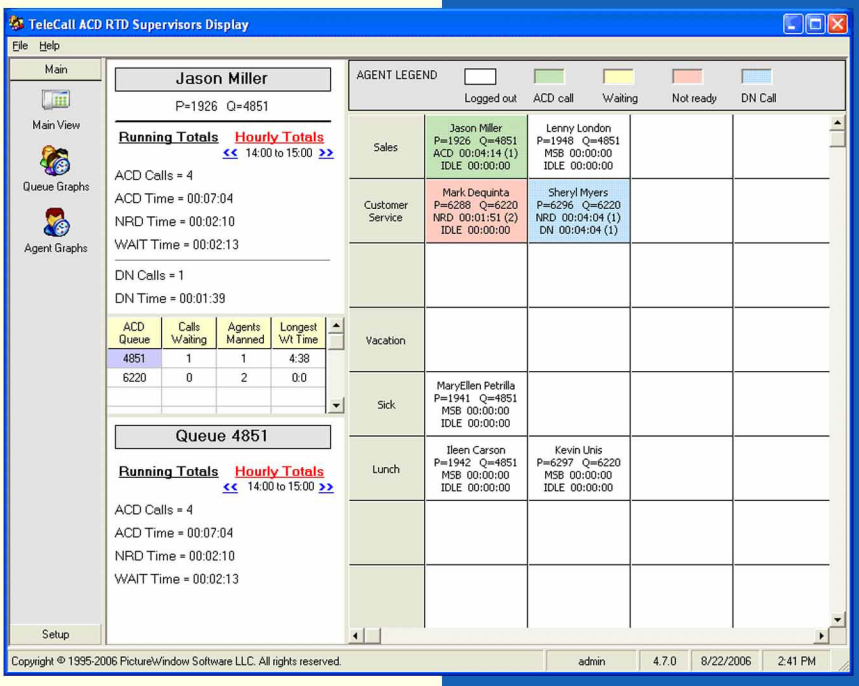
Supervisors can tailor agent grid to provide an easy means of monitoring agents based upon criteria such as department or agent experience.

User profiles provide access login privileges for RTD and reporting.

Management toolkit allows a supervisor with easy drag-and-drop functions for moving agents between queues or changing active recorded announcements.

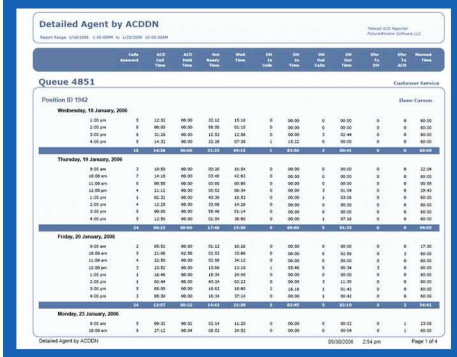
Reporting module provides collection of call center queue and agent information. Ad-hoc reporting allows call center data to be reviewed from a local client or web client for specified time period and data range.

Running totals and hourly totals provide supervisor with agent performance from RTD screen.



Features and Benefits:

1. Improved client satisfaction
2. Increased efficiency
3. Reduced caller wait time
4. Real-Time Displays (RTD)
5. Customizable Reports
6. Archive historical data
7. Management Toolkit
8. Professional appearance
9. Return-On-Investment
10. Ease of use



TeleCall's ACD Reporter and Real-Time Display features are available for Nortel Meridian 1 and CS 1000 PBX systems.

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