

VIP ACD™

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

Automated call distribution (ACD), one of the many outstanding features built into most ESI systems, 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*.¹

For both agents and supervisors.

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

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

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

When licensed as *VIP ACD Supervisor*, the application provides not only the features of *VIP ACD Agent* 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 several overlapping software windows from the VIP ACD system. The 'VIP ACD Agent' window shows call display information for ADMIN and SALES, with a timer at 0:00. The 'ALICE Ext 107 - Text Message' window shows a conversation log with messages from JULIA 112 and ALICE 107. The 'VIP ACD Supervisor' window shows a call display for 1/15 3:22 PM and a department details report for the ADMIN department. The department details report includes the following data:

ACD Department : ADMIN					
Agents :	3	Queue :	2	ACD Calls :	
Answered :	15	Avg Queue :	1:05	Non-ACD Calls :	
Abandoned :	1	Longest Wait :	1:16	Service Level :	89%

Below the department details are two tables for 'Logged In Agents' and 'Logged Out Agents'.

Logged In Agents				
Agent	Ext	Caller ID Name	Number	Dur
MICHELLE	114	ABC ELECTRON	5555106267	00:05
JEREMY	156			
THOMAS	125			00:15

Logged Out Agents				
Agent	Ext	Caller ID Name	Number	Dur
PHILLIP	106			
EDWARD	101	OUTGOING	5556121324	01:20
CHRISTY	110			

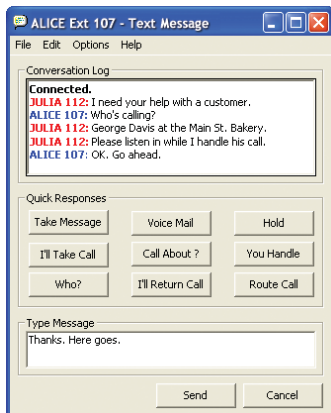
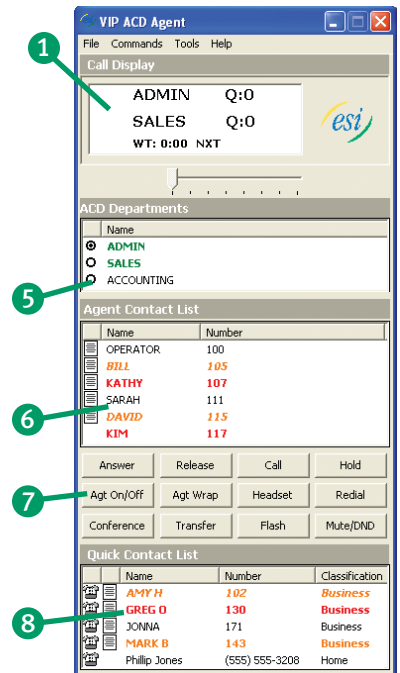
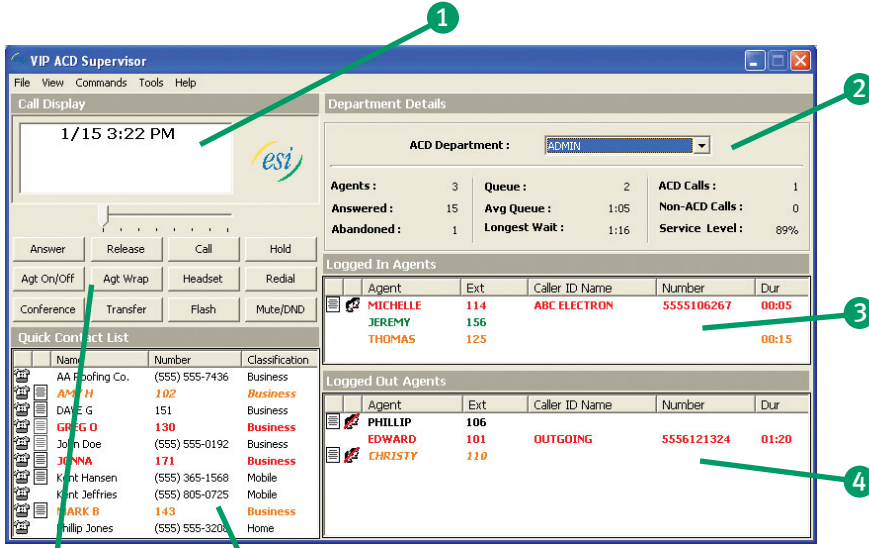
The 'Quick Contact List' window shows a list of contacts with columns for Name, Number, and Classification. The list includes AA Roofing Co., AMY H, DAVE G, GREG O, John Doe, JONNA, Kent Hansen, Kent Jeffries, MARK B, and Phillip Jones.



We Make It Easy To Communicate

VIP ACD Supervisor

VIP ACD Agent



- 1. Call Display** — Call activity presented on the three-line “LCD” emulates the display of a VIP ACD-compatible ESI desktop phone. A slide bar controls phone volume (handset, headset, 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 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.³ Caller ID⁴ 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 current 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** — Add Microsoft® Outlook® Contacts⁴ easily using drag-and-drop, giving the supervisor fast access to frequent contacts. 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.

Built-in text-messaging (on both versions of VIP ACD) — Allows instant and secure communications.² 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.



To learn more about VIP ACD (including which ESI systems support it), consult your Certified ESI Reseller or visit www.esi-estech.com/ACD.

VIP ACD requires appropriate licensing. For additional details about the Outlook-integrated editions of VIP and VIP Professional, consult the VIP brochure (ESI document 0450-0591) or visit www.esi-estech.com/VIP.

1. The VIP ACD application described herein integrates with and requires Outlook. However, ESI also makes a standalone (SE) form of VIP ACD. To learn more, consult your ESI Reseller or visit www.esi-estech.com/ACD. 2. 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. 3. Off-premises indication requires optional ESI Presence Management. For details concerning this product, consult its brochure (ESI document 0450-0812) or visit www.esi-estech.com/presence. 4. VIP 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. 5. The 64-bit version of Windows XP is incompatible with any VIP software, including VIP ACD. For additional information concerning software requirements and compatibility, consult the VIP brochure (ESI document 0450-0591) or visit www.esi-estech.com/ACD.

