

BCM Intelligent Contact Center

1. Pay as you go - Buy only the Skillsets (groups) and Agents that you need and as you need them. No additional hardware or software to install - Keycodes enable them.

Business Communications Manager's Intelligent Contact Center at a glance		
	BCM 50 Rel 2.0 (Q4 2006)	BCM 200/400
Configured Agents	100	250
Active Agents	50	80
Agent Priorities	20	20
Dynamic Agent Priorities	Yes	Yes
Lines	30	100
Dynamic Call Priority	20	20
Routing Steps	20	20
Overflow Rules	20	20
Skill Sets	30	50
Skill Set Mailboxes	30	80
Recorded Announcements	50	150
Intelligent Routing	Yes	Yes
Activity Codes	2000	2000
Expected Wait Time	Yes	Yes
Supervisor Help	Yes	Yes
Login/Logout	Yes	Yes
Break Time/Wrap	Yes	Yes
Cancel Wrap	Yes	Yes
Not Ready/Make Busy	Yes	Yes
Auto Log Out/Not Ready	Yes	Yes
Prim. Sec. Threshold Alerts	Yes	Yes
Skillset Status Display	Yes	Yes

2. Call Center Administration is browser based and is accessed inside the CallPilot Voicemail.

CallPilot Manager: Agent List - Windows Internet Explorer

https://10.10.145.253/Voicemail-cgi-bin/F983Wui.exe?SecCon=shmRAz8mxXbNEor7lKZmn_gbz5BNxXbaimUahmmmmmyrMa

CallPilot Manager: Agent List

NORTEL NETWORKS

[Main](#) [Logout](#) [Help](#)

Agent List

Mailbox Administration

Auto-Attendant

Custom Call Routing

Networking

Call Center

- [Agent List](#)
- [Add Many Agents](#)
- [Skillset List](#)
- [General Properties](#)
- [Greetings](#)
- [Caller Input Rules](#)
- [CLID/DNIS Routing Table](#)
- [Expected Wait Time Table](#)
- [Activity Codes](#)

Reports

Configuration

Operations

ID	Name	Super.	AutoAns.	Commands			
1	Agent 1	No	No	Logged Off	Change	Reset Password	Delete
2	Agent2	No	No	Logged Off	Change	Reset Password	Delete
3	Minnie Campos	No	No	Logged Off	Change	Reset Password	Delete
4	Yolanda B	No	No	Logged Off	Change	Reset Password	Delete
5	Patricia P	No	No	Logged Off	Change	Reset Password	Delete
6	Poli Beckman	No	No	Logged Off	Change	Reset Password	Delete
7	Nancy S	No	No	Logged Off	Change	Reset Password	Delete
8	Barbara S	No	No	Logged Off	Change	Reset Password	Delete
9	Dora Vazquez	No	No	Logged Off	Change	Reset Password	Delete
10	Vanessa H	Yes	No	Logged Off	Change	Reset Password	Delete
11	Bobby	Yes	No	Logged Off	Change	Reset Password	Delete
12	Diane	Yes	No	Logged Off	Change	Reset Password	Delete
13	JamesP	Yes	No	Logged Off	Change	Reset Password	Delete
14	Luz Torres	No	No	Logged Off	Change	Reset Password	Delete
15	CheckinTemp	No	No	Logged Off	Change	Reset Password	Delete
16	EligTemp	No	No	Logged Off	Change	Reset Password	Delete
17	Linda	Yes	No	Logged Off	Change	Reset Password	Delete
18	Cheryl	Yes	No	Logged Off	Change	Reset Password	Delete
				<input type="button" value="Add"/>			

Call Center Administration, Sample Screenshots

NORTEL NETWORKS

[- Main](#) [- Logout](#) [- Help](#)

Skillset List

Skillset	Name	CDN	Status	Commands
1	ACD Group 1	1760	Enabled	Properties Agents Day Night ServiceMode Overflow Disable
2	unused	---	--	Configure

- Mailbox Administration •
- Auto-Attendant •
- Custom Call Routing •
- Networking •
- Call Center •
 - [Agent List](#) •
 - [Add Many Agents](#) •
 - [Skillset List](#)
 - [General Properties](#) •
 - [Greetings](#) •
 - [Caller Input Rules](#) •
 - [CLID/DNIS Routing Table](#) •
 - [Expected Wait Time Table](#) •
 - [Activity Codes](#) •

NORTEL NETWORKS

[- Main](#) [- Logout](#) [- Help](#)

Day Routing Table

Skillset 1

This routing table **DOES NOT** guarantee fax delivery to the skillset mailbox ([more information](#)).

Step	Information	Commands
1	Greeting 1, Normal, No Transfer	View
2	Distribute For 00:20	View
3	EWT Greeting 1, Normal, No Transfer	View
4	Distribute For 01:00	View
5	Greeting 3, Normal, No Transfer	View
6	Distribute For 01:00	View
7	Goto Step 5	View
End		

- Reporting for Call Center includes Real-time Reporting and Historical Reporting which are both browser based from any PC on the LAN.

Nortel Reporting for Contact Center is a Windows®-based software application that provides Real Time screens and comprehensive historical management information on the day-to-day performance of your Business Communications Manager Contact Center system. Nortel Reporting for Contact Center helps you manage the peaks and troughs in call traffic.

Monitored information includes:

- Call waiting times
- Queue lengths (that is, the number of calls waiting to be answered by your Skillset)
- Agent status

Nortel Reporting for Contact Center provides a comprehensive range of management reports that have information critical for accurate business planning. Nortel Reporting for Contact Center has the ability to support multiple wallboards which can be individually configured to display the information that the agents require.

The Nortel Reporting for Contact Center is supported on the following operating systems:

- Windows XP Professional SP2
- Windows 2000 Professional SP4
- Windows 2003 Server with IIS6
- Windows 2000 Server

Reporting for Call Center, Real Time Screenshot

Real Time Summary

Agent Summary

Skillset	Logged in	Supervising	Available	Not Ready	On Call Center Calls	Break Time	On Non-Call Center Call	On Outgoing Call	On Internal Call	With all Calls Held
Grouping	8	0	4	2	0	0	0	1	0	1
1 ACD Group 1	8	0	4	2	0	0	0	1	0	1

Call Summary

Skillset	Incoming Call Center Calls											
	Waiting	Primary Alert	Secondary Alert	Overflow	Answered Hour	Answered Day	Abandoned Hour	Abandoned Day	Longest Waiting Time	Unread Skills Mailbox Msgs	GOS	Skillset Mode
Grouping	0	0	0	0	29	95	1	26	00:00:00	44	96%	
1 ACD Group 1	0	0	0	0	29	95	1	26	00:00:00	44	96%	Day

● Connection Status

Reporting for Call Center, Historical Reports Menu

Nortel Networks Reporting for Call Center. - Windows Internet Explorer

http://10.10.145.252/rcc/report_pages/report_index.asp

Nortel Networks Reporting for Call Center.

NORTEL NETWORKS v 2.3.212.1.61

[Main](#) [Logout](#) [Help](#)

Report Menu

Please select the report you wish to view from the list below

Print Schedules	
Real Time	
Agent Alarms	
Wallboard Setup	
Time Bins Setup	
Reports	

Report Names	
Answered Calls Report	View Report
Abandoned Calls Report	View Report
Abandoned Calling Line ID Report	View Report
Agent Capacity Report	View Report
Help Request Report	View Report
Call Average Report	View Report
Agent Average Report	View Report
Agent Profile Report	View Report
Agent Activity Report	View Report
Agent Audit Report	View Report
Activity Code Report By Skillset	View Report
Activity Code Report By Agent	View Report
Activity Code Report By # of Pegs	View Report
Summary Report	View Report
Call Profile Report	View Report
Incoming Call Report	View Report
Unanswered Help Request Report	View Report
Agent Average Report By Agent	View Report
Agent Activity Report By Skillset	View Report
System Configuration	View Report

[Get latest Call Center Data](#)

Sample Historical Report



Company Name BVCAA
Report Title Summary Report
Report Period 19 Apr 2007 08:00 to 19 Apr 2007 16:59
Report Created 22 Apr 2007 17:48
Data Timestamp 22 Apr 2007 16:21
Skillssets ACD Group 1

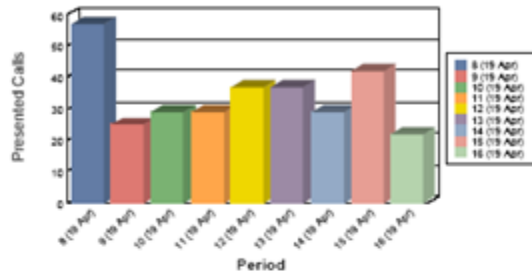
Summary Category	Total for Period
Presented Calls	307
CC Transactions Answered	387
Presented Calls Abandoned	27
Presented Calls Unstaffed	0

Summary Category	Average for Period
Average Time to Answer	00:00:31
Average Time to Abandon	00:01:31
Average Grade of Service %	92

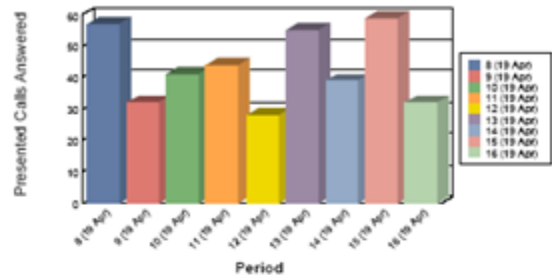
Hour	Presented Calls	CC Transactions Answered	Presented Calls Abandoned	Presented Calls Handled in Another Skillset	Presented Calls Unstaffed	GOS %
8 (19 Apr)	57	57	7	0	0	88
9 (19 Apr)	25	32	2	0	0	92
10 (19 Apr)	29	41	0	0	0	100
11 (19 Apr)	29	44	0	0	0	100
12 (19 Apr)	37	28	16	0	0	57
13 (19 Apr)	37	55	1	0	0	97
14 (19 Apr)	29	39	1	0	0	97
15 (19 Apr)	42	59	0	0	0	100
16 (19 Apr)	22	32	0	0	0	100

Summary Report

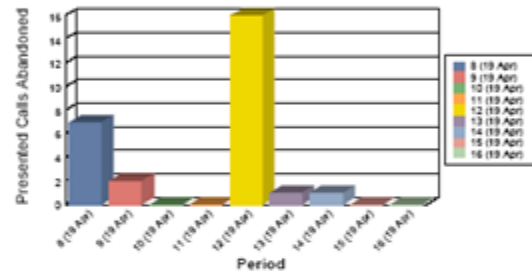
Presented Calls



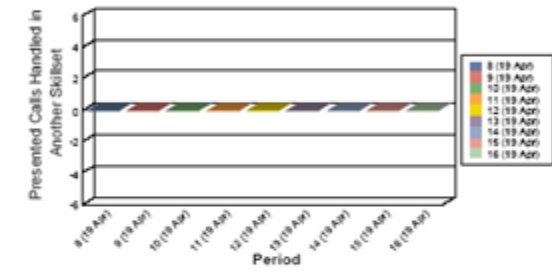
Presented Calls Answered



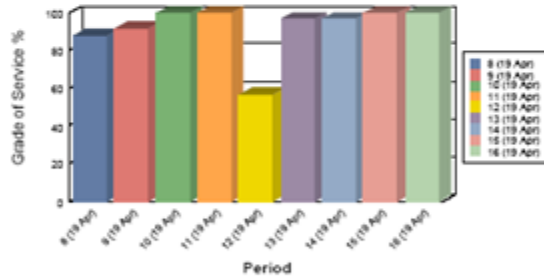
Presented Calls Abandoned



Presented Calls Handled in Another Skillset



Grade of Service %



Note : Reports do not include calls in progress