

## BCM Intelligent Contact Center

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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.

<b>Business Communications Manager's Intelligent Contact Center at a glance</b>		
	<b>BCM 50 Rel 2.0 (Q4 2006)</b>	<b>BCM 200/400</b>
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

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


## Call Center Administration, Sample Screenshots

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### Skillset 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	•

Skillset	Name	CDN	Status	Commands
1	ACD Group 1	1760	Enabled	<a href="#">Properties</a> <a href="#">Agents</a> <a href="#">Day</a> <a href="#">Night</a> <a href="#">ServiceMode</a> <a href="#">Overflow</a> <a href="#">Disable</a>
2	unused	---	--	<a href="#">Configure</a>

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### 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	<a href="#">View</a>
2	Distribute For 00:20	<a href="#">View</a>
3	EWT Greeting 1, Normal, No Transfer	<a href="#">View</a>
4	Distribute For 01:00	<a href="#">View</a>
5	Greeting 3, Normal, No Transfer	<a href="#">View</a>
6	Distribute For 01:00	<a href="#">View</a>
7	Goto Step 5	<a href="#">View</a>
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	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

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# Report Menu

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

<b>Print Schedules</b>	
<b>Real Time</b>	
<b>Agent Alarms</b>	
<b>Wallboard Setup</b>	
<b>Time Bins Setup</b>	
<b>Reports</b>	

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

[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

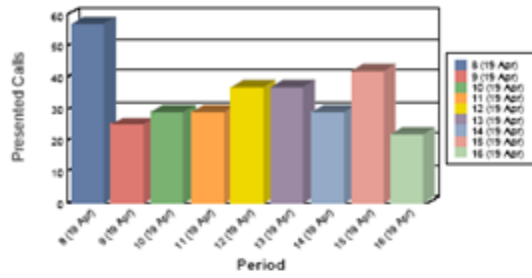
Summary Category	Total for Period
Presented Calls	307
CC Transactions Answered	387
Presented Calls Abandoned	27
Presented Calls Unstaffed	0

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

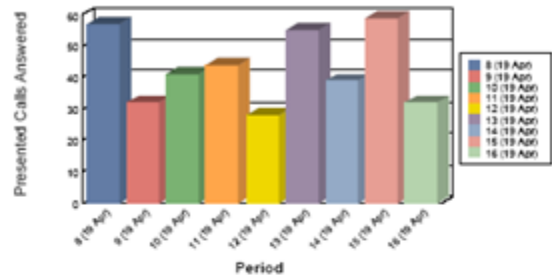
Hour	Presented Calls	CC Transactions Answered	Presented Calls Abandoned	Presented Calls Handled in Another Skillset	Presented Calls Unstaffed	GOS %
8 (19 Apr)	57	57	7	0	0	88
9 (19 Apr)	25	32	2	0	0	92
10 (19 Apr)	29	41	0	0	0	100
11 (19 Apr)	29	44	0	0	0	100
12 (19 Apr)	37	28	16	0	0	57
13 (19 Apr)	37	55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

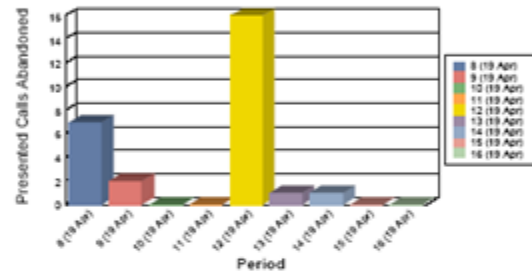
Presented Calls



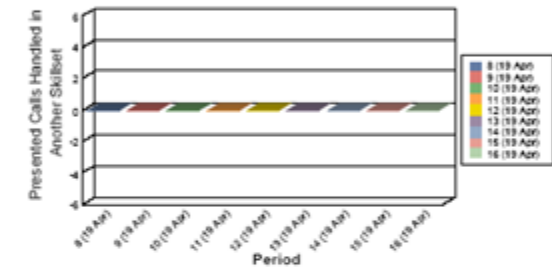
Presented Calls Answered



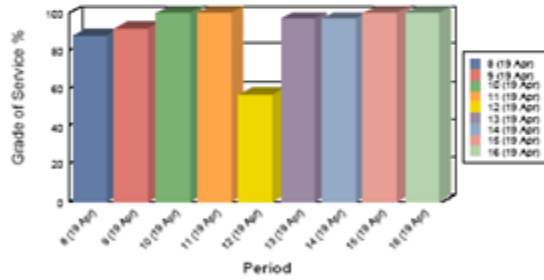
Presented Calls Abandoned



Presented Calls Handled in Another Skillset



Grade of Service %



Note : Reports do not include calls in progress