

Introducing — ACD Services

DMS Meridian Automatic Call Distribution (ACD) enables service providers to offer customers complete ACD service — which efficiently handles large volumes of incoming calls by distributing them equitably among a designated group of answering positions.

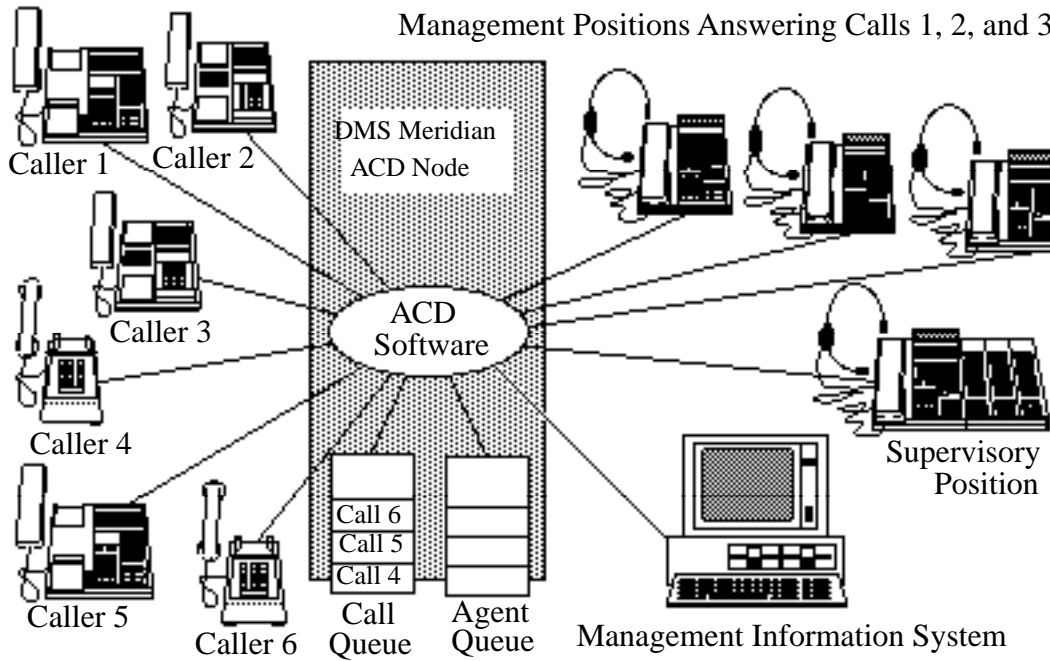
With ACD, a directory number (DN) is assigned to a group of answering positions rather than to a single line.

DMS Meridian ACD then queues the positions so that the first incoming call to the DN is presented to the agent who has been idle longest. If all agents are busy with calls, later calls are queued and answered in the order of their arrival (see figure below).

DMS Meridian ACD service can be provided through any appropriately-configured DMS-100 Family central office — or from wire centers equipped with other manufacturers' switches through a Nortel collocated, self-contained, standalone Meridian ACD Server.

To facilitate effective call-center management, DMS Meridian ACD also provides a full set of supervisory features, including an optional Management Information System (MIS) that generates both real-time displays and historical reports of agent and group performance.

DMS Meridian ACD— The Basic Components



Opens New Markets for Central-Office Services

For the service provider, DMS Meridian ACD opens existing ACD markets to central-office-based applications.

The system's capacity (up to 4000 agents and 256 ACD groups), sophisticated feature set and excellent MIS package, enable service providers to compete directly against dedicated, standalone ACD systems.

Because this service delivers full ACD capabilities regardless of line size — whether for a 2000-line insurance sales/claims service, a 500-line airline reservation service, a 90-line mail-order catalog operation, or a

10-line medical-group office — DMS Meridian ACD competes effectively in markets of small and medium-sized call centers, for whom any type of ACD was previously prohibitively expensive.

Affordable, Reliable, Full-Featured ACD for All Business Customers

DMS Meridian ACD delivers the complete set of sophisticated agent and supervisory features described in this document.

This feature set rivals the capabilities of both dedicated, standalone ACD systems and PBX-integrated ACD systems.

However, unlike these alternatives, DMS Meridian ACD service is supplied through the service provider's central office, which gives the business customer full-featured ACD without a large capital investment in hardware and software.

As the customer's business grows and changes, the ACD service can be cost-effectively tailored to match business requirements, while eliminating the expenses associated with expanding a Customer Premises Equipment (CPE)-based ACD system.

With a standalone ACD or PBX-integrated ACD vehicle, customers must run both their core business and their own switching equipment, devoting valuable floor space to the system, paying personnel to administer and maintain it, and ensuring it is housed in a properly conditioned environment.

And to match the reliability of any service provided by the service provider's central office, a customer-premises ACD vehicle must be equipped with fully redundant processors (an extra-cost option, when available) and battery backup (also an extra-cost option) and be monitored 24 hours a day, 365 days a year.

Because DMS Meridian ACD is an integral part of Meridian Digital Centrex, customers can choose a single source for all of their business telecommunication needs — the network provider.

The full range of productivity-enhancing calling features are available to agents both for handling incoming calls and for placing outgoing calls. (See the Meridian Digital Centrex Features volume [50006.08] for complete descriptions of station features.)

The service provider can also build upon the full range of capabilities available in DMS?100 Family software, such as:

- Virtual Facility Groups (VFGs) — to flexibly increase or decrease the trunk facilities assigned to each ACD group.
- Common Channel Signaling No. 7 (CCS7) trunking — for networking ACD groups across multiple DMS Meridian ACD nodes.
- CompuCALL options — for DMS Meridian ACD, including the ability to coordinate delivery of voice calls and call-/caller-related data to an agent.