

Microsoft®  
**Lync™ Server 2010 Suite**  
**Contact Center**



# MaxACD Server 2011

MaxACD takes advantage of AltiGen's 15 years of contact center technology innovation to deliver a mature, integrated software-based contact center solution for Microsoft Lync Server.

## MaxACD Features

- Advanced call queuing
- Automated call distribution
- Interactive voice response (IVR)
- Real time and historical reporting
- Call recording
- Redundancy

## Call Routing Highlights

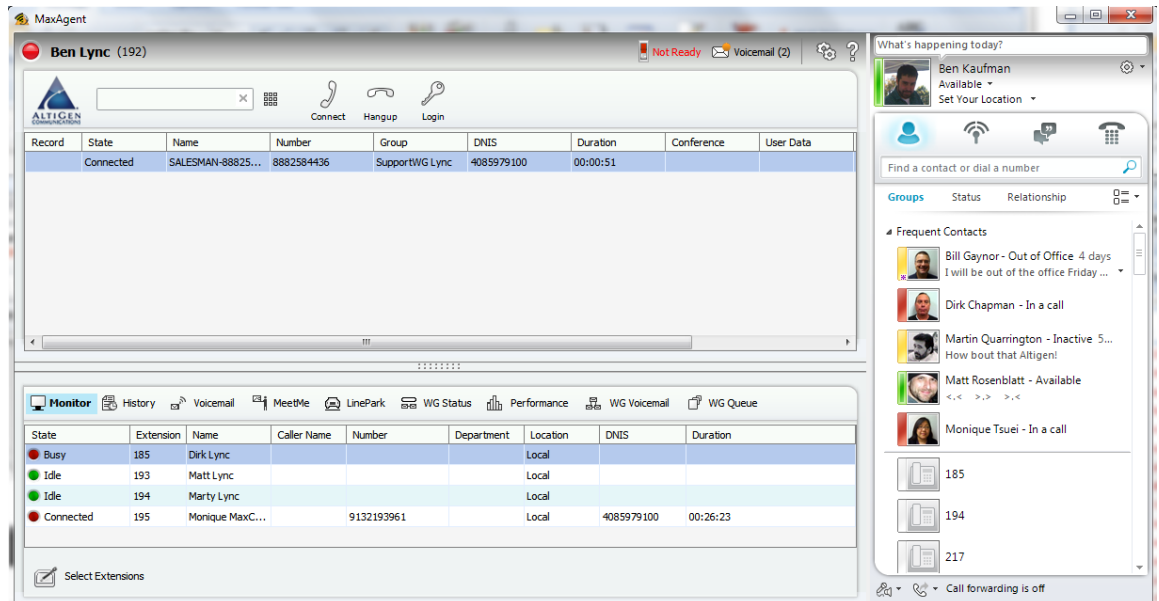
- Caller ID, DID and DNIS Routing
- Advanced IVR / Auto Attendants
- Customer Priority Routing
- SQL Data Directed Routing
- Holiday, Business Hours, Follow the Sun
- Overflow routing

Agents and Supervisors are located in the Microsoft Lync pool, with corresponding MaxACD agent profiles. This unique architecture allows Lync administrators to keep 100% of the Lync client call control within the Lync environment – eliminating the requirement for dedicated 3rd party proprietary VoIP phones for ACD users. All calls to and from MaxACD are delivered directly to the Lync client.

The MaxACD for Lync provides **integrated client applications** for Agents and Supervisors, designed to improve call handling and agent productivity. MaxAgent, fully integrated with Lync 2010, not only brings Contact Center control to the agent's PC, but also delivers personal call statistics to enable agents to monitor their individual performance metrics.

## MaxAgent Highlights

- Real time ACD call queues display
- Redirect calls sitting in queue
- Monitor real time workgroup statistics
- View personal performance statistics
- Customizable queue alerts
- Control agent state via login/logout/wrap-up
- Start/Stop on-demand call recording



Record	State	Name	Number	Group	DNIS	Duration	Conference	User Data
	Connected	SALESMAN-88825...	8882584436	SupportWG Lync	4085979100	00:00:51		

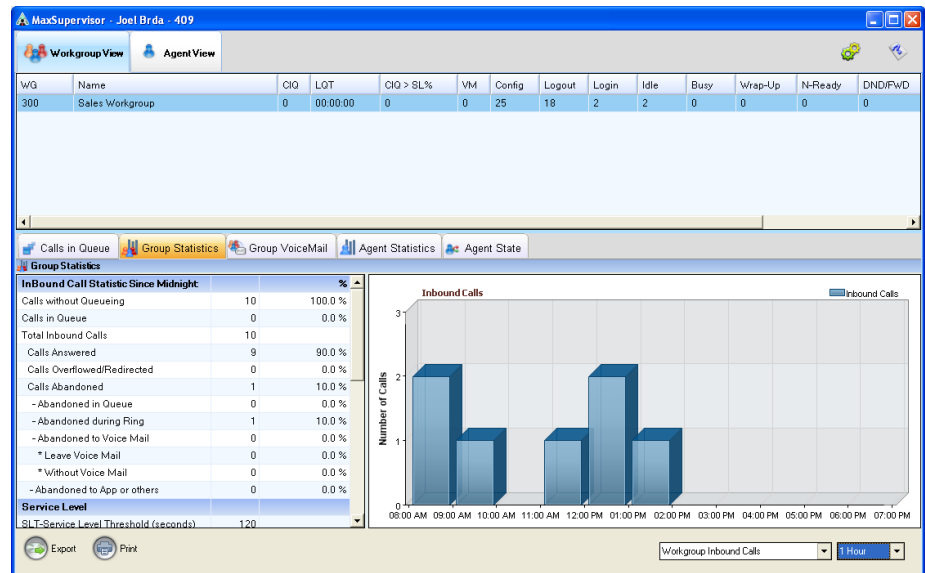
  

State	Extension	Name	Caller Name	Number	Department	Location	DNIS	Duration
Busy	185	Dirk Lync				Local		
Idle	193	Matt Lync				Local		
Idle	194	Marty Lync				Local		
Connected	195	Monique MaxC...		9132193961		Local	4085979100	00:26:23

## MaxSupervisor

MaxSupervisor is a feature rich desktop tool for call center management, giving the ability to monitor, track and manage their call center operations to peak performance. It provides real-time work-group and agent performance reporting, silent monitoring, supervisor coaching, barge-in capability, and customize queue alerts.

Using the graphical MaxSupervisor desktop client, supervisors have a complete view of workgroups, queues and agents.



### Queue Management

- Monitor the queue
- Pick calls out of queue
- Redirect calls "on the fly"
- View Agent States
- Force Agent login/logout

### Monitoring

- Monitor/Whisper/Coach Agents
- Supervisor Barge-In
- Real-time Agent Performance Statistics
- Real-time Workgroup Performance Statistics

MaxInSight collects operational data from MaxACD, filtering that data to display designated key performance indicators. These critical call center performance indicators can be presented on large flat panel displays for all agents to see, or on the desktop of managers and supervisors.

## MaxInSight



The MaxInSight real time dashboard display provides all of the information required to monitor call center operations, including:

- Total login, busy, in wrap up or wait mode
- Total calls in queue, exceed service threshold, and longest queue time
- Cumulative, average, and percentage of talk time, wait time, and abandoned calls
- Inbound and Outbound call volume
- Queue, Trunk, WG and Agent Activity