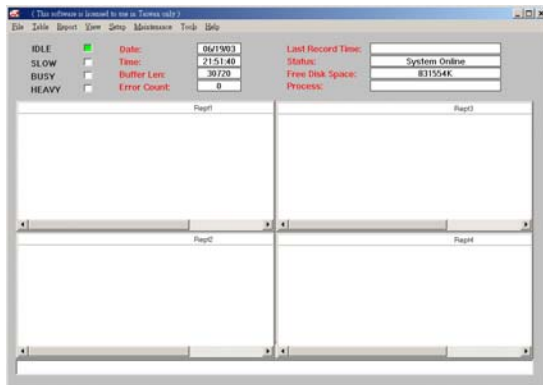


ACD 2000 (Automatic Call Distribution)



ACD 2000 for Windows

ACD 2000 is a technologically advanced, proven and reliable computerized call management software that captures on-line or off-line data directly from a PBX system or a file. It Supports MS Windows 95/98/Me/XP/2000 and NT 4.0 Workstation operating system, and utilizes the latest RDBMS technology to contain all the functionality, performance, data security, together with a comprehensive array of easy-to-use reports will certainly make ACD 2000 one of the best products on the market.

Report Scheduling

Scheduling and batch printing are the best tools to improve productivity. With an easy setup, any monthly, weekly or daily report can be automatically printed at your specified time.

What is ACD for Windows ?

ACD 2000(Automatic Call Distribution) is interfaced with the Call Center C2 package under the NORTEL Meridian PBX system. It receives the C2 management reports every hour via RS-232 from PBX, which includes ACD-DN, Trunk, Route and Agents statistics. They can be used to show the efficiency, cost-effectiveness, and productivity of your ACD system.

Multiple Languages in Single

Multi-language capability is one of the important features in ACD 2000. User can switch between languages with only a mouse click, providing system portability across different countries.



Features

- Supports unlimited Agent number
- Support Chinese and English in one system
- Provides daily, weekly and monthly report
- Report output to printer, screen or file that can be supported in MS Excel
- Reports available by ACD-DN , Agent ID , Trunk Route
- Scheduling and batch report printing
- ACD RS-232 port link down and hard disk space below limit on-line alarm

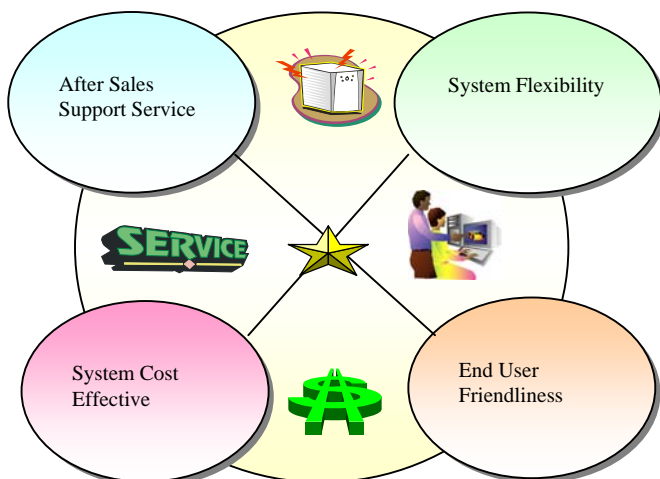


Report

- ACD-DN Group Daily Report
- ACD-DN Group Summary Report
- ACD-DN Call Queue Daily Report
- ACD-DN Call Queue Summary Report
- Trunk Route 24HR Summary Report
- Trunk Route Summary Report
- Position ID Summary Report
- Position ID 24HR Report
- Agent ID Summary Report
- Agent ID 24HR Report



Reasons to buy ACD 2000



Spaces needed:
30MB per 100K call records

PC Specification

- Microsoft Windows 95/98/XP/2000 or NT 4.0
- Pentium w/ 64MB RAM or up
- one 3.5 in floppy drive w/ 500Mb hard disk or up
- SVGA monitor
- one printer port (for report printing)
- two RS-232 serial ports
- one mouse port

AMS International Limited
 ACD-DN GROUP REPORT
 03/03/00 – 03/03/00

Print Date: 03/10/00
 Print Time: 12:47:43
 Page: 1

ACD-DN: 400

Time Interval	Avg Agts	Calls Answered	Avg ASA	Avg DCP	Avg HDCP	Avg PCP	Avg Work	Avg Wait	DN Calls	Avg Time	#-Xfer IDN	ACD Busy	AVG-TIME-POSN Manned
00-01	0	0	0	0	0	0	0	0	0	0	0	0	0
01-02	0	0	0	0	0	0	0	0	0	0	0	0	0
02-03	0	0	0	0	0	0	0	0	0	0	0	0	0
03-04	0	0	0	0	0	0	0	0	0	0	0	0	0
04-05	0	0	0	0	0	0	0	0	0	0	0	0	0
05-06	0	0	0	0	0	0	0	0	0	0	0	0	0
06-07	0	0	0	0	0	0	0	0	0	0	0	0	0
07-08	0	0	0	0	0	0	0	0	0	0	0	0	0
08-09	5	50	156	158	9	124	291	14	19	48	0	2	1422 1483
09-10	12	147	156	161	6	80	247	5	82	65	0	17	2852 2905
10-11	13	141	138	154	9	108	271	14	97	53	2	13	3392 3547
11-12	11	116	71	158	8	132	299	7	68	65	4	21	3112 3172
12-13	7	57	117	121	5	274	400	6	22	98	0	0	1772 1797
13-14	9	88	163	162	8	148	319	2	37	58	0	13	2365 2379
14-15	11	109	80	168	6	102	276	12	51	113	0	11	2480 2480
15-16	12	122	51	164	10	114	289	13	40	107	0	6	2687 2789
16-17	13	105	46	154	7	130	201	12	39	96	2	11	2665 3369
17-18	11	66	40	208	4	179	192	21	38	95	0	8	2153 2267
18-19	0	0	0	0	0	0	0	0	0	0	0	0	0
19-20	0	0	0	0	0	0	0	0	0	0	0	0	0
20-21	0	0	0	0	0	0	0	0	0	0	0	0	0
21-22	0	0	0	0	0	0	0	0	0	0	0	0	0
22-23	0	0	0	0	0	0	0	0	0	0	0	0	0
23-00	0	0	0	0	0	0	0	0	0	0	0	0	0

Total: 1011 493 8 102

This report shows the queues in the ACD system and summarizes queue load and performance. It shows the actual number calls each queue answered and the average time to handle each call.

AMS International Limited
 ACD-DN CALL QUEUE REPORT
 03/03/00 – 03/03/00

Print Date:03/10/00
 Print Time:12:47:43
 Page: 1

ACD-DN: 400

Time Interval	Calls Accepted	Recall To Source	Answered Longest Wt. time	Abandoned No.	Avg.Wt.	TSF	Tof In	Tof Out	Over Flow	Inter Flow Busy
00-01	0	0	0	0	0	0	0	0	0	0
01-02	0	0	0	0	0	0	0	0	0	0
02-03	0	0	0	0	0	0	0	0	0	0
03-04	0	0	0	0	0	0	0	0	0	0
04-05	0	0	0	0	0	0	0	0	0	0
05-06	0	0	0	0	0	0	0	0	0	0
06-07	0	0	0	0	0	0	0	0	0	0
07-08	0	0	0	0	0	0	0	0	0	0
08-09	178	0	776	123	61	48	0	0	0	0
09-10	386	0	394	246	55	41	0	0	0	0
10-11	299	0	794	156	58	36	0	0	0	0
11-12	215	0	232	96	42	53	0	0	0	0
12-13	130	0	358	71	71	35	0	0	0	0
13-14	262	0	444	176	77	31	0	0	0	0
14-15	185	0	352	81	62	49	0	0	0	0
15-16	194	0	258	71	42	59	0	0	0	0
16-17	156	0	282	82	43	82	0	0	0	0
17-18	92	0	192	47	41	67	0	0	0	0
18-19	0	0	0	0	0	0	0	0	0	0
19-20	0	0	0	0	0	0	0	0	0	0
20-21	0	0	0	0	0	0	0	0	0	0
21-22	0	0	0	0	0	0	0	0	0	0
22-23	0	0	0	0	0	0	0	0	0	0
23-00	0	0	0	0	0	0	0	0	0	0
Total:	2097			1149			0	0	0	0

This report shows a trend in the tolerance level of your customers. It also shows how many calls are abandoned and how long the callers wait before they hung up.

AMS International Limited
 POSITION ID SUMMARY REPORT
 03/03/00 - 03/03/00

Print Date: 03/10/00
 Print Time: 12:47:43
 Page: 1

Group Name: Credit Card(ID)

Pos ID	Calls Answd	Total DCP	Total HDCP	Total PCP	Total Wait	DN Inc	Inc Time	DN Out	Out Time	#-Xfer IDN	ACD	Manned Time	Agtid Q / P
4800	54	11566	312	17882	1200	3	692	21	2344	0	5	33872	1031
4801	5	852	108	558	8	0	0	0	60	0	3	1528	-
4802	63	6762	454	5090	4410	1	194	6	1076	0	9	19558	1025
4803	82	16738	812	4512	3368	3	1094	17	1632	0	10	27984	-
4804	0	0	0	26	0	0	0	1	96	0	0	122	-
4805	168	20876	1096	4282	7540	24	2272	24	2094	1	20	37516	1227
4806	51	15848	946	9678	1892	0	0	16	740	0	0	29266	-
4809	14	2032	52	4808	984	0	0	2	56	0	0	7936	0630
4810	69	8900	204	19622	2234	4	530	30	1658	2	7	33100	0914
4811	28	3934	6	25808	280	0	0	40	3126	0	0	33232	0913
4812	57	10134	430	2506	5034	5	278	61	3616	0	1	22042	-
4814	38	8038	220	2948	958	0	0	4	54	0	3	12190	-
4815	27	7144	386	13232	1348	4	392	53	7076	0	4	29348	-
4816	40	5004	212	12096	3036	7	750	30	2730	0	0	23844	0623
4819	76	11072	212	12424	3570	6	1026	31	2770	0	5	31072	-
4821	101	18212	892	8214	2986	0	0	25	2154	0	14	32332	-
4826	114	17512	280	6326	3946	0	0	34	2604	0	8	30846	-
4850	95	11984	270	9166	5362	4	1876	74	7854	0	1	36520	-
4851	78	16000	348	2358	5088	2	456	45	4738	0	1	29590	-
4852	72	8702	276	13158	2178	3	44	35	3692	1	7	28588	-
4853	34	5588	360	5740	1366	1	38	26	1926	0	6	15670	-
Total	1266	206898	7876	180434	56788	67	9642	575	52096	4	104	516156	-

This report shows agent productivity in terms of manned and busy times, and you can compare the work of the same agent in different queues.

AMS International Limited
 AGENT ID SUMMARY REPORT
 03/03/00 - 03/03/00

Print Date: 03/10/00
 Print Time: 12:47:43
 Page: 1

Group Name: Credit Card(ID)

Agtid Q / P	Calls Answd	Total DCP	Total HDCP	Total PCP	Total Wait	DN Inc	Inc Time	DN Out	Out Time	#-Xfer IDN	ACD	Manned Time	Pos ID
4800	54	11566	312	17882	1200	3	692	21	2344	0	5	33872	1031
4801	5	852	108	558	8	0	0	0	60	0	3	1528	-
4802	63	6762	454	5090	4410	1	194	6	1076	0	9	19558	1025
4803	82	16738	812	4512	3368	3	1094	17	1632	0	10	27984	-
4804	0	0	0	26	0	0	0	1	96	0	0	122	-
4805	168	20876	1096	4282	7540	24	2272	24	2094	1	20	37516	1227
4806	51	15848	946	9678	1892	0	0	16	740	0	0	29266	-
4809	14	2032	52	4808	984	0	0	2	56	0	0	7936	0630
4810	69	8900	204	19622	2234	4	530	30	1658	2	7	33100	0914
4811	28	3934	6	25808	280	0	0	40	3126	0	0	33232	0913
4812	57	10134	430	2506	5034	5	278	61	3616	0	1	22042	-
4814	38	8038	220	2948	958	0	0	4	54	0	3	12190	-
4815	27	7144	386	13232	1348	4	392	53	7076	0	4	29348	-
4816	40	5004	212	12096	3036	7	750	30	2730	0	0	23844	0623
4819	76	11072	212	12424	3570	6	1026	31	2770	0	5	31072	-
4821	101	18212	892	8214	2986	0	0	25	2154	0	14	32332	-
4826	114	17512	280	6326	3946	0	0	34	2604	0	8	30846	-
4850	95	11984	270	9166	5362	4	1876	74	7854	0	1	36520	-
4851	78	16000	348	2358	5088	2	456	45	4738	0	1	29590	-
4852	72	8702	276	13158	2178	3	44	35	3692	1	7	28588	-
4853	34	5588	360	5740	1366	1	38	26	1926	0	6	15670	-
Total	1266	206898	7876	180434	56788	67	9642	575	52096	4	104	516156	-

This report is similar to the Position ID Summary Report, it shows the detailed agent information by each agent ID

AMS International Limited
 TRUNK ROUTE INTERVAL REPORT
 03/03/00 - 03/03/00

Print Date: 03/10/00
 Print Time: 12:47:43
 Page: 1

CO-41

Time Interval	No-of-Trk		Inc Calls	Inc CCS	Out Calls	Abandoned		Answered		All trk busy		
	Work	Hpr				Bef-T	Aft-T	Bef-T	Aft-T	Peg	Total	Long
00-01	0	0	0	0	0	0	0	0	0	0	0	0
01-02	0	0	0	0	0	0	0	0	0	0	0	0
02-03	0	0	0	0	0	0	0	0	0	0	0	0
03-04	0	0	0	0	0	0	0	0	0	0	0	0
04-05	0	0	0	0	0	0	0	0	0	0	0	0
05-06	0	0	0	0	0	0	0	0	0	0	0	0
06-07	20	0	70	42	0	0	0	70	0	0	0	0
07-08	20	0	19	6	0	0	0	19	0	0	0	0
08-09	20	0	129	175	0	28	26	48	27	0	0	0
09-10	20	0	338	552	0	92	39	59	143	80	666	52
10-11	20	0	254	479	0	68	26	71	90	132	22	
11-12	20	0	136	282	0	16	8	76	40	0	0	0
12-13	20	0	113	158	0	16	10	63	23	0	0	0
13-14	20	0	128	226	0	19	12	49	48	0	0	0
14-15	20	0	141	237	0	18	1	102	21	0	0	0
15-16	20	0	111	182	0	1	1	107	2	0	0	0
16-17	20	0	106	190	0	9	3	76	15	0	0	0
17-18	20	0	92	191	0	17	10	46	20	0	0	0
18-19	20	0	57	110	0	7	6	31	15	0	0	0
19-20	20	0	87	134	0	17	10	40	19	0	0	0
20-21	20	0	42	74	0	2	0	34	7	0	0	0
21-22	0	0	0	0	0	0	0	0	0	0	0	0
22-23	0	0	0	0	0	0	0	0	0	0	0	0
23-00	0	0	0	0	0	0	0	0	0	0	0	0
Total:	300	0	1823	3038	0	310	152	891	470	96	798	74

This report shows the number of times all the trunks in a route were busy. It also shows the total trunk busy time and its percentage by the 24-hour interval.

AMS International Limited
 TRUNK ROUTE SUMMARY REPORT
 3/03/00 - 03/03/00

Print Date: 03/10/00
 Print Time: 12:47:43
 Page: 1

Route Code	No-of-Trk		Inc Calls	Inc CCS	Out Calls	Abandoned		Answered		All trk busy		
	Work	Hpr				Bef-T	Aft-T	Bef-T	Aft-T	Peg	Total	Long
CO-0	390	0	814	1038	1487	0	0	815	0	0	0	0
CO-41	300	0	1823	3038	0	310	152	891	470	96	798	74
Total:	690	0	2637	4076	1487	310	152	1706	470	96	798	74

This report shows the number of times all the trunks in a route were busy. It also shows the total trunk busy time and its percentage of the total interval