





# TOSHIBA

## Leading Innovation >>>



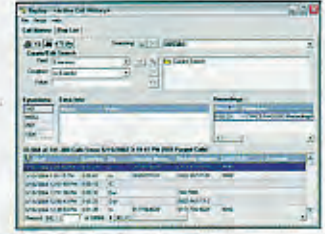
**Web Based Tool**  
Task Contact provides the call center manager with the web based reporting tool that can easily generate the desired report. It also allows the call center manager to export or email the report.



**DisplayCentral**  
Taking advantage of the latest technology, DisplayCentral is designed to show the call center information and other information from other applications such as the data base on the large display so that agents can share the valuable information.



**Integrate PC & Telephone Operation**  
Manage incoming and outgoing call functions from your computer. Synchronize with your company's operations, CRM or contact software, capturing important customer data, and automatically displaying the caller's information.



**Call Recording/Logging**  
Record, store, organize, search, and playback telephone calls to avoid disputes and improve the quality of training and customer service.

### Important Benefits:

- > Efficient call handling through automated call processing provides faster response to callers, and makes agents more productive.
- > Effective handling of call traffic during peak hours, and complete back-up coverage during heavy call volumes.
- > Accurate forecasting of call center staffing and facility needs, making sure you have the call handling resources you need.
- > Effective management of the lines serving your call center increases management control.
- > Investment protection through solutions that adapt to your needs as your business grows.

## SPECIFICATIONS

System Compatibility	Strata CIX40	Strata CIX100	Strata CIX200	Strata CIX670	Strata CIX1200
Agents/Supervisors	360	360	360	360	360
Agent Groups	100	100	180	180	180
Music-on-Hold Sources	3	15	15	15	15
Voice Assistant	72*	72*	96*	96*	96*
Announcement Types	Initial and Periodic				
Call Distribution Methods	<p><b>Linear</b>—Always starts from the top of the Agent list and finds the first available Agent. Round Robin—Next Agent on the Agent list gets the waiting call. The next call rotates to the next Agent, etc.</p> <p><b>Longest Idle</b>—The Agent who has been idle the longest receives the next call. An Agent's "start of idle" status affects all queues—that is if the Agent just completed a call in Queue # 1, that Agent is now idle for any other queue that the Agent is logged into.</p> <p><b>Balanced Call Count</b>—The Agent who has handled the lowest number of calls receives the next call. When an Agent logs in, the Agent is set to zero calls if the Agent is the first to log into the group or the Agent can be set to the lowest call count of any Agent already logged in. This prevents Agents that logged in late from getting all of the calls.</p> <p><b>Preferred Agent</b>—Based on integration with optional applications, the system can route the call to the Agent assigned to a specific account to handle the call. If that Agent is not available, the call routes to the next available Agent.</p> <p><b>Skills-Based Routing</b>—Agents can log into the queues that they have skills to support. For example, one queue for English-speaking clients, another for Spanish-speaking clients. An Agent who is bilingual can log into both queues. The ACD system can work with Interactive Voice Response (IVR) to send calls to the appropriately skilled agents.</p> <p><b>Agent Priority</b>—The Agent with the highest priority setting receives the next call. If multiple Agents have the same priority level, the Agent who was idle the longest gets the call. This provides a method for automatically expanding the pool of Agents searched based upon call traffic.</p>				
Available Applications	Basic ACD, Enhanced ACD, Network ACD, Call Router, Interactive Voice Response, Insight Call Center Reporting, TASKE Call Center Reporting, Wallboard Display, Net Phone PC/Telephone Integration, Net Chat Text Messaging, Tracer Call Recording/Logging				

\*Actual capacity depends on the platform and card.

### Toshiba America Information Systems, Inc., Telecommunication Systems Division

9740 Irvine Blvd., Irvine, CA 92618-1697 [www.telecom.toshiba.com](http://www.telecom.toshiba.com)

To locate an Authorized Dealer, call: (800) 222-5805

© 2008 Toshiba America Information Systems, Inc. All product, service and company names are trademarks, registered trademarks or service marks of their respective owners. Information including without limitation specifications, availability, content of services, and contact information is subject to change without notice.

Literature Order #: TSD-CIX-BR-ACD-DS-VC/4500152

