

AMEYO

Automatic Call Distributor (ACD)

Typical of any inbound call scenario, the calls coming in are always more than the attendants. Leaving it to the age-old operator/ receptionist management, we would see that some customer representatives are bombarded with calls while others are sitting idle. This directly leads to both customer and employee dissatisfaction and undoubtedly, hampers business productivity.

The answer lies in simple automation of the entire process. Uniform and automatic routing of calls would ensure coordinated call handling to the maximum advantage for both employees and customers. The secret to 'happy customers' lies in engaging the new customers and addressing the repeat customers as per their needs. This would ensure better customer experience management and happier customers would mean word-of-mouth publicity and hence more business.

What is an ACD?

The task of Automatic Call Distributor or ACD is to route incoming calls. The system consists of switching hardware, phone lines and routing software. The routing strategy is a set of instructions that tells the ACD how calls are handled inside the system. At its most basic level, ACD processes many simultaneous incoming telephone calls and evenly distributes callers among two or more people. With ACD service, instead of receiving busy signals or being sent directly to voice mail, callers are informed that their calls will be answered in the order received. Calls are then put through at the first opportunity. ACD service gives callers information and options that would otherwise be unavailable.

Drishti's - Ameyo ACD Capabilities



Drishti's innovative **Automatic Call Distributor** comes packed with a powerful routing engine that distributes calls, based on pre-defined rules. The rules include FIFO, skill-based call routing, account-based routing and priority. In addition, it comes pre-integrated with an IVR that provides for options of self-service and also to reach the specified department directly.

Reporting and performance management capabilities present real-time data in top-down, graphical, hierarchical or plain text format for optimal resource allocation and process improvement, which in turn leads to higher revenue generation. The solution can be deployed for both localized, as well as distributed set-up with centralized administration for supervisors to manage caller queues efficiently from anywhere in the world.

Drishti's ACD solution caters to businesses having high call influx

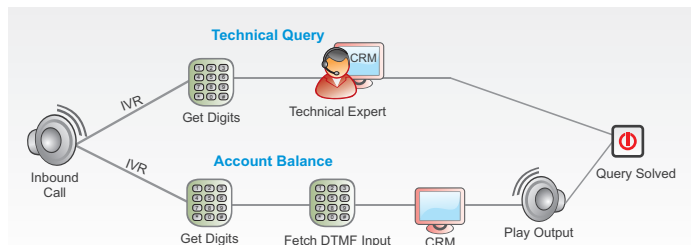
Key Capabilities of Drishti's Advanced ACD Solution

- ✓ Web access facilitating remote agent login
- ✓ Compliant with standard PBX, Media Gateways & Phones
- ✓ ANI/ DNIS based routing
- ✓ Wait time notification
- ✓ Pre-integrated with CTI & IVR
- ✓ Pre-integrated with Voice Logger enabling advanced custom reports
- ✓ Calendar integration
- ✓ Multiple Queues
- ✓ Welcome greeting
- ✓ Office hours configuration
- ✓ ACD Reports

from multiple locations with a high ratio of customers looking for specific information. It enables unlimited capability to configure process specific components and define custom skills for agents and multiple IVR systems distributed across geographies can interface with a central ACD unit to direct calls to appropriate customer care centers. The ACD solution makes it easier to scale up your operations effortlessly and quickly, and with least infrastructure costs.

The working of Ameyo ACD

Ameyo ACD works in conjunction with the phone system to route calls to the best available agent. It queues and intelligently routes inbound queries to the available on-floor and remote agents, workgroups or branch experts ensuring uniform call distribution and balancing load across multiple locations.



Ameyo's intelligent ACD can route calls based upon caller identification, dialed number, time of day, and custom defined parameters established in an IVR (Interactive Voice Response) program script.

Drishti: Experts in delivering award-winning solutions

Drishti's **Ameyo ACD** has been awarded the ContactCenterWorld.com **Member's Choice Award 2008** for the **Best ACD/switch**. The exhaustive solution capabilities of Ameyo ACD enable better distribution of customer calls and hence increased customer satisfaction levels. It ensures that the customers receive the right level of service from the most appropriate agent in the optimum time frame.

Benefits of Ameyo ACD

All-in-one tool - Ameyo ACD comes packed with multiple features such as multi-party conference, screen transfer, IVR conference, call hold, call forwarding and other facilities.

Robust - Ameyo ACD has multiple levels of redundancy in the

entire setup, thus claiming highest uptime in the industry by eliminating the single point of failure and ensuring continuous business flow.

Customer Satisfaction Guaranteed – Ameyo ACD not just connects the best available agent to the customers but also ensures continuity of each customer engagement by connecting the same agent to the customer for each repeat call. With a host of other information dissemination features, Ameyo ACD assists and equips the customer for informed conversations with the organization. This ensures happier and hence more satisfied customers.

Flexible and efficient routing strategies – The routing of Ameyo ACD provides the ability to segment and prioritize interactions according to customer value, the desired service level or any other business need. Also, it defines relationships between agent groups and call queues for better and an organized determination of who should take the high priority calls.

Comprehensive reporting – With Ameyo ACD, which is a conjunction of intelligent routing solution and an efficient reporting tool, the productivity of the business house is maximized. The productivity and performance is analyzed via GUI, web-based, real-time reports and an export of files can also be performed in multiple formats (PDF, CSV).

Seamless 3rd party integration – The ACD Solution can be integrated with any third-party database. The standard version comes embedded with PostgreSQL but it can be seamlessly integrated with Oracle, MySQL, DB2 or any RDBMS seamlessly.

Customizable solution – The solution allows a routing strategy that can be adjusted per interaction. The routing can also be personalized according to the value of the customer. Dynamic routing can be adjusted as per the strategy of the business house to meet its requirements.

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