Call Centers with ACD phone systems may use the popular Alpha programmable LED Displays to exhibit ACD Call Center statistics and Supervisor messages to Agents in one or more call centers, groups, queues, splits or application areas conveniently and automatically. If Supervisors and Agents use PC's on a local area network using a Windows™ platform (Windows 98, NT, 2000, XP, etc.) on a network, then Supervisors may also compose messages in a browser screen on their PC's using Internet Explorer, Netscape or Mozilla and transmit the messages to the Alpha LED readerboards. The ACD statistics may also be displayed on their computer screens.

Benefits:

•   When Agents are able to see "real time" call waiting status, sharp increases in productivity and dramatic reductions in "Calls Abandoned", "Calls Waiting", and "Longest Wait" are reported. Through the use of visual and audible alerts, Agents know within seconds when ACD Call Center statistics exceed acceptable thresholds.

•   Call Center Supervisors are no longer "tied" to their desk watching a computer terminal. They can use their time more productively, focusing on Agent performance, on problems with customers and on training.

•   Higher Call Center service levels translate into better customer service and faster response time to customer requirements.

•   Telephone equipment and personnel are utilized more efficiently.

•   Call Center Supervisor and Agent communications are improved and are speeded up. Typed messages can be broadcast simultaneously to all Agents in a Call Center.

Features:

•   Each Alpha LED Display is individually addressable. This permits different Call Center statistics and messages to be displayed on different Alpha LED Displays at the same time. Multiple queues may be displayed on a single Alpha LED Display, and different combinations of queues may be displayed on multiple Alpha LED Displays. Messages and statistics may be sent to all Alpha LED Displays at once, to groups of Alpha LED Displays, or to individual Alpha LED Displays.

•   A variety of ACD statistics may be displayed for each Call Center queue. In fact, any statistic shown on an ACD real-time report or display may be displayed on the Alpha LED Display(s). Examples of these statistics include: Number of Calls Waiting (CW), Longest Call Waiting in minutes and seconds (LW), Available Agents or Agents in a particular status (AVA), Total Calls (TC) or Service Level (SL). The Supervisor may specify and arrange the statistics fields that are displayed.

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Typical ACD Statistics

```
ID    CW MN  LCW   WT AC DN NR AB
CH    00 01 00:00  01 00 00 00 00
```
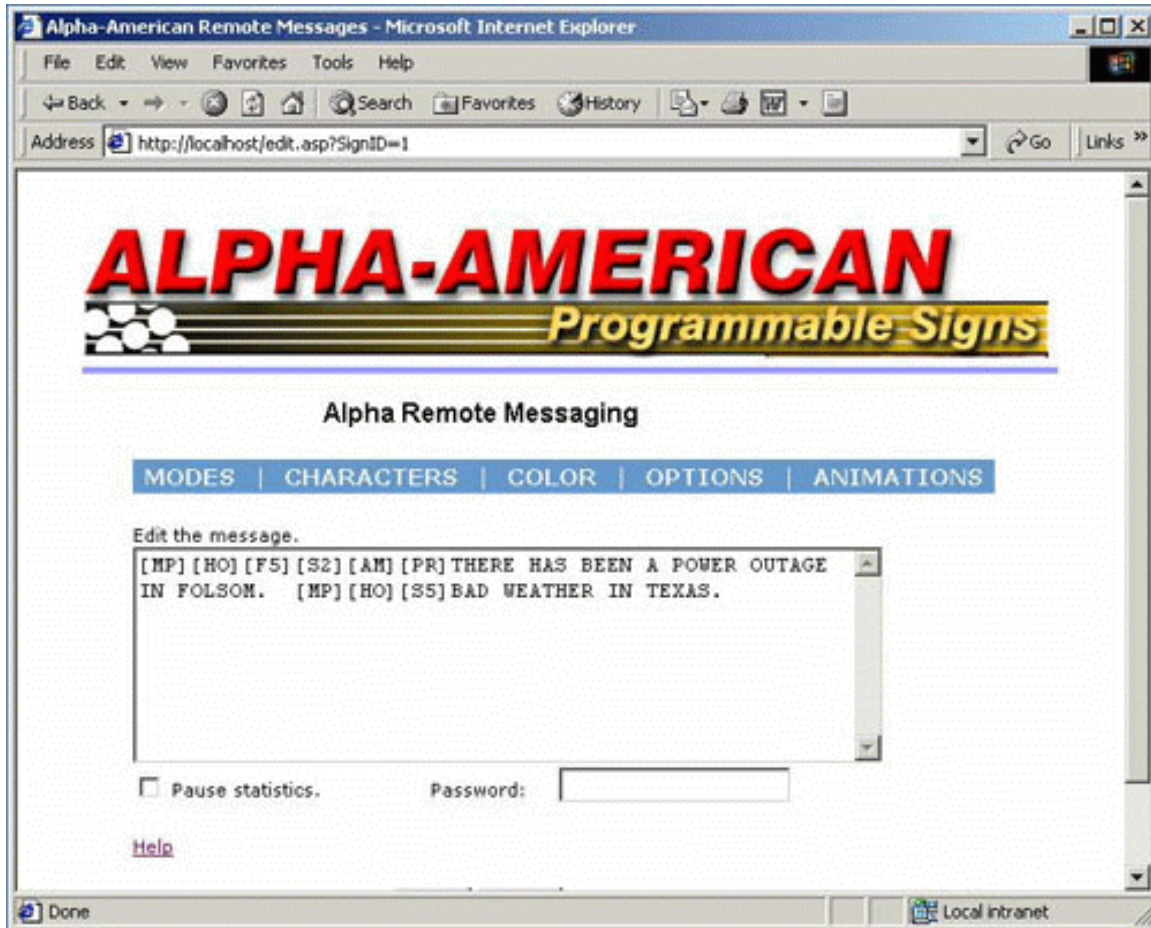
```
COL      00 00:00 00 00 00
```

ACD statistics on a two-line display and on a one-line display.

- Alert thresholds may be set for each of the statistics for each queue. For example, if the number of Calls Waiting (CW) reaches 5, or the Longest Call Waiting (LW) exceeds 1 minute, or Available Agents (AA) drops to 5 Agents, the displayed statistic for that field can change color, beep the audible alert, display a message, or flash, at the preference of the Call Center Supervisor. Then If CW or LW reach the next threshold, the displayed statistic(s) can again change color, beep the audible alert, display a message, flash or perform a combination of these actions. The Audible Alert consists of quick beeps that sound when a threshold is reached. The Audible Alert may be easily "muted" for one or more queues by checking the "Mute" box for the queue in the software. Optionally, the system can activate a strobe light or bell, play a specified WAV file, or transmit a message to a pager.

- Real-time and periodic data are gathered by field selection within terminal emulation. Data may also be displayed from management information system databases using a network interface for ODBC/SQL custom queries of selected data fields. Data fields may be read and displayed by interrogation via TAPI or TSAPI interface provided by certain systems vendors.

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Alpha American ACD System - Alpha 1.0.1

System

Skillset Setup and Status

SPLIT	BEEP	B. INTERVAL	ST	SPLIT TITLE	QUE	HOLD	LOGGED IN	ACCEPT	SVC LVL	On ACD
1	No	0	PRI	Primary Coll	0	0:00	6	293	73%	4
2	No	0	EOT	EOT Collection	1	3:29	4	5	7%	3
3	No	0	ACC	CR Accounts	0	0:00	16	140	86%	1
4	No	0	RTL	AC Retailer	0	0:00	7	44	72%	6
5	No	0	VHL	CR Vehicles	0	0:00	10	26	68%	6
6	No	0	FND	MRCC Funder	0	0:00	3	58	74%	1
7	No	0	ANA	MRCC Credit	0	0:00	7	48	98%	1
8	No	0	ESC	CR Escalation	0	0:00	2	48	60%	0
9	No	0	TTL	Titles	0	0:00	2	21	91%	2

Sign Simulation

Serial Sign 1

GRP	LI	ACD	QUE	HOLD	SL%
ESC	2	0	0	0:00	60%

Serial Sign 2

GRP	LI	ACD	QUE	HOLD	SL%
EOT	4	3	1	3:29	7%

Serial Sign 3

GRP	LI	ACD	QUE	HOLD	SL%
ANA	7	1	0	0:00	98%

Serial Sign 4

GRP	LI	ACD	QUE	HOLD	SL%
RTL	7	6	0	0:00	72%

MultiReport

<-- Remove   Add Report -->

Combine RT   Service Level Sign

```
1/28/03  09:50  CentreVu(R) CMS    Ex: 44       Windows: 1 of 12


   Custom Reports: Real-Time: Combine RT                ACD_CYPRESS

                   On ACD    Calls
   Split/Skill  Staffed  & Hold  Waiting  Oldest Acceptable Offered
   31              6       3       0        :00     38        50
   35              4       3       1       3:47      3         9
   42             17      12       0        :00     14        15
   43              7       6       0        :00      3         7
   44             10       6       0        :00      4         4
   45              2       0       0        :00      1         2
   52              3       1       0        :00     13        16
   53              7       1       0        :00     17        17
   175             2       0       0        :00      1         1
```

Connected to Serial Port 2

Sign ID	Message	Sign Setup	Profile Number
1		[SF]103[SF]104[SF]105[SF]108	2
2		[SF]101[SF]102	2
3		[SF]106[SF]107	2
4		[SF]109[SF]103[SF]104[SF]105[SF]108	2

Get Report Data Complete.   Statistics not Paused.

The Alpha Call Center Statistics and Message Display System screen and Sign Simulations.

- The "Sleep Feature" blanks the readerboard display for a queue when no Agents are logged in. Supervisor messages continue to display.

- Input Local Messages -- Supervisors may input messages to Agents, such as "Congratulations", or service messages. Messages may be typed on the Alpha system keyboard, or, optionally, on the Supervisor's own PC. Easy-to-use special display effects and animations may be included in your messages. Supervisor messages may either alternate with the display of Call Center statistics, or they may occupy a separate line of the Alpha LED Display, or the Alpha LED Display may be dedicated to displaying messages only. NOTE: Typing messages on a Supervisor PC on a LAN is an option that requires additional software and hardware components. The messaging program is opened with Internet Explorer, Netscape or Mozilla. Remote access to the messaging program is available as an option.

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This is the Alpha Message Editor screen.

- The Alpha Call Center Statistics and Message Display System employs user-friendly features to facilitate changing thresholds and typing local messages.

- 25 different effects (roll up, roll down, roll in, roll out, roll right, roll left, wipe up, wipe down, wipe in, wipe out, wipe right, wipe left, flash, sparkle, twinkle, starburst, snow, slide, spray, hold, etc.) are built into the Alpha LED Displays to provide variety and interest to messages and to capture the attention of the viewer when these effects are used.

- Most Alpha LED Displays include nine pre-programmed animations -- fireworks, cherry bomb, turbo car, running animal, don't drink and drive, no smoking, slot machine, welcome and thank you -- and a real time clock. The animations and the time of day may be used in your messages.

- Alpha LED Displays include an Audible Alert, and all come with mounting hardware.

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- Alpha state of the art LED Displays are solid state and made in the USA (in Milwaukee, Wisconsin) using only the highest quality components. Every unit is subjected to extensive testing before delivery. Alpha message boards that were sold years ago are still operational today, and repair and replacement parts for those units are still available. LED technology provides energy savings of up to 94% compared to bulb systems, and no bulb replacement is required. The service life of Alpha LED's is estimated to be 100,000 hours (10 years).

- The Alpha 4000 Series displays one or two lines at a time, the Alpha 7000 Series models display from one to four lines at a time, the Alpha 215 and 220 models displays one 2" line at a time, the Alpha 300 Series displays one 3" line at a time, the Alpha Big Dot displays one 4" line at a time, and the AlphaVision displays up to 16 lines at a time. Two-inch high letters are easily readable from a 75' distance. Four-inch high letters are readable from a 125' distance. Seven-inch letters are readable from 200' away.

- Two manuals are provided:

  ▸ The <u>Networking Alpha Signs Manual</u> describes various methods of connecting the Alpha LED Displays to the Alpha Controller. This manual is available on the Internet at the following address: <u>http://www.ams-i.com/Pages/97000112.htm</u>

  ▸ The <u>Alpha ACD Statistics System Manual</u> explains: (1) how to change thresholds; (2) how to compose messages using the message editor, special effects, time of day, animations and international characters; (3) how to put the displays to sleep, (4) how to mute the Audible Alert, (5) how to change passwords and (6) how to exit and restart the system. It also has an installation section that describes (1) installing the Alpha Controller, (2) mounting the Alpha LED Display(s), (3) cabling and connecting the Alpha LED Displays, (4) cabling and connecting the Alpha Controller to the phone system, and (5) installing the Remote Diagnostics software. This manual is provided to you upon receipt of your Purchase Order or upon request.

- Warranty – The Alpha software is covered by a lifetime warranty. If the Alpha ACD Statistics and Message Display System software fails in any way, we will fix it or replace it by modem at no additional charge. The hardware is covered by a one-year warranty. If an Alpha LED Display fails, we will repair it at no charge and return it to you freight prepaid. When we receive a report that an Alpha LED Display is broken, we ask you to take down the broken Alpha LED Display and ship it to us for repair. Alpha-American can replace most components by overnight freight, if required. It is the customer's responsibility to ship the broken item back using the same packing materials.

- Remote Diagnostics and Support – Software installation, custom modifications and program updates are provided using a modem and the pcAnywhere remote access program. This enables us to respond instantly to your requests for program changes. It simplifies installation and lowers installation costs, and it allows us to respond immediately to any problem you may experience with your software or hardware.

Required System Components:

- Alpha Controller – Our current system is a 1.8 Ghz Celeron (Pentium IV-class) Computer System with 256MB of High Speed RAM, 20GB 7200 rpm Hard Disk, 1.44MB 3.5" Diskette Drive, 52X CD-ROM Drive, 2 High Speed Serial Ports, 3COM 100BT Network Interface

Card, 32MB VGA Display Adapter, Windows Keyboard, Microsoft PS/2 Optical Mouse, 56Kb Creative Labs Internal Modem, 17" SuperVGA Monitor and Surge Suppressor Power Strip. All hardware and software is configured and tested at Alpha-American before delivery. The Alpha Controller may be set up by the customer or by our installation staff.

• Connectivity Items – There are several ways to connect to the ACD phone system for the continuous display of real-time statistics:

   (1)   Network Telnet session, if the ACD phone system provides Supervisor access using TCP/IP.
   (2)   Dedicated data link, if one is available.
   (3)   Null Modem cable to a Serial Port on the ACD phone system.

• A Supervisor User Login and Password must be assigned for use by the Alpha Controller.

• Communications Cable must be run from the Alpha Controller to the first Alpha LED Display and from the first Alpha LED Display to the next, etc. The cable requirements depend on how many Alpha LED Displays are needed and how far away from the Alpha Controller they will be located. Alpha LED Displays may be attached up to 10,000 feet from the Alpha Controller. The Communications Cable used should be a quality, UL listed cable, such as Belden 8761. Communications Cable may be ordered with the Alpha LED Displays, or it may be purchased locally. The cabling is terminated at each Alpha LED Display and at the Alpha Controller using surface mounted or recessed telephone company type RJ11 modular adapter jacks or "biscuit" boxes. The individual Alpha LED Displays are then connected to the RJ11 jacks with modular cables. Additional cabling information is provided upon receipt of order or upon request.

• Modem Phone Line – An analog modem line and telephone jack must be installed near the Alpha Controller to connect the Alpha External Modem. This phone line is used to install the Alpha software and to change the software to your exact requirements. It is also used to troubleshoot problems, if and when problems occur.

• Electricity – 24 hour electrical wall plugs should be installed within 6' of each device. Four electrical wall plugs installed within 6' of the Alpha Controller are also required (for the Alpha Controller, SuperVGA Monitor, and the RS-232/485 Converter Box power cord. One or two conditioned power strips (or optionally, a UPS) plugged into live electrical wall plugs near the Alpha Controller will usually satisfy this requirement.

• Installation of the Alpha Controller, Remote Diagnostics software, Alpha software, communication cabling, and all Alpha LED Displays.

• One or more Alpha LED Displays. Some Call Centers install one or more Alpha LED Displays for each queue or application being monitored. Others display Call Center statistics for multiple queues, groups, splits, etc. on a single Alpha LED Display. In large service areas, multiple Alpha LED Displays or multi-line Alpha LED Displays are sometimes required for all Agents to be able to see their ACD statistics, depending on how the Agents' desks are situated in the room.

• Alpha Call Center Statistics and Message Display System Software

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‣ Alpha Call Center Statistics Display System software that connects to your phone system. The system displays ACD statistics and supervisor messages in brilliant colors on one or more Alpha LED Displays.

‣ <u>Networking Alpha Signs Manual</u> and <u>Alpha ACD System Instruction Manual</u>.

‣ Training assistance by phone as needed.

Options available:

• Turnkey Installation – We will come to your facility to install and attach the Alpha Controller and the Alpha LED Displays. We will work with your facility manager to hang the Alpha LED Displays, and we will work with your telephone specialist to attach the Alpha ACD Statistics Display System properly to your phone system and to verify the wiring and connections between the Alpha LED Displays and the Alpha Controller. When the hardware is installed and operational, we will train your personnel in the use of the system. Prior to our visit, you should have electricity, cabling and jacks installed at the Alpha Controller location and at each Alpha LED Display location.

• Remote Messaging via LAN Option – This option allows Supervisors to transmit messages from their own PC on a LAN to one or more LED Displays using a browser application, such as Internet Explorer or Netscape.

• Display ACD Statistics on LAN PC's – ACD Statistics may be displayed in a pop-up window on an Agent or Supervisor's PC screen, if the PC's are on a network and use Windows or use a browser in a Unix Client. To use this option, your LAN administrator must install your client software on the Alpha Controller, and must provide a login, a password and a shared file with read and write privileges on the Alpha Controller or on the network File Server.

• Extended warranty for hardware.