

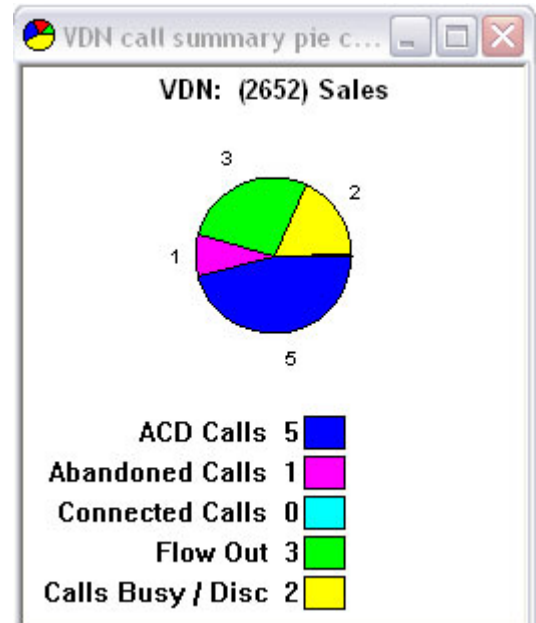
BCMSVu Reporting Desktop

BCMSVu is a graphical, PC-based, call reporting and administration application that makes it easy for you to collect, display, and analyse your call centre's real-time and historical data to help you run your operations more efficiently.

BCMSVu is a software client/server application with a GUI that helps you monitor the status and performance of your call centre. With BCMSVu, you may tap directly into all the call data that is collected by your Definity system and send that information to multiple desktop PCs.

BCMSVu provides your call centre with real-time call data such as:

- Number of calls waiting
- Number of available agents
- Number of ACD calls answered and number of abandoned calls
- Time of oldest call waiting
- Average speed of answer, talk time, abandoned call time and after call work state



This kind of information helps you in understanding the changing conditions of your call centre. You may also use it to modify call routing or to reassign your agents as necessary, thereby improving workflow, and to help ensure that calls are being handled promptly and efficiently.

BCMSVu lets you set up levels of thresholds for acceptable performance and alerts you with warnings - either audible or visual, on a supervisor's PC - when those thresholds have been reached. For example, you can have the system alert supervisors with visual warnings - yellow for "caution" and red when the number of calls waiting reaches maximum allowable levels. Once alerted, supervisors can have more agents log in. Or they can display the warnings on an optional Avaya wallboard to alert agents themselves to changing call centre conditions.

With BCMSVu you may also transmit call centre data to multiple wallboards, allowing you to share more information with your agents. For example, you can create one wallboard displaying data for all agents, another with call data that will assist your help desk agents, and a third with information for your inbound customer sales group.

BCMSVu software provides access to local area network (LAN)-based tools that can boost call centre performance, support multiple supervisors, allow report scheduling, and provide the flexibility to export collected data to other programs like Lotus and Excel. BCMSVu has the capacity to report on 10 supervisors, 200 agents, 32 trunk groups, 99 split/skills (100 maximum agents per split), and 99 vector directory numbers (VDNs).