Integrated ACD

Call Center Efficiency. Redefined.

RCN Business Integrated Automatic Call Distributor (ACD) is a full-featured Unified Communications tool that enables businesses with multi-line hunt groups (MLHGs) to service more callers with greater efficiency.

Designed to improve customer interactions and agent efficiency, RCN Business Integrated ACD features a simple dashboard for both supervisors and agents, using the Hosted Voice Call Manager interface.

Supervisors and administrators can assess and evaluate productivity by viewing real-time status of call queues, calls-in-progress and call wrap-up, with management summaries of the types of calls received, the final disposition of a call and ready access to other detailed call statistics and reports.

Agents are able to ensure calls are answered in a timely fashion and routed to the correct person by viewing the status of the queues assigned to them, with detailed information to assist with handling calls appropriately.

RCN Business ACD is an optional feature completely integrated into RCN Business Hosted Voice. Unlike other ACD systems, with RCN Business Integrated ACD there is no equipment to purchase, no additional IT staff required and no upfront costs or maintenance contracts. The service is highly flexible and scalable and can easily be customized to a business's specific call center needs to ensure an optimal customer experience.

RCN BUSINESS INTEGRATED ACD

ADMINISTRATOR TASKS/FEATURES

- View/Modify MLHGs
- Add/Remove MLHGs
- Access ACD statistics
- View Summary screens
- View Agent screens
- View/Generate reports
- Ability to monitor, whisper and barge into active calls

AGENT TASKS/FEATURES

Incoming Calls

- Name of queue
- Avg. waiting time
- Calls in queue
- Number of agents logged in
- Agent status

Wrap-Up

- Forward to appropriate queue
- Designate disposition

RCN Business topped PC Mag's Business Choice Awards for 2016

Ranked highest for overall satisfaction. Best overall Internet service. Highest ranking on value. And most likely to recommend.

For more information, contact your Authorized RCN Business Agent:

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THE RCN BUSINESS ADVANTAGE:
PARTNERSHIP, CHOICE, TECHNOLOGY

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