

Ultimate!
Software
Products
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INCORPORATED

Ultimate!

for Windows®
95, 98, NT, 2000, XP Pro

On Deck!

Software for distributing customer calls.



Intelligent call handling for customers and agents.

On Deck provides Toshiba customers with a high end set of features for the small- to medium- sized call center. Designed to match callers to the right staff members and maximize employee productivity.

On Deck!

brings a potent set of ACD functions to your Toshiba communications system. "Just look at these highlights":

- **Message Queuing** • **Priority Queuing** • **Skills Based Routing**
- **In and Out of Queue without Status Loss** • **Silent Messaging**
- **Real-time Statistics** • **Queue Time Announcements**
- **Multiple Log-In Groups** • **Push or Pull Call Distribution**
- **Uniform Call Distribution** • **Optional Echo – Voice Logging**
- **Optional Call Accounting / MIS Reports**

On Deck Envoyé - An Exclusive Ultimate! Feature

- ◆ Customer has the option of waiting in Queue or leaving a message that will be in the Queue as if they waited in line – *saves 800 # charges and the customer gets the level of service they deserve*
- ◆ The messages left in the customer service voice mailbox are retrieved by **On Deck!** and then held in line for the next available agent with agent software* – *saves on telephone lines and customer time*

On Deck Priority Queuing*

- ◆ Match chosen customers to faster service – *increases profit and pleases customers*
- ◆ Identify Priority Customers by D I D / A N I / D N I S / C I D / Account Code, or line, trunk or circuit – *gives you many service options*

On Deck Skills Based Routing of Calls

- ◆ Match customers to the agent best able to serve them – *saves time and reduces confusion*
- ◆ Match customers by language, credit terms & discounts, product or service needed – *intelligent routing of calls*

On Deck In and Out of Queue Status

- ◆ Customers in the queue periodically have an option to continue waiting or leave a message in voice mail. If they choose to wait they retain their place in line - *prevents unfair treatment of customers*
- ◆ Customers who leave the Queue to talk to someone like the receptionist still retain service status when re-entering the queue – *customers don't feel trapped*

On Deck Queue Time Announcements

- ◆ As customers enter the ACD they hear the current time customers are waiting for service – *if the time is too long they can choose to leave a message queue recording or call later*

On Deck Silent Messaging*

- ◆ Agents with agent software* & a network can request information and get answers real-time – *improves response time, decreases phone time, and increases agent confidence*
- ◆ Silent messages have flexible routing options – *requests can be targeted to supervisors, product specialist, ACD group or all groups*

On Deck Multiple Log-In Groups

- ◆ Agents can log into as many as five groups at a time – *calls are distributed based on priority, skills, number of calls in queue and length of time the customer has been waiting*
- ◆ Each agent has a profile of priorities that blend with the customer's status to direct the calls to the right agent – *the Ultimate! ACD for both customers and agents!*

On Deck Push & Pull Call Distribution

- ◆ Push distribution forces the phone to ring at an idle agents telephone – *keeps idle agents answering customers calls*
- ◆ Pull distribution with agent software* allows eager agents (commission based) to serve more customers – *faster service and happier agents*

On Deck StatPak - Snapshots of ACD Statistics

- ◆ Snapshot or Real-time information about Log In time, Calls taken, Call time, Dropped calls – *all supervisors or managers can have this software option**

Optional: Echo Call Recording, or Ultimate! Call Accounting & MIS reports

- ◆ Agents with Echo & computers automatically record customer calls. The recordings are e-mailed to the supervisor – *great training tool for agents & supervisors*
- ◆ Company-wide Ultimate! Call Accounting - *Saves money for telephone operations, ACD staff, and voice mail hardware*

On Deck Technical Information

- ◆ Requires MS Windows® 95, 98, NT, 2000, or XP Pro operating systems
- ◆ See general description for detailed technical information

* May require additional labor charges or agent software

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