



Feature-rich call center solution for 3Com NBX IP telephony platforms that cost-effectively helps organizations enhance operations and interactions with their customers

OVERVIEW

The 3Com® eXchange Call Center brings sophistication to organizations seeking to streamline customer interactions. Advanced call handling capabilities help businesses take control of day-to-day operations and the strategic direction of their call center. Greater visibility of vital key statistics protects and maximizes revenue. Call center features reduce the number of dropped calls in queue, decrease average wait times and let supervisors fine-tune staffing to align it with the demands of inbound traffic. As the application empowers agents with access to relevant, timely information, they can respond more quickly to customer requests and gain satisfaction with their work environment—increasing retention rates and improving job performance. As customer calls are answered faster by skilled, well-informed agents, organizations can generate more revenue and continuing business opportunities as a result of customer loyalty.

The eXchange Call Center, compatible with 3Com NBX® IP telephony platforms, features a base package that includes the **eXchange Engine** for establishing call-routing rules, **eXchange Administration** for creating call center profiles and parameters and **eXchange Visor** for supervising the center and generating management information. 3Com **eXchange Agent** is an easy-to-use agent desktop tool that also enables connection to the optional **eXchange Agent Board** and **eXchange Wall Board** that provide views of call center operations.

KEY BENEFITS

IMPROVE CUSTOMER INTERACTIONS AND SATISFACTION

For fast response to customer needs, inbound calls are efficiently routed to waiting agents using any combination of three algorithms (terminal, circular and longest idle). To ensure that all responses are from qualified, knowledgeable agents, callers are routed to one of up to 256 ACD groups that organize agents around the needs of the business—by department, workgroup, specialties (e.g., language, skills). Position-in-queue announcements further help customers manage any unavoidable response delays and reduce the number of dropped calls.

INCREASE AGENT PRODUCTIVITY

With the Windows-based 3Com eXchange Agent, call center workers have an intuitive interface in the form of an on-screen toolbar, customizable by an administrator to include the most frequently used features. Because minimal screen space is required by the application, agents can simultaneously view multiple PC applications, including tools such as CRM, that are native to the call center. Agents can also easily continue performing logins/logouts and release and resume functions directly from their PC desktops. Optional 3Com Agent Board software enables real-time messages to be displayed on a PC screen to let agents gather vital statistics without looking away from the computer monitors.

IMPROVE CALL CENTER OPERATIONS

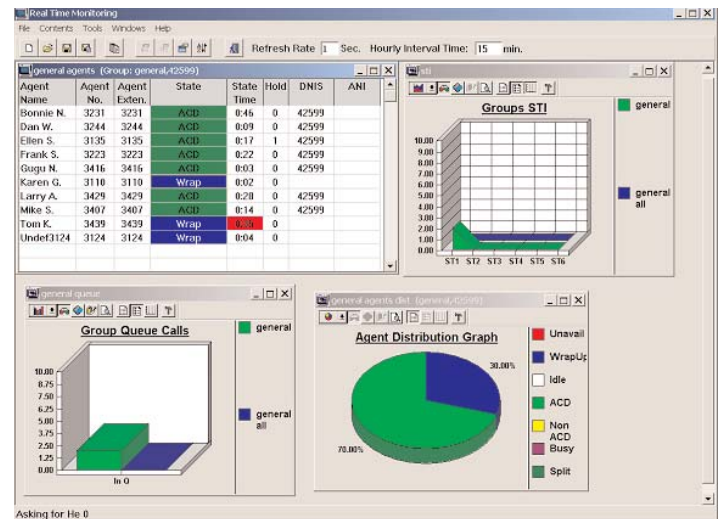
3Com eXchange Administration software provides multiple management levels and access rights to help supervisors monitor and control call center performance. Graphical, real-time displays of critical information, such

KEY BENEFITS (CONTINUED)

as agent/group states, hold times and queue management statistics and powerful reporting functions—including an extensive suite of predefined and custom reports—deliver timely decision-making support.

LOWER COST, INCREASE REVENUE PER AGENT

Using supervisory monitoring as a training tool, agents can be taught as they work. Learning gains relevancy, leading to decreased training time and increased effectiveness. In addition, statistics culled from real-time data produce actionable intelligence, helping managers better deploy agents, removing or adding them to a shift as needed. Hold times are also reduced leading to greater call completion, and by extension, higher captured revenue.



Real-time, graphical views give supervisors up-to-the second call center operations data.

FEATURE HIGHLIGHTS

| Feature | Description |
|------------------------------------|--|
| Position-in-queue announcements | Callers are informed of position in queues, helping them better handle delays or consider contact options |
| Wall board integration | Support for third-party wallboards optimizes an organization's infrastructure investment |
| DNIS recognition | Identification of inbound call information increases the efficiency of agent responses |
| Wrap-up codes | Tracking and reason codes for post-call reporting ensure customer requests are handled fast and well |
| Real-time monitoring and reporting | Up-to-the second information lets supervisors fine-tune call center operations |
| Work Force Management integration | The flexibility to use eXchange in combination with a variety of management tools such as Blue Pumkin and EDS supports existing business solutions |
| In-queue announcements | Option to play at timed intervals as many as 20 messages for waiting callers provides organizations with opportunities to enhance their customer relationships |

SPECIFICATIONS**PLATFORM**

eXchange Call Center software running on Windows 2000/XP platform
NBX Release 4.1 or higher OS

INTERFACES

Media Driver licenses (not included) required for interface between NBX system and eXchange Call Center software (phones not included in eXchange Call Center implementation)

CAPACITY

Support for up to 250 concurrent agents and 32 supervisors in a multi-server environment
ACD groups—maximum 256
DNIS—maximum 256
Call attempts per hour—2,000
Calls per hour—2,000

ORDERING INFORMATION**PRODUCT DESCRIPTION**

3Com eXchange Call Center Base Package ,
(includes eXchange Engine, Administration, Visor and Agent modules)

Additional Agent Inbound Voice License (set of five)

3Com eXchange Visor License (when more than one Visor is required)

3Com eXchange Visor Monitor-Only License

3Com eXchange Agent Board License

3Com eXchange Wall Board License

3Com Formula Editor License (for increased control of reporting functions by the addition of calculated columns to eXchange Visor reports)

3Com Workforce Management Connectivity License (for integration with compatible third-party workforce management packages)

Related Products

Media Driver Site License (required for interfacing to NBX systems)

3COM SKU

3C10380

3C10381

3C10382

3C10383

3C10384

3C10385

3C10386

3C10387

3C10329

Visit www.3com.com for more information about 3Com secure converged network solutions.

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