

Automatic Call Distributor (ACD)

Hosted Call Center Solutions



USAN's ACD is a cloud-based customizable software platform that integrates with USAN's unique switching platform. It helps organizations manage outbound and inbound calls through a single, integrated environment supporting skills-based and computer telephony interface (CTI) routing, recording and quality monitoring in conjunction with available agents.

Calls are intelligently routed based on user-defined, service-management rules, agent skill sets, agent service pools, call priority, and other user-defined criteria to centralized and/or geographically dispersed agents across the enterprise. The Software-as-a-Service (SaaS) ACD provides enterprises with the flexibility to meet unique call center requirements by delivering all the capabilities needed in a single, session initiation protocol (SIP)-based voice over Internet protocol (VoIP) platform, regardless of whether a call is originated or terminated with time-division multiplexing (TDM).

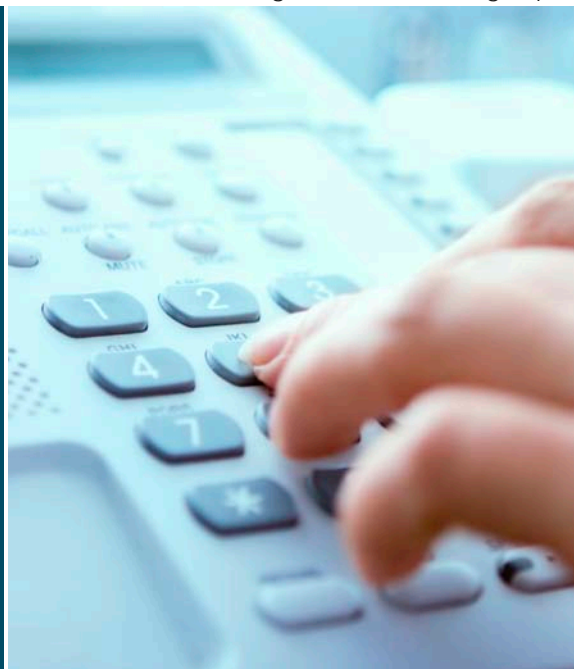
The USAN ACD significantly elevates a contact center's capabilities by enabling it to fully integrate and maximize the specialized features of the entire suite of USAN products, applications and management capabilities. The enhanced workforce management and quality assurance modules take customer service, agent productivity and supervisor management to a new level. It also integrates with email, web, instant message (IM) and phone services to provide a broad scope of customer service functionality - all available from the cloud, enabling companies to pay only for what they use, be protected with a built-in disaster recovery strategy, and eliminate expensive software and hardware upgrade costs.

USAN's cloud-based ACD delivers the high performance, reliability, flexibility and scalability that contact centers require without the enormous capital expenditure. The platform easily adapts and adds capabilities based on an enterprise's evolving needs and goals, and enables more automated back-office tasks and contact efficiency for superior service level management.

With the USAN hosted ACD, organizations can increase customer satisfaction while expanding their opportunities to cross- and up-sell based on what is known about the customer or the particular account. In addition, agent utilization and productivity, as well as first call resolution, can be enhanced by ensuring agents are handling the right interactions for their skill set. This results in lower call abandonment and greater call handling capacity.

USAN Hosted Contact Center

- Over 20 years in hosting experience
- Best-of-Breed, Fully Functional, Integrated Contact Center
- USAN IVR
- USAN ACD
- USAN IP PBX
- USAN Outbound Dialer
- USAN Workforce Management
- USAN Quality Management
- USAN Advanced List Management



ACD Capabilities

USAN's cloud-based ACD is packed with advanced features to help organizations deliver the best inbound experience possible. These features include:

- Skills-based Routing — match contacts with the most appropriate available agents based on agent skills and contact requirements such as language preference
- Rules-based Routing — route interactions based upon a robust set of contact center defined business rules
- Data-Directed Routing — prioritize, manage and route customers based on CRM or other back-office database information such as customer status or payment history
- Multisite Routing — create a truly virtualized contact center to route and deliver the contact to the best-suited agent in the enterprise regardless of location
- Queue Optimization — give customers the choice to be called back based on their estimated time in queue or at a later time of their choosing
- Abandoned Call Recovery — automatically capture the phone numbers of customers that hang up via a recovered call list
- Controlled Call Connection — enable agents to have the ability to accept or decline inbound interactions
- Unified Administration for Workflow and Contact Interactions — helps meet stringent and unique service quality requirements
- Web Interaction Management — route IM and web chat-session-to-call escalation interactions using the same rules that apply to voice calls
- Email Message Management — route incoming email messages with queuing, prioritization, auto-response, reporting and more
- Integration with IVR and Predictive Dialer capabilities



About USAN

USAN provides a portfolio of world-class SaaS contact center solutions to enterprises and carriers over a high-availability (99.999%), fully redundant infrastructure. The USAN platform in the cloud offers comprehensive products from automatic call distributor (ACD), interactive voice response (IVR) with speech, outbound dialer, workforce management, call recording to Vision reporting. Since the USAN platform is delivered via a Software-as-a-Service (SaaS) model, clients reduce costs and have the latest contact center technologies. To learn more about the USAN difference, visit www.USAN.com.



3080 Northwoods Circle
 Norcross, GA 30071
 1.888.676.1112
www.USAN.com