



Tri-Color ACD Display

Tough LED "readerboards" keep Meridian 1 call center agents informed and alerted. A unique PBX interface, QView™, makes boards easy to program.



MCK's Tri-color ACD Display broadcasts queue and agent statistics generated by Nortel Networks' Meridian 1 PBX and communicates important information via text messaging. With simple user programming, MCK's QView™ interface can broadcast chosen statistics to select displays and alert agents to service needs and excessive customer wait times.

Optional ACD Messenger™ software adds PC-based text messaging and message management.

Informed agents require less supervision and respond more quickly to opportunities and emergencies.

OVERVIEW

Pricing and technology are not sustainable advantages. The true battlefield is customer service. Successful companies respond to needs and solidify relationships.

Communicating conditions to customer contact center agents in real time is key. When call waiting time or some other targeted measure exceeds its acceptable threshold, everyone must know and respond immediately. Informed agents are more perceptive, self-disciplined and attuned to company goals.

Companies building or upgrading call centers based on the Meridian 1 PBX have a variety of communication options. If the goal is simply to inform agents with the most critical queue statistics and concise text messages, MCK's dependable Tri-color ACD Displays deliver the information agents need without piling on a lot of bells and whistles that add more cost than value.

MCK's unique QView™ interface simplifies programming and adds flexibility. In minutes, a supervisor can assign chosen statistics to selected displays and set thresholds to alert agents to critical drops in service. QView plugs directly into a Meridian 1 port and emulates a 2616 supervisor's set.

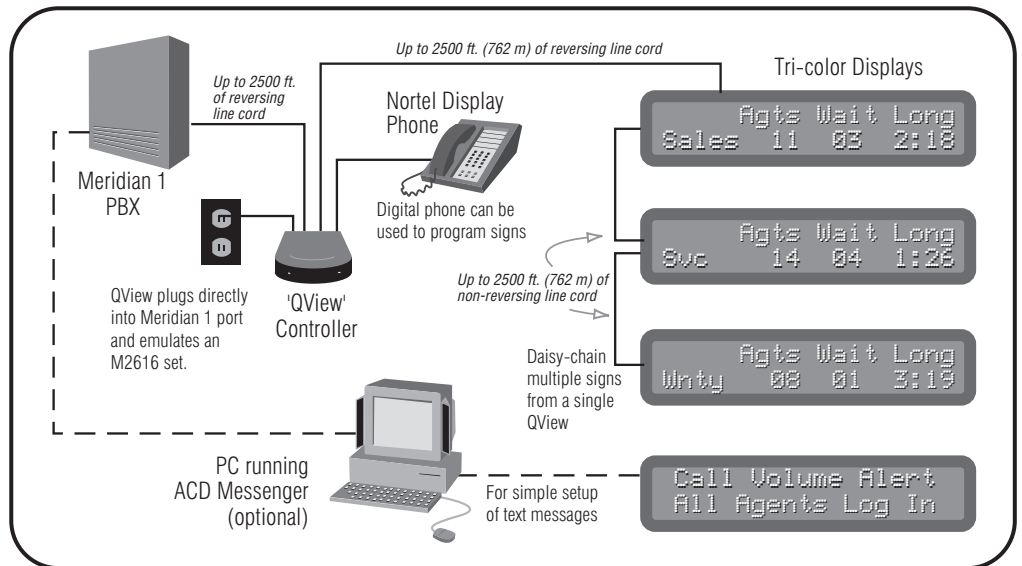
The supervisor plugs a display model Meridian phone into QView to program what agents will see (no PC necessary). The user can order stats for daisy-chained boards individually or broadcast the same information to all signs. Automatic color changes and optional text messages alert agents when a category's status exceeds user-determined limits.

KEY BENEFITS

- **Improved Agent Productivity**
Signs broadcast queue statistics and agent status information from all queues in real time. Agents can plan their time, respond to changes.
- **Easier Readability**
Bright two and four inch LED characters can be read from more than 50 feet. Two lines of type on the four inch signs permit use of column headings to add clarity.
- **At-A-Glance Comprehension**
Queue information can be reported by name (instead of Q1, Q2...). Unique QView™ interface facilitates creation of text headings ("Sales," "Service," etc.) for labeling queues.
- **Minimal Hardware Investment**
QView, the wall display interface module, connects directly to a Meridian 1 digital port. The user connects a digital phone to QView to program wall displays (stats and text) and uses the phone's keys to respond to prompts. No PC required.
- **Increased Sense of Urgency**
The supervisor can set thresholds for any field. Wall displays will change colors, display text messages when thresholds are exceeded. On-board relays can activate audible alarms, flashing lights or other devices supplied by the user. Agents respond quickly to queue overloads or drops in service.
- **Smart Expandability**
Call center management can daisy chain multiple displays from a single interface and program different LED displays to show specific queues. They can enable and disable fields to broadcast only the relevant data to selected groups. Unused categories can be eliminated.

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"The best agents take ownership of the company's customer service goals. With ACD displays, they always know where they stand."



COMPATIBILITY

MCK LED displays are compatible with Meridian 1 and SL-1 PBXs, Release 15 or higher. QView requires a single digital station port, set up as an M2616 supervisor telephone.

SPECS

2" Tri-Color Display is 4.5" x 29" x 2" (11.4cm x 73.6cm x 5.1cm).

4" Tri-Color Display is 7.7" x 40.2" x 5.1" (19.6cm x 102.1cm x 12.9cm).

ORDERING

A Tri-Color ACD Display order includes at least one two- or four-inch LED display, a QView interface, optional remote control keyboard and instructions for use. Software for programming MCK displays, ACD Messenger, may be ordered separately.

MODEL NUMBERS

Model No.	Description
500-1720-001	2" Tri-Color Display (115 Volt)
500-1721-001	4" Tri-Color Display
500-1715-001	2" Tri-Color Display (230 Volt)
500-1717-001	Tri-Color Display (230 Volt)
QV-M1	QView Interface
500-1716-001	Remote Keyboard
500-5054-001	ACD Messenger Software

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ACD Display

Available with two or four inch high color LED characters. Green indicates normal call volumes, amber is first threshold and red is second threshold. Flashing red alerts viewers they've reached a third limit.



QView Interface

Allows the supervisor to select queue and agent data to be broadcast to specific displays, label queues, set thresholds and add text alerts. Plugs directly into a Meridian 1 digital port.



Remote Control

Keyboard permits the user to designate a wall display address to enable partitioning of messages between multiple displays.



ACD Messenger

Optional software lets the supervisor add text messaging via a non-dedicated Windows PC. Messages can be broadcast to all displays, addressed to a single unit or sent to a group of displays. (Purchased separately.)

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