

## SPECIFICATIONS

System Compatibility	Strata CIX100	Strata CIX200	Strata CIX670
Agents/Supervisors	360	360	360
Agent Groups	100	180	180
Music-on-Hold Sources	15	15	15
Voice Assistant Announcement Ports	72 (actual capacity depends on the platform and card)	96 (actual capacity depends on the platform and card)	96 (actual capacity depends on the platform and card)
Announcement Types	Initial and Periodic		
Call Distribution Methods	<p><b>Linear</b>—Always starts from the top of the Agent list and finds the first available Agent.</p> <p><b>Round Robin</b>—Next Agent on the Agent list gets the waiting call. The next call rotates to the next Agent, etc.</p> <p><b>Longest Idle</b>—The Agent who has been idle the longest receives the next call. An Agent's "start of idle" status affects all queues—that is if the Agent just completed a call in Queue #1, that Agent is now idle for any other queue that the Agent is logged into.</p> <p><b>Balanced Call Count</b>—The Agent who has handled the lowest number of calls receives the next call. When an Agent logs in, the Agent is set to zero calls if the Agent is the first to log into the group or the Agent can be set to the lowest call count of any Agent already logged in. This prevents Agents that logged in late from getting all of the calls.</p> <p><b>Preferred Agent</b>—Based on integration with optional applications, the system can route the call to the Agent assigned to a specific account to handle the call. If that Agent is not available, the call routes to the next available Agent.</p> <p><b>Skills-Based Routing</b>—Agents can log into the queues that they have skills to support. For example, one queue for English-speaking clients, another for Spanish-speaking clients. An Agent who is bilingual can log into both queues. The ACD system can work with Interactive Voice Response (IVR) to send calls to the appropriately skilled agents.</p> <p><b>Agent Priority</b>—The Agent with the highest priority setting receives the next call. If multiple Agents have the same priority level, the Agent who was idle the longest gets the call. This provides a method for automatically expanding the pool of Agents searched based upon call traffic.</p>		
Available Applications	Basic ACD, Enhanced ACD, Call Router, Interactive Voice Response, Insight Call Center Reporting, TASKE Call Center Reporting, Wallboard Display, Net Phone PC/Telephone Integration, Net Chat Text Messaging, Tracer Call Recording/Logging.		