

WEB RESPONSE UNIT (WRU)

FAQ Database

The WRU maintains a SQL database of frequently asked questions (FAQs) that allow easy import, export, browsing, and searching of data.

Integration with External Knowledgebases

The WRU can aggregate search results from multiple databases, presenting the customer with a user-friendly interface to information from existing in-house and third-party data repositories.

User Response Function

All search returns (including natural language queries) allow customers to

extend their search; get additional offline help through email, fax, or telephone callback; or opt for live help.

Authentication Mechanism

The WRU includes an authentication mechanism that allows verified login of registered users, anonymous login with optional data collection, or verification through external authentication sources.

Automated Email Response

WebCenter incorporates dynamic email routing, providing automatic responses to common questions and queuing of other email messages for agent review.

DataWake™

To provide session context and aid in efficient problem resolution, WebCenter begins compiling the customer's DataWake as soon as they begin using the WRU. The DataWake includes the customer's original question, all attempted knowledgebase searches, and the URL of the button used to initiate the live help session.

WebLink

The WRU includes WebLink, a package of NSAPI and ISAPI interfaces to Netscape Enterprise Server and Microsoft Internet Information Server, allowing easy integration with the existing infrastructure.

WEB AUTOMATIC CALL DISTRIBUTOR (WebACD)

Agent Queue Management

The WebACD maintains a queue of available agents, with real-time updates on activity.

Active Task Queue Management

The active queue contains a list of customers waiting for agent assistance. The queue reflects information such as waiting time, number in queue, and priority.

Customer Information Access

The WebACD provides agents with real-time access to information including a complete customer profile and DataWake of the current session. This information is delivered to the agent's desktop along with the customer call.

Rules-Based Agent Assignment

Through the WebACD, calls are delivered to the appropriate agent based on company-defined parameters such as

the user's profile, searches performed, and agent availability.

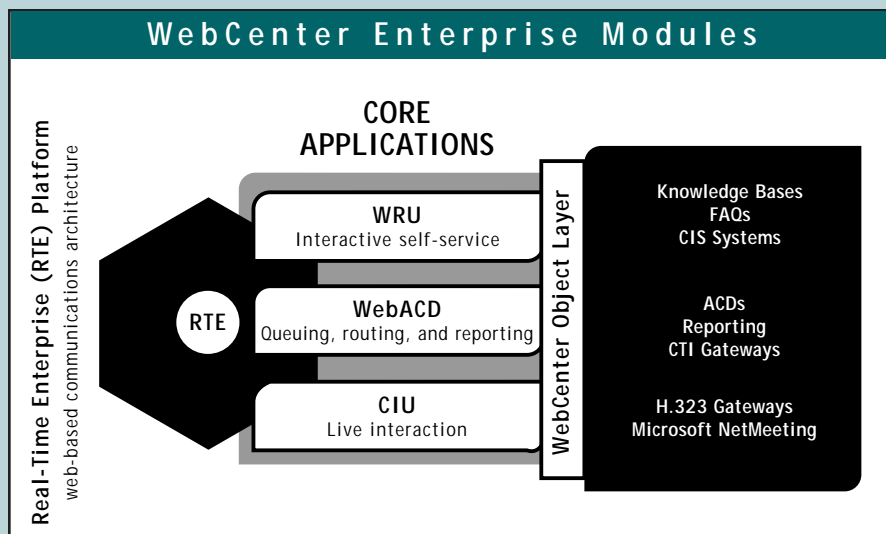
Real-Time and Historical Reports

Agents can view their own performance statistics directly from the desktop. Managers and supervisors are provided with a number of standard reports on agents or groups.

Modifications or additional reports are easily created with a standard reporting tool.

Threshold Settings

Managers can choose to be alerted when settings reach company-defined thresholds for queue depth, length of session, idle time, and other system metrics.



COMMUNICATIONS INTERFACE UNIT (CIU)

Screen Synchronization

With WebCenter's CIU, agents can sync browsers and push URLs directly to customers' screens, including links to specific FAQ entries contained in the FAQ database.

Text Conferencing

Text conferencing provides an easy interface for real-time customer/agent interaction. All interactions are logged, and can be held over secure connections.

Instant Messaging

To aid in one-and-done servicing, agents can communicate with other agents, agent groups, or supervisors via the included instant messaging mechanism. Messages are sent immediately, and appear on the recipient's screen, on top of any open windows.

CTI Callback Interface

Computer telephony integration provides a mechanism for customer callback queuing in traditional ACD systems, allowing the customer to specify a telephone number and preferred time for a return call. This process integrates with the existing ACD or PBX system.

H.323 to PBX Telephony Linkage

An H.323 to PBX gateway allows agents to establish voice conferences with a customer using an H.323-compatible Internet phone.

FAQ Update

During wrap-up, the agent has the option of modifying or creating a question/answer list and submitting the results to the WRU FAQ database

to further expand the system's self-help capabilities.

Customer Information Updates

At the close of each session, customer records are updated with a copy of the help ticket, information requested, and the contact resolution.

Events Option

The Events option allows companies to host moderated online conferences for company and product announcements, customer meetings, and training. The Events system can scale to support 20,000+ simultaneous users.

Email Session Transcripts

Agents can email session transcripts to customers for future reference.

WEBCENTER SPECIFICATIONS

Standards-Based System

WebCenter embraces applicable industry standards including (but not limited to) COM, HTML, SSL, HTTP, HTTPS, and XML.

Integration with Existing Systems

WebCenter provides open APIs which facilitate integration with existing customer care, ACD, ticket tracking, ecommerce, and knowledge repository systems.

Firewall Compatibility

WebCenter Enterprise is fully functional in a firewalled environment. The Acuity Firewall Proxy Server maintains users' connections via standard web protocol (HTTP or HTTPS).

Database Support

User names, passwords, and registration information can be stored in the included database or can be obtained from LDAP-, SQL-, or ODBC-compliant databases; customer interaction systems; or the Lotus Domino Directory.

HTML-Based System Management

WebCenter is easily managed via an HTML-based interface. Agents, managers, and administrators have full control of the system from anywhere in the enterprise.

Secure Communications

Security is provided through the web server's HTTPS protocol.

Platform Support

WebCenter is initially available for Intel-based Windows NT 4.0. Customers/users can access WebCenter's self-help and live help features from any Java-/frames-compliant browser.

Proven Technology Foundation

WebCenter is built on the Acuity Real-Time Enterprise™ (RTE) platform, an enterprise-level, web-based architecture. RTE technology has demonstrated real-world scalability of 20,000+ simultaneous users and is currently deployed at over 2,000 customer sites.

ACUITY

11100 Metric Blvd.
Building Seven
Austin, Texas 78758
tel 512 425 2200
fax 512 719 8225
www.webcenter.com
www.acuity.com

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