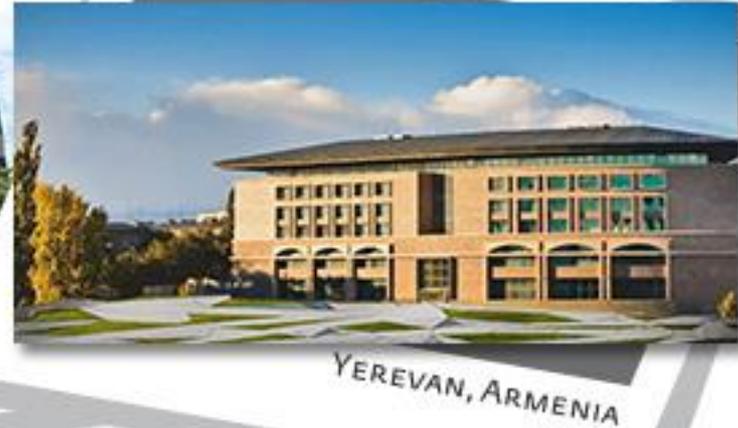


Epygi ACD Console (EAC)





- ❑ Privately held US corporation founded in 2000.
- ❑ More than 40 employees, a majority of them are support and R&D engineers.
- ❑ Product design in United States. All hardware and software is designed by Epygi, not Asterisk based.
- ❑ Software testing in Yerevan, Armenia.
- ❑ Headquarters in Plano, Texas.
- ❑ Good technical support.

Channels and Sales

- ❑ Epygi sells products exclusively through resellers and integrators, not directly to the end consumer.
- ❑ Certified training offered for channels.
- ❑ Flexibility to create customized solutions for major OEM customers and products.
- ❑ Large installation base in North and South America, Australia, Africa and Europe.



Benefits of Using Epygi

- ❑ Solutions tailored for SMBs. Compact and modular appliances.
- ❑ Software upgrades are free from the Channel Portal.
- ❑ Epygi IP PBXs are compatible with all major SIP telephones.
- ❑ Installation, setup and maintenance simplified with auto-configuration and straightforward GUI interface.
- ❑ Long standing reliability in the market.
- ❑ Competitively priced and stable IP PBXs and Gateways.
- ❑ Free limited technical support to qualified channels.
- ❑ Advanced call center functions ACD and EAC for the three models of PBX: QX50, QX200 and QX2000.

Epygi IP PBX ACD Feature

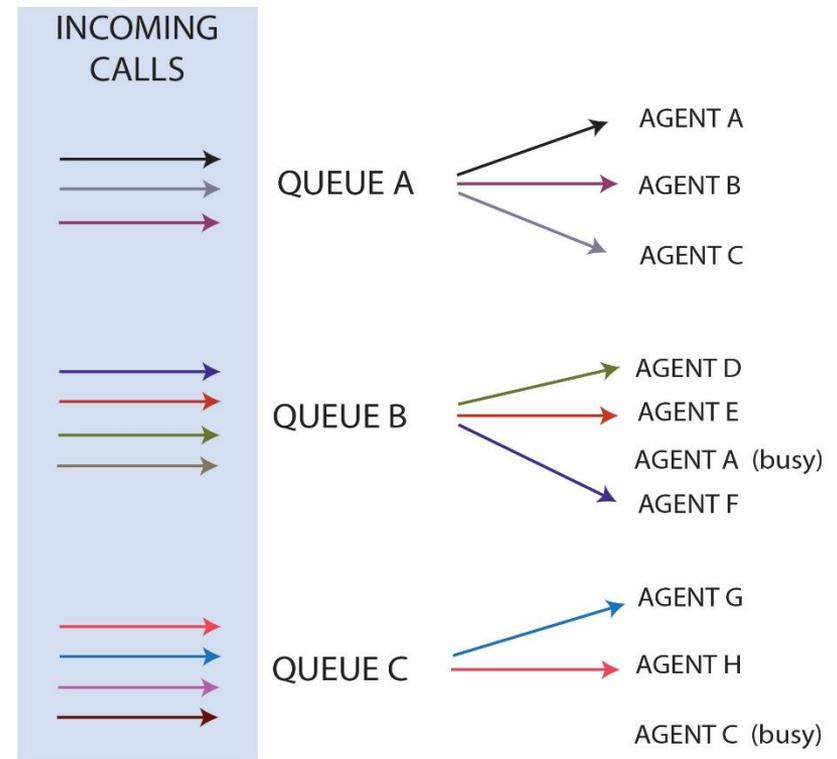
Automatic Call Distribution (ACD)

is a licensable feature that allows queuing and automatic call distribution for incoming calls to contact center agents. Applicable to all QX IP PBXs. Designed to handle high volume of incoming calls with ease.

Can be used standalone or in combination with Epygi ACD Console (EAC)

Not used for outbound calls.

Unlimited number of agents.



The ABC's of ACD Management

Epygi's ACD contact center solution is based on the following building blocks:

- ❑ **Agent** – A call center employee (user) that is reachable via the QX IP PBX.
- ❑ **ACD Queue** – The ACD queue manages the routing of designated calls as they are distributed amongst defined group of agents.
- ❑ **Interactive Voice Response System (IVR)** – IVR is an advanced, custom Auto Attendant on the QX IP PBX that prompts information from callers/customers. Based on the input the IVR will route the call to the proper ACD queue.
- ❑ **Epygi ACD Console (EAC) Web Application** – This application gives agents and supervisors full control of their call center. Agents can login, change their status, assign wrap-up codes, chat, and view their own statistics. Supervisors can monitor the queues, generate reports, chat with agents, and display the current status of the ACD queues and agents.

ACD Call Management

- **ACD License** - a one time paid license to activate the ACD call distribution for incoming calls. No limit on number of agents or queues except PBX capacity limitations.
- **Multiple Agent Queues** - can be created to direct calls to the agents with the correct skills to help the caller. For example sales, support, accounting, etc.
- **Call Distribution Types:**
 - All Agent Ringing - Rings all agents simultaneously.
 - Round Robin - Sequentially tries to reach one agent at a time.
 - Longest Idle - Call is sent to the agent who has been idle the longest since their last call.
 - Less Busy During Last Half Hour - Averaged over the last 30 minutes. The agent that has been less busy will receive the call.
 - Random Hunting - The agents are selected at random.
 - Skills - The agent who has the highest composite skill grade will receive the call.
- **\$650 MSRP USD for QX50 and QX200**
- **\$2,500 MSRP USD for QX2000**

ACD Call Management

- ❑ **Zero Out:** Callers can be given the option to dial “0” and be redirected.
- ❑ **Redirect:** Callers can be redirected to another extension or ACD Group if the call is not answered in the defined time.
- ❑ **Welcome Message:** Presented to the caller when they first enter the ACD queue.
- ❑ **Queue Message:** Presented to the caller periodically while they are waiting in the queue. User can specify the timeout to wait after each message and the number of times to repeat each message. Callers can hear music or a customized message in between informative messages by using:
 - .wav file
 - MP3 file using the Epygi Media Streamer

Agent Configuration on QX

For each agent, the following parameters need to be established:

Name, Status, Admin Privileges, Web and Phone

Authentication parameters

(Username and Password) and Calling Address

QX200

Overview Extensions **Dialing Directories** Conferences Recordings Receptionist **ACD** Authorized Phones

Queues **Agents** Status Codes Wrap-up Codes Skills Archive Archiving Settings

ACD Management - Add Agent

[Go Back](#) Help ▾

Agent

Name:

Status:

Enable ACD Admin

Web Authentication

Access your ACD account from the web client.

Username:

Password:

Confirm Password:

Phone Authentication

Access your ACD account with a phone. Enter digits only.

Username:

Password:

Confirm Password:

Connection

ACD calls for this agent will be routed to the following call destination (phone/extension)

Call Type:

Calling Address:

Queue Configuration on QX

For each queue the following parameters need to be established:

Max Queue Size, Agent Ring Timeout, Queue Ring Timeout and Call Distribution Type (All Agent Ringing, Round Robin, Skills, etc.)

The screenshot shows the QX200 management interface. The top navigation bar includes 'Overview', 'Extensions', 'Dialing Directories', 'Conferences', 'Recordings', 'Receptionist', 'ACD', and 'Authorized Phones'. The 'ACD' tab is active, and the sub-menu shows 'Queues', 'Agents', 'Status Codes', 'Wrap-up Codes', 'Skills', 'Archive', and 'Archiving Settings'. The main heading is 'ACD Management - Edit Queue'. A 'Go Back' button is visible. The left sidebar contains navigation options: Dashboard, Setup, Extensions, Interfaces, Telephony, Firewall, Network, Status, and Maintenance. The main content area is titled 'ACD Queue Settings - Technical Support (300)'. It features a sidebar with links for 'General Settings', 'SIP Settings', 'SIP Advanced Settings', 'ACD Queue Settings', and 'ACD Agents'. The 'ACD Queue Settings' section includes: 'Max Queue Size' (20), 'Agent Ring Timeout' (8 sec), 'Queue Ring Timeout' (300 sec), 'Call Distribution Type' (All Agent Ringing), an 'Enable Redirect' checkbox, 'Call Type' (Auto), and 'Redirect Address'.

QX200

Overview Extensions Dialing Directories Conferences Recordings Receptionist **ACD** Authorized Phones

Queues Agents Status Codes Wrap-up Codes Skills Archive Archiving Settings

ACD Management - Edit Queue

Go Back Help

General Settings

SIP Settings

SIP Advanced Settings

ACD Queue Settings

ACD Agents

Go To Codec Settings

ACD Queue Settings - Technical Support (300)

Max Queue Size: 20

Agent Ring Timeout: 8 sec

Queue Ring Timeout: 300 sec

Call Distribution Type: All Agent Ringing

Enable Redirect

Call Type: Auto

Redirect Address:

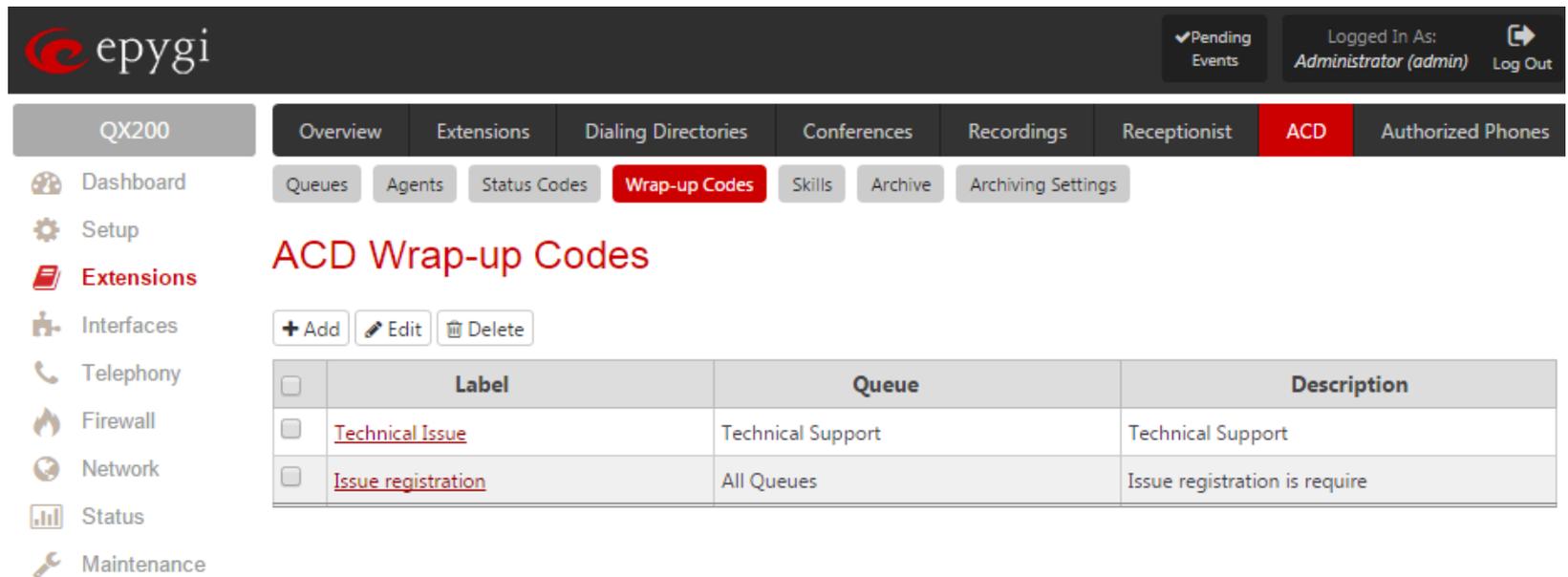
Adding an Agent to a Queue on QX

The screenshot shows the QX200 web interface. The top navigation bar includes 'Overview', 'Extensions', 'Dialing Directories', 'Conferences', 'Recordings', 'Receptionist', 'ACD', and 'Authorized Phones'. The 'ACD' tab is selected. Below this, a sub-navigation bar shows 'Queues', 'Agents', 'Status Codes', 'Wrap-up Codes', 'Skills', 'Archive', and 'Archiving Settings'. The 'Queues' tab is selected, and the page title is 'Agents Table of Queue Customer service (900) - Add Entry'. On the left, a sidebar menu lists 'Dashboard', 'Setup', 'Extensions', 'Interfaces', 'Telephony', 'Firewall', 'Network', 'Status', and 'Maintenance'. The main content area contains a 'Go Back' button, an 'Agent' dropdown menu set to 'Andy', and three checkboxes: 'Allow Receiving Calls' (checked), 'Queue Supervisor' (unchecked), and 'Wrap-up: Enable wrap-up' (checked). Below these is a 'Timeout' field with the value '10' and the unit 'sec.'. A 'Save' button is located at the bottom of the form.

Each agent can be added as a member of one or multiple queues. The following parameters should be established for each agent in the selected queue: *Allow Receiving Calls*, *Queue Supervisor*, *Enable Wrap-Up (with Wrap-Up Timeout)*.

Adding Wrap-Up Codes on QX

The configured ACD wrap-up codes can be used in the Epygi ACD Console web application for labeling calls from a list of pre-determined labels.



The screenshot displays the Epygi ACD Console interface. At the top, the Epygi logo is on the left, and a navigation bar on the right shows 'Pending Events' and 'Logged In As: Administrator (admin) Log Out'. Below the logo, a sidebar lists various system components: Dashboard, Setup, Extensions (highlighted in red), Interfaces, Telephony, Firewall, Network, Status, and Maintenance. The main navigation bar includes 'Overview', 'Extensions', 'Dialing Directories', 'Conferences', 'Recordings', 'Receptionist', 'ACD' (highlighted in red), and 'Authorized Phones'. Under the 'ACD' tab, a sub-menu shows 'Queues', 'Agents', 'Status Codes', 'Wrap-up Codes' (highlighted in red), 'Skills', 'Archive', and 'Archiving Settings'. The 'Wrap-up Codes' page title is displayed in red. Below the title are three buttons: '+ Add', 'Edit', and 'Delete'. A table with three columns: 'Label', 'Queue', and 'Description' is shown. The table contains two entries: 'Technical Issue' linked to 'Technical Support' and 'Issue registration' linked to 'All Queues'.

	Label	Queue	Description
<input type="checkbox"/>	Technical Issue	Technical Support	Technical Support
<input type="checkbox"/>	Issue registration	All Queues	Issue registration is require

ACD Summary

- ❑ ACD functionality will allow agents to login/logout via phone keypad to the ACD queues. Use *78 or a programmed button on the phone.
- ❑ If more than one queue is configured an ACD Auto Attendant can be used to allow agents to login/logout to one or more queues using the phone keypad but the EAC is more practical to use for this.
- ❑ Remote extensions can be configured as agents but will have to be on the same QX as the ACD. Very convenient to have for agents located out of the office.
- ❑ The ACD functionality does not require the EAC console but it provides the proper reports and additional features necessary for a call center.
- ❑ A single EAC license is available to allow a supervisor see all stats of the queues and the agents and print reports.

Epygi ACD Console (EAC)

The ACD information can be processed by agents, supervisors and admins using the Epygi ACD Console, with the following abilities:

- ❑ Display and manage the agents statuses and calls
- ❑ View queues and agent details
- ❑ Produce and view real-time and historical reports
- ❑ Chat with other agents, supervisors and admins
- ❑ Track calls using closure codes and comments
- ❑ WEB based. No need to install any app. Login to the QX.
- ❑ Available on Release 6.1 and subsequent.
- ❑ Old SMR console is no longer supported after 6.1.

(EAC) Main Menu and Dashboard

The screenshot displays the Epygi ACD Console interface. At the top left is the Epygi logo. The top navigation bar includes a status indicator (Online/Away) and a 'My Agent' profile dropdown. A sidebar on the left lists various dashboard components. The main workspace features a search bar for dialing numbers and a table of active calls. A status dropdown menu is currently open, showing options for 'Away', 'DND', 'Offline', and 'Lunch'. The active call table shows a call from 'Andy' to '109' with a duration of 00:00:10 and a progress of 'In Call'. Action buttons for 'End Call', 'Transfer', and 'Dial' are present for the active call.

	Called Phone	Call Duration	Progres	Action		
"Andy"	109	00:00:10 (a few seconds ago)	In Call	End Call	Transfer	Phone Number... Dial

The logged in agent can view and update their status from the Epygi ACD Console main menu, as well as review activities and handle inbound and outbound calls from the dashboard (dial, transfer, end Call).

(EAC) Queues

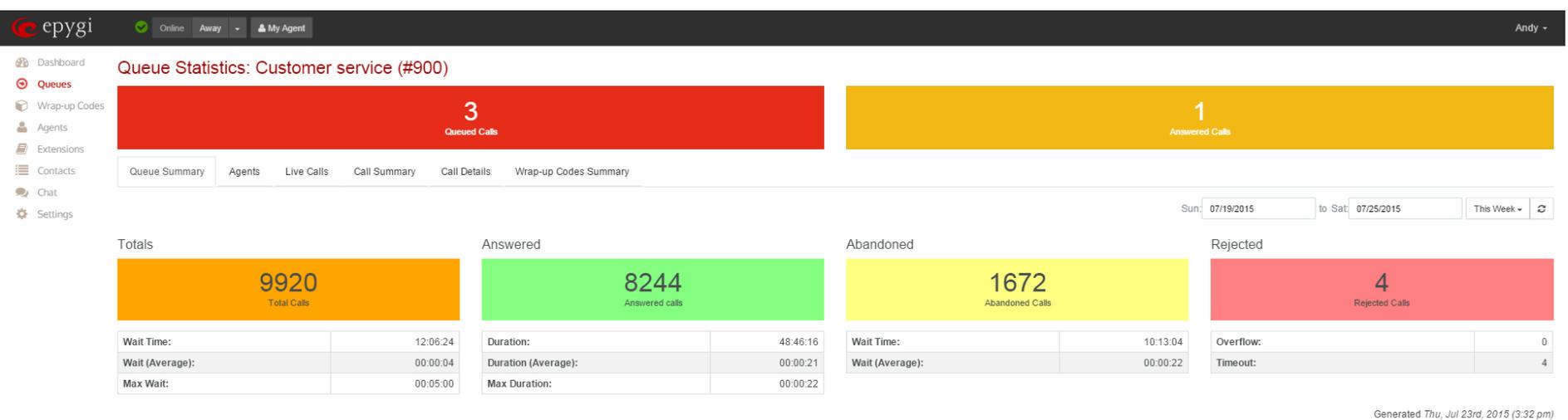
The screenshot shows the epygi dashboard interface. At the top left is the epygi logo. To its right are status indicators: a green checkmark, 'Online', 'Away', and a dropdown arrow, followed by 'My Agent'. On the far right is the name 'Andy' with a dropdown arrow. A left sidebar contains navigation items: Dashboard, Queues (highlighted), Wrap-up Codes, Agents, Extensions, Contacts, Chat, and Settings. The main content area is titled 'Queues' and features a search bar with the text 'Search Queues...'. Below the search bar is a table with the following data:

Queue Name	Extension Number	Membership	Agents Online	Queued Calls	Answered Calls
Customer service	900	Non-Member	<u>4</u>	0	3
Insurance	888	Non-Member	<u>9</u>	0	4
Internet Banking	666	Non-Member	<u>25</u>	0	4
Loans	555	Non-Member	<u>3</u>	2	2
Marketing	444	Non-Member	<u>6</u>	0	4
Technical Support	333	Non-Member	<u>0</u>	0	0
Outbound		Member	<u>45</u>	0	0

Below the table, it says 'Displaying 7 of 7'.

The queues table contains brief information for all queues: Number of queued calls, answered calls, online agents, etc.

(EAC) Queue Statistics- Summary Info



For each queue the detailed information includes:
Number of queued and active calls, total, answered, abandoned and rejected calls during a selected time frame.

(EAC) Queue Statistics - Agents

epygi Online Away My Agent Andy

Dashboard Queues Wrap-up Codes Agents Extensions Contacts Chat Settings

Queue Statistics: Customer service (#900)

0 Queued Calls 3 Answered Calls

Queue Summary Agents Live Calls Call Summary Call Details Wrap-up Codes Summary

Showing 25 agents in ACD Queue 3.

Agent	Status	Status Time	Allow Receiving Calls	Queue Supervisor
Agent 101012	Online	00:02:28 (2 minutes ago)	<input checked="" type="checkbox"/>	✗
Agent 101013	Online	00:01:05 (a minute ago)	<input checked="" type="checkbox"/>	✗
Agent 101014	Online	00:02:17 (2 minutes ago)	<input checked="" type="checkbox"/>	✗
Agent 101015	Online	00:05:47 (6 minutes ago)	<input checked="" type="checkbox"/>	✗
Agent 101016	Online	00:00:35 (a few seconds)	<input checked="" type="checkbox"/>	✗
Agent 101017	Online	00:00:11 (a few seconds)	<input checked="" type="checkbox"/>	✓
Agent 101018	Online	00:00:29 (a few seconds)	<input checked="" type="checkbox"/>	✓
Agent 101019	Online	00:02:53 (3 minutes ago)	<input checked="" type="checkbox"/>	✗
Agent 101020	Online	00:01:11 (a minute ago)	<input checked="" type="checkbox"/>	✗
Agent 101021	Online	00:05:59 (6 minutes ago)	<input checked="" type="checkbox"/>	✓

Upon selecting individual queues the detailed information within the selected queue is available in real time: Agents' current status and time, agents' privileges, etc. Can change agent status.

(EAC) Queue Statistics - Live Calls

epygi Online Away My Agent Andy

Queue Statistics: Customer service (#900)

0 Queued Calls

4 Answered Calls

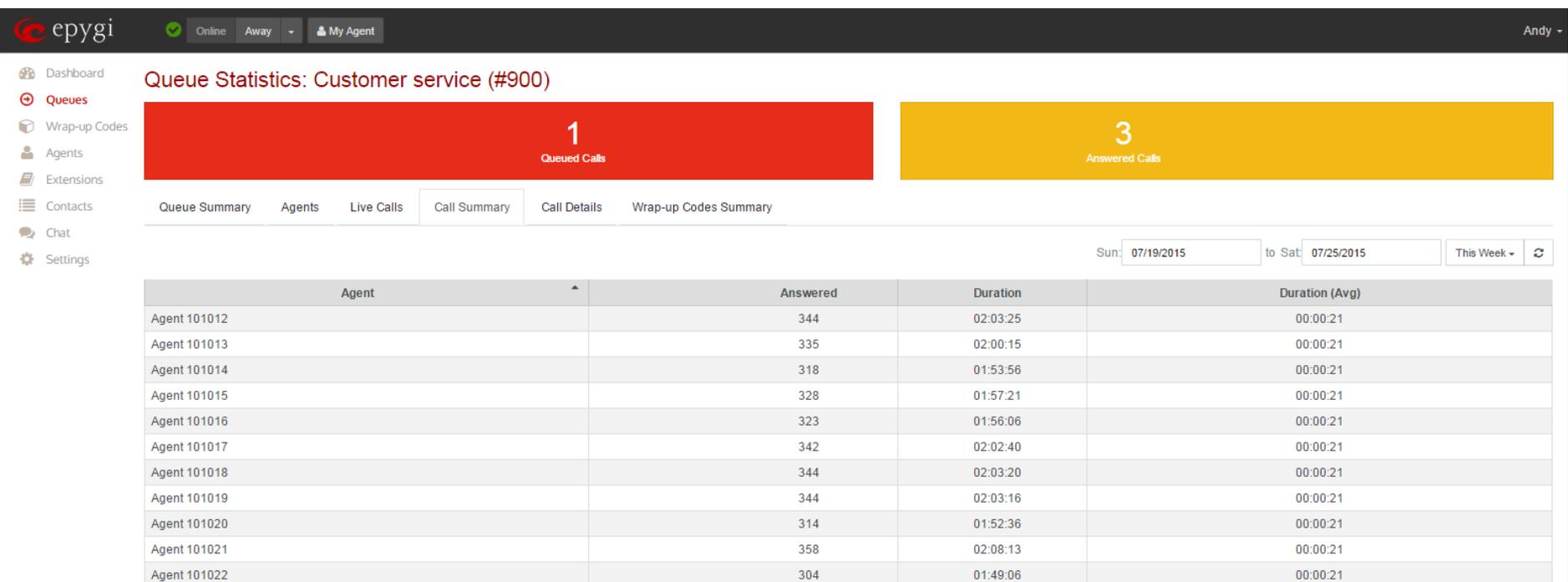
Queue Summary Agents Live Calls Call Summary Call Details Wrap-up Codes Summary

Showing 4 Calls in ACD Queue 3.

Remote party	Status	Call Duration	Agent	Action
3	Answered	00:00:26 (a few seconds ago)	Agent 101015	End Call
3	Answered	00:00:19 (a few seconds ago)	Agent 101023	End Call
3	Answered	00:00:14 (a few seconds ago)	Agent 101018	End Call
3	Answered	00:00:08 (a few seconds ago)	Agent 101019	End Call

Upon selecting individual queues the following detailed information of active and queued calls is available in real time: The remote party number, call status, duration, the agent's number, who answered, etc.

(EAC) Queue Statistics - Call Summary



For each queue the call summary for the selected time frame is available. For each agent the total number of answered calls, duration of all calls and average duration of calls is available.

(EAC) Queue Statistics - Call Details



Online Away My Agent

Andy

- Dashboard
- Queues
- Wrap-up Codes
- Agents
- Extensions
- Contacts
- Chat
- Settings

Queue Statistics: Customer service (#900)

0
Queued Calls

4
Answered Calls

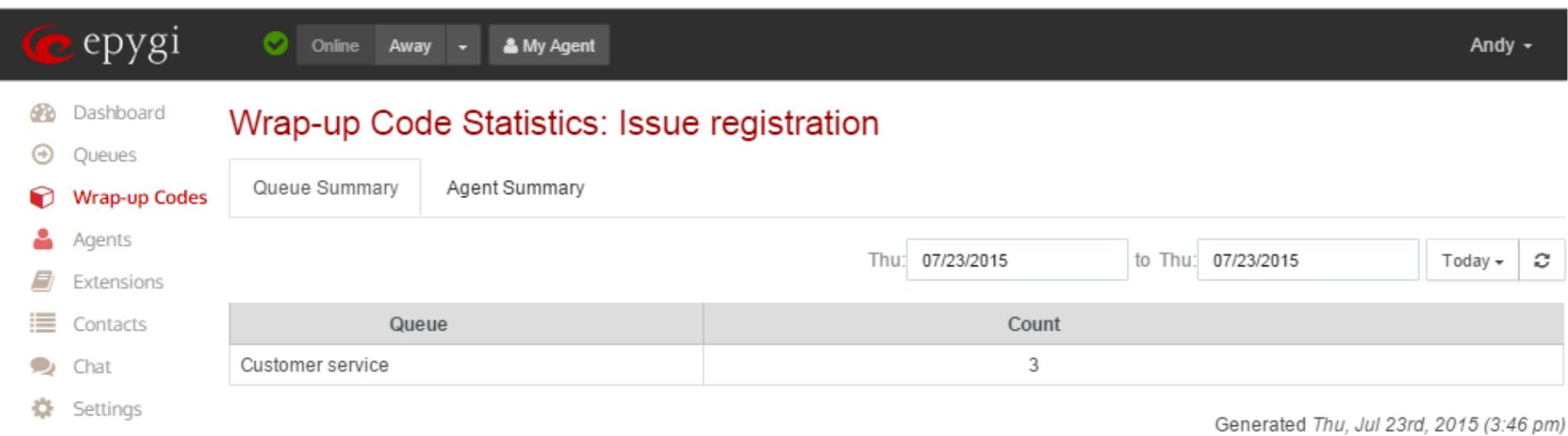
Queue Summary Agents Live Calls Call Summary Call Details Wrap-up Codes Summary

Wed: 07/22/2015 to Wed: 07/22/2015 Yesterday ↕

Type	Agent	Date / Time	Remote Party	Duration	Close Reason	Wrap-up Code	Comment
⊕	no agent	2015-07-22 10:37pm 17 hours ago	3@192.168.74.195 [SIP]	00:00:00	Timed Out	not set	not set
⊕	no agent	2015-07-22 10:37pm 17 hours ago	3@192.168.74.195 [SIP]	00:00:00	Timed Out	not set	not set
⊕	no agent	2015-07-22 10:37pm 17 hours ago	3@192.168.74.195 [SIP]	00:00:00	Timed Out	not set	not set
⊕	no agent	2015-07-22 10:36pm 17 hours ago	3@192.168.74.195 [SIP]	00:00:00	Closed by Caller	not set	not set
⊕	no agent	2015-07-22 10:36pm 17 hours ago	3@192.168.74.195 [SIP]	00:00:00	Closed by Caller	not set	not set
⊕	no agent	2015-07-22 10:36pm 17 hours ago	3@192.168.74.195 [SIP]	00:00:00	Closed by Caller	not set	not set
⊕	no agent	2015-07-22 10:36pm 17 hours ago	3@192.168.74.195 [SIP]	00:00:00	Closed by Caller	not set	not set
⊕	no agent	2015-07-22 10:36pm 17 hours ago	3@192.168.74.195 [SIP]	00:00:00	Closed by Caller	not set	not set

For each queue, detailed information about the calls are available within the selected time frame. For each call, view the answered agents' number, date, time, called number, call duration, close reason, etc. Can add wrap up codes or comments.

(EAC) Wrap-Up Codes



The screenshot shows the Epygi ACD Console interface. At the top, the Epygi logo is on the left, and the user's name 'Andy' is on the right. Below the logo, there are status indicators: a green checkmark, 'Online', 'Away', and 'My Agent'. The main content area is titled 'Wrap-up Code Statistics: Issue registration'. It features two tabs: 'Queue Summary' (selected) and 'Agent Summary'. Below the tabs, there are date selection fields: 'Thu: 07/23/2015' to 'Thu: 07/23/2015', with a 'Today' dropdown and a refresh icon. A table displays the data for the selected queue and date range.

Queue	Count
Customer service	3

Generated Thu, Jul 23rd, 2015 (3:46 pm)

Epygi ACD Console Wrap-Up Summary provides a report of all wrap up codes used by queue or by agent. Can select a timeframe for report

(EAC) Chat

The screenshot displays the epygi chat interface. At the top left is the epygi logo. To its right are status indicators: a green checkmark, 'Online', 'Away' with a dropdown arrow, and 'My Agent' with a user icon. In the top right corner, the name 'Andy' is shown with a dropdown arrow. A left sidebar contains navigation items: Dashboard, Queues, Wrap-up Codes, Agents, Extensions, Contacts, Chat (highlighted in red), and Settings. The main chat area is titled 'Chat' and shows a message history with a 'Showing 2 of 2.' indicator. The messages are: 'Today' (header), 'Andy: Can you provide some details, please?' (12:11 PM), and 'John' (response). At the bottom of the chat area is a text input field containing 'Say something' and a blue 'Send' button. To the right of the chat area is a 'Chats' panel with a 'New' button and a list item for 'John'.

Agents, supervisors and admins can communicate with each other via chat for assistance, questions, notifications and more. Multiple chats can be active with history.

(EAC) Reports

The screenshot displays the epygi web application interface. At the top, there is a navigation bar with the epygi logo, a status indicator (Online/Offline), and a 'My Agent' button. Below this is a sidebar menu with options: Dashboard, Queues, Wrap-up Codes, Agents, Extensions, Contacts, Chat, Reports (highlighted), and Settings. The main content area is titled 'Reports' and contains a 'General' section with a 'CDRs' table. The table has three columns: Report Name, Parameters, and Description. Below the table are sections for 'Wrap-up Codes' and 'Agent Status'.

Report Name	Parameters	Description
CDRs by Agent by Date	Date, Agent	Reports information concerning an agent for selected timeframe.
CDRs by Wrap-up(All) by Agent By Date	Date, Agent, Wrap-up Code	Reports information concerning CDRs for selected wrap-up code, for selected Agent and timeframe.
CDRs by Queue by Date	Date, Queue	Reports information concerning a queue for selected timeframe.
CDRs by Queue, Call Type by Date	Date, Queue, Call Type	Reports information concerning CDRs for selected call type in selected timeframe.
CDRs by Queue, by Remote Party, by Date	Date, Queue, Remote Party	Reports information concerning CDRs for selected callers for each queue in selected timeframe.
CDRs by Wrap-up(All) by Queue by Date	Date, Queue, Wrap-up Code	Reports information concerning CDRs for selected wrap-up code, for selected Queue and timeframe.
CDR Summary	Date, Queue	Reports information concerning queue summary for selected queues.

Agents, supervisors and admins can download standard reports to their PC in CSV format to manipulate. These include Call Reports, Wrap Up Code Reports, General System Configuration Reports and Agent Status. Reports can be scheduled.

(EAC) Chat

The screenshot displays the Epygi chat interface. At the top left is the Epygi logo. To its right are status indicators: a green checkmark, 'Online', 'Away' with a dropdown arrow, and 'My Agent' with a user icon. On the far right is the name 'Andy' with a dropdown arrow. A left sidebar contains navigation items: Dashboard, Queues, Wrap-up Codes, Agents, Extensions, Contacts, Chat (highlighted in red), and Settings. The main chat area is titled 'Chat' and shows a message from 'Andy' at 12:11 PM: 'Can you provide some details, please?'. Below this is a message from 'John'. At the bottom of the chat area is a text input field with the placeholder 'Say something' and a 'Send' button. To the right of the chat area is a 'Chats' panel with a 'New' button and a contact card for 'John'.

Agents, supervisors and admins can communicate with each other via chat for assistance, questions, notifications and more.

(EAC) Other Screens

- ❑ **Agents** – Real time status of all agents with ability to change status, open chat to an agent and see with icons if on a call or ringing etc. Can filter by status type, extensions
- ❑ **Extensions** – Directory list of all QX extensions including agents. Can start chat with agents or call any other extension.
- ❑ **Contacts** - Personalized contact list.
- ❑ **Settings** – Basic setups and marquee for supervisor.

ACD and EAC Licensing

ACD is composed of the following two licensable features, available on all QX IP PBX models:

- ❑ **ACD** – A single license to enable the basic ACD feature for handling inbound call queuing and distributing the calls to the agents. One time permanent license. (\$650 for QX50 and QX200, \$2500 for QX2000)

- ❑ **Epygi ACD Console (EAC)** – A per seat license based on number of concurrent logins to EAC.
 - The number of EAC licenses required is determined by the number of agents and supervisors that will be logged in at the same time to EAC.
 - Does not affect the number agents logged on to ACD. Only affects the number of EAC logins at any given time.
 - One admin. Others can be agents or supervisors.
 - Sold in quantities of five (\$1,500) or ten (\$2,500) simultaneous logins.
 - There is a one license option without ACD to be used by a supervisor. This license is permanent and does not require renewal.
 - Includes the ACD license for call queuing on an annual basis also.

- ❑ There is an annual renewal of \$300 (for five) or \$500 (for ten).

- ❑ Free SMR tool for ACD is no longer supported from SW 6.1 forward.

Contact Us

▣ We have an online EAC demo we can show you!!

▣ Socialize with Epygi



▣ Via email

▪ sales@epygi.com

▣ Call Us

▪ (972) 692- 1166

▣ Visit us on the web

▪ www.epygi.com

