



## DATA SHEET

# NBX® Call Center

## Key Benefits

Enhanced call management for small businesses and branch offices

### Superior Value

The 3Com NBX® Call Center offers an end-to-end solution for small- to medium-sized call centers, providing the enhanced capabilities traditionally associated with expensive, high-end systems.

### Easy To Use

The 3Com NBX Call Center is so radically simple to operate that almost anyone can use it to perform management tasks. Plus, it requires minimal setup, eliminating the need for expensive service calls.

### Highly Scalable

The NBX Call Center scales to support up to 100 queues, 25 agents, two supervisors, one administrator, and

one database manager, enabling the system to grow along with your organization.

### Advanced Reporting and Monitoring

An extensive suite of reporting and monitoring tools lets you gather critical information about call activity, enabling you to make key decisions to improve performance and customer service.

### Converged Voice and Data Communications

All voice calls and call center features can be delivered over a single IP connection, allowing your call agents to benefit from the advanced features of your 3Com NBX networked telephony solution.

Now your busy communications center can benefit from an advanced call center solution traditionally found only in large enterprises. The 3Com NBX Call Center delivers it all—sophisticated technology and rich functionality to provide fast, reliable call handling for the 3Com NBX 100 communications system and SuperStack® 3 NBX networked telephony solution.

Ideal for small businesses, remote and branch offices, company departments, and remote/distributed call centers, the NBX Call Center solution provides scalable support for up to 25 agents, two supervisors, one administrator, and one database manager, plus intelligent call distribution for up to 100 queues.

Radically simple to use, the call center's graphical interface enables real-time monitoring of agents, ports, queues, and call status via five charts, allowing you to manage calls on-the-fly and make better business decisions. You can easily identify bottlenecks and other deficiencies before they become a problem. As a result, you'll have complete supervision over your calls and agents.

With the NBX Call Center, you can easily establish remote operations anywhere, enabling your representatives to receive calls from home or branch offices. You simply connect your IP NBX business phones to an IP connection linked to your home office, enabling remote operators to use all the features of the NBX platform—without sacrificing voice quality or customer service.

**Solution Components**

This powerful 3Com solution requires two essential components: The 3Com NBX Call Center residing on a Windows NT-based server and a 3Com NBX networked telephony platform, including the NBX 100 communications system or SuperStack 3 NBX networked telephony solution. Together, these components deliver rich telephony and call management

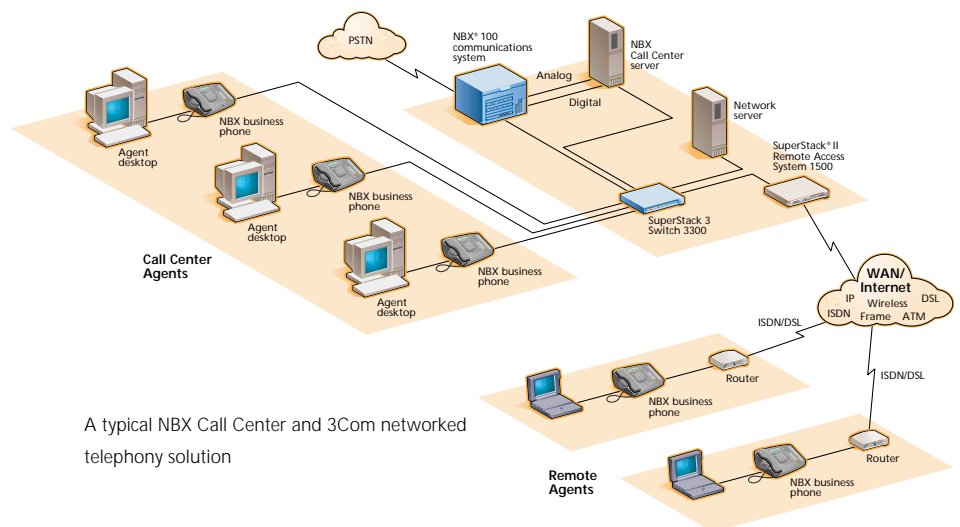
capabilities that provide you with unprecedented control over the way you process phone calls.

**Complete Set of Applications**

The 3Com NBX Call Center provides a full complement of software applications designed to help you meet the demands of your busy call center, making it an excellent value for small businesses seeking the functionality of a high-end system. Applications for call processing, agent handling, management, and Web-enabled reporting feature user-friendly interfaces that streamline the process of distributing and answering calls.

**NBX Call Center Administrator**

The NBX Call Center administrator provides the flexibility and ease of use required to configure the call center to match your business requirements. A host of controls lets you define systemwide settings for queues, workgroups, and call-forwarding functions. The administrator can also help you measure system performance and diagnose problems with the NBX Call Center server.



A typical NBX Call Center and 3Com networked telephony solution

In addition, you can:

- Define escalation rules for requeuing to reduce abandoned calls by ensuring callers are transferred to a higher queue or agent.
- Schedule greetings according to time to ensure that callers hear your announcements 24 hours a day.
- Schedule and generate reports to help identify bottlenecks and improve service.

#### NBX Call Center Supervisor

The NBX Call Center supervisor provides call center managers with a comprehensive tool set, offering complete control over call agents and calls. You can monitor the status of agents, queues, interaction types, and ports in real time, as well as the number, length, and type of interactions coming into the call center. In addition, you can:

- Prioritize queues to ensure that the most important calls are handled first.
- Quickly assign and reassign agents to meet changing call center needs.
- Automatically alert supervisors of potential problems, such as long hold times that can frustrate callers.

#### Decision Maker System

Using the decision maker system (DMS), your call center operations manager can gather valuable information about your customers and your business. Accessed from any Web browser, this intuitive, interactive monitoring and reporting tool informs you of the status of calls, agents, and workgroups, providing detailed overviews and analysis of all activity. With the DMS, you'll make better decisions, manage staff and resources more efficiently, and provide a higher level of service to customers. This powerful tool lets you:

- Gain access to business-critical data using reports of every step of the customer interaction process.
- Improve call center performance by determining bottlenecks that impact call handling.
- Create competitive advantage by evaluating cost and service levels, as well as customer behavior patterns.

#### NBX Call Center Agent

When launched from the call agent's Windows-based PC desktop, the call center agent enables phone attendants to signal the call center supervisor when they're ready to take calls.

On-screen displays indicate the type and duration of call, as well as the number of callers in queue. The tool bar also allows agents to perform a variety of vital functions, including:

- Transferring
- Requeuing
- Conferencing

#### NBX Call Flow Designer

The NBX call flow designer provides you with additional flexibility to control your call center. It allows you to generate a custom Phone Interface Language (PIL) script to physically handle call routing patterns.

#### 3Com® NBX® Networked Telephony: Robust Communications for Your NBX Call Center

3Com® NBX® networked telephony platforms deliver the robust communications at the heart of your busy call center. These products, including the NBX 100 communications system and SuperStack® 3 NBX networked telephony solution, give small- to mid-sized companies and branch offices access to feature-rich call processing, toll-quality voice communications, advanced availability features, and all the benefits of an Ethernet LAN or Fast Ethernet LAN in a single converged network.

By combining voice and data on a single network infrastructure, these NBX platforms eliminate the cost of installing two separate systems—one for voice and one for data. This offers greater scalability, simplifies administration, and significantly reduces overall cost of ownership.

## Specifications

### Languages Supported

English only

### Port Connections

T1 via NBX T1/PRI trunk card; analog via NBX analog terminal card

### System Capacity

Supports up to 25 agents, 24 PIL (software) ports, 2 supervisors, 1 administrator, and 1 DBMS (Report) user

### Base System Requirements

NBX 100 communications system or the SuperStack 3 NBX networked telephony solution  
T1 card or ATC cards in a 1:1 port ratio

### PSTN/WAN

Loop start analog line, T1 or E1 circuit, or BRI-ST circuit required for PSTN connection; IP router required for IP WAN connections

### LAN/Telephony Protocol

10/100BASE-T

802.1p/Q

802.2

802.3 IP

IPTOS/DiffServ

H.323

TAPI

IMAP4

H.323

### Management and Training

GUI-based management tools for the administrator, supervisor, agent, and DBMS user; training available through the field organization and 3Com University

### Warranty

2-year limited warranty

## Ordering Information

### NBX Call Center

Includes IBM server with interface card(s), Windows NT, Sybase, PC Anywhere, and the NBX Call Center basic package, which includes support for eight PIL ports, 10 agents, one supervisor, one administrator, and one report user. Includes user guides.

8-port	3C10250
16-port	3C10251
24-port/T1	3C10252

### NBX Call Center Agent License

Each license enables the addition of one agent. A maximum of 15 agent licenses may be added, up to a maximum number of 25 agents. 3C10257

### NBX Call Center Supervisor License

License enables the addition of one supervisor to support the call center maximum of two. 3C10256

### NBX Call Center PIL License (4-port)

Each license enables the addition of four PIL ports. Additional licenses can be added to support up to 24 ports. 3C10249

NBX Call Center Agent Guide 3C10258

NBX Call Center Supervisor Guide 3C10259



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To learn more about 3Com solutions, visit [www.3com.com](http://www.3com.com). 3Com Corporation is publicly traded on Nasdaq under the symbol COMS.

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