



Centurion CARES™ ACD for Utilities

Centurion CARES™ ACD for Utilities is designed to allow the utility to provide call routing from its consumers to its customer service agents in the most efficient manner possible. CARES™ ACD may be used with any telephone system and supports from 4 to 300 ACD agent seats across multiple offices.

CARES™ ACD features supported include:

- Skills based call routing
- Multi-media contact routing
- Support for splits and groups
- Voice message and customer call back
- Music and marketing messages while in queue
- Queue status announcements
- Queue management by supervisors
- Caller recognition and screen pop of caller record as the call is transferred to an agent
- Call monitoring and recording with display screens (PCI PA-DSS Certified)
- Call recording score card application
- Agent position management
- Agent / Coach chat window
- Supervisor configured dashboard monitor
- Extensive agent and call center statistics reports

Skills based call routing allows supervisors to decide which types of calls should go to which customer service representative (agent) based upon the agents' skills and skill levels. CARES™ ACD supports caller recognition and screen pop of the caller's billing record on the agent's PC desktop as the caller is transferred to the agent's extension. These techniques help to ensure one call resolution, preferred agent utilization, shorter call queues, and provide consumer satisfaction.

Multi-media contact routing extends the types of consumer contact beyond live telephone calls to web chats, emails and faxes to customer service, and allowing a caller to leave a voice message to take the caller's place in the call queue for callback by a customer service agent.

Queue Name	Queue Status	Queue Size	Queue Time	Wait Time	CallPhone	CompName	ContName	Reg/Dia	Line/Num
Custom	Voice	00:00:15	00:00:11	600-245-5242	Cent online	Service	english	4	4
1	New Pr	Voice	00:00:14	00:00:14	414-245-5205	Quick Software Entn	Paul	Service Specialist	5
2	New Pr	Voice	00:00:19	00:00:18	218-245-5955	Vivid Oil Change	Mike	Service Specialist	11
3	New Pr	Chat	00:00:42	00:00:18					17
4	New Pr	Fax	00:00:33	00:00:28					13
5	New Pr	In Queue	00:00:19	00:00:12					14
1	PO Out	Feedback	00:00:03	00:00:00					1
1	PO In	Review	00:00:05	00:00:00					3
1	Purchase	Voice	00:00:18	00:00:22	308-245-5511	Maxis Market	Meredora	general inquiry	5
2	Purchase	Vocemail	00:00:19	00:00:16					10
3	Purchase	Voice	00:00:17	00:00:16	800-245-5254	Master Plumber Inc	Nana	Service Specialist	2
1	Support	Voice	00:00:12	00:00:10	262-245-5217	Jurkyard of Chicago	Jimmy	Leasing Specialist	8
1	vm-alana	Personal	00:36:55	00:00:00					6

Supervisors use the real time dashboard monitor to manage the call queue by recognizing the name or number of the calling party and how long the

callers have been in queue. Callers may be moved up or down in queue by a supervisor based upon their knowledge of the caller or the type of call that has been determined by the CARES™ ACD.

The Agent Position Management feature allows supervisors to view the status of all agents who are members of the ACD.

AgentId	Agent Split	Agent State	Login Time	TimeInCurrentState
admin	Complaint	Logged Out		
agent	Purchasing	Logged Out		
alana	New Products	Logged Out		
ashra	Purchasing	Pre-Login	00:43:43	00:39:21
barrett	New Products	Pre-Login	00:44:29	00:40:03
barker	Customer Service	Ready	00:44:02	00:39:38
barlowb	Customer Service	Ready	00:44:30	00:40:03
billi	New Products	Ready	00:43:30	00:39:09
brand	New Products	Ready	00:43:36	00:39:15
davei	Customer Service	Connected	00:44:18	00:39:53
debt	Complaint	Aux-Break	00:43:32	00:39:11
glin	Complaint	Ready	00:43:53	00:39:30
grimeyf	Complaint	Connected	00:44:27	00:40:51
hooperf	Purchasing	Connected	00:43:54	00:39:31
karend	Complaint	Ready	00:43:39	00:39:18
Kompoweski	Customer Service	Ready	00:44:09	00:39:45
lanleel	Complaint	Ready	00:43:55	00:39:32
lumpkni	New Products	Ready	00:43:49	00:39:27
mathews	New Products	Ready	00:43:42	00:39:20
mladvina	Customer Service	Ready	00:44:05	00:39:41
palb	Customer Service	Ready	00:43:57	00:39:34
scopioh	Purchasing	Ready	00:43:45	00:39:23
simsonb	Purchasing	Ready	00:43:53	00:39:30
simsonh	Complaint	Ready	00:44:26	00:40:00
simsonl	New Products	Ready	00:44:08	00:39:44
simsonma	Complaint	Ready	00:43:35	00:39:14
steveg	New Products	After Call	00:44:12	00:39:47
super	Purchasing	Ready	00:44:20	00:39:54
wyscockip	Customer Service	Ready	00:44:03	00:39:39
wyscockl	Purchasing	Ready	00:43:56	00:39:33

At a glance, supervisors are able to view which agents are logged in, are on a call, are waiting for a call, or are idle and how long they have been in their current state. When the agent selects being in the idle mode, which prevents the ACD from sending calls to the agent, the agent must select an idle reason. Idle reasons are named by supervisors and are integrated into the agent statistics reports. The reports allow supervisors to determine how each agent has spent their day and how much time was spent in each state while logged into the CARES™ ACD.

Centurion has integrated Call Monitoring and Recording within its CARES™ ACD system and runs on the same server as the ACD. Recordings

Find Recordings

Current query would yield 50 recordings. Update query yield on criteria edit. [Help](#)

1. Date & Time 2. Split 3. Group

4. Agent 5. Agent Extension 6. Calling Phone

7. Account Id 8. Media Type 9. Required Skills

10. Reviewed 11. Reviewed Score 12. Queue Time

13. ACD Time 14. ACW Time 15. Hold Time

16. CRM Call Type 17. Transferred 18. Conferenced

19. Recording Status 20. Filter Recordings

Criteria Edit Area: Account Id
Enter the account id of the contact. [Edit Complete](#)

Equals Contains Between

[Clear Account](#)

[Find Recordings](#) [Close](#) [Clear Search Criteria](#)



Centurion CARES™ ACD for Utilities

can be initiated upon command by either an agent or a supervisor or scheduled in advance for all agents, select agents, or a percentage of calls for some or all agents. An agent's PC display can also be recorded along with the voice, if desired. When played back, supervisors hear the voice conversation and see the agent's PC desktop as though watching in real time. Once a call is recorded, the voice and data is stored on the server for recall using the CARES™ ACD Find Recordings feature. Once the recording is recalled,

Agent Name	May Ann Ladivna		Call Date	01-SEP-2004	Submit
Split	3	Call Duration	00:00:01	Max Queue Time	0
Call Phone	555-555-1213	Reviewer	May Ann Ladivna	Print	Email

Call Type: Independent Chain Other

Opening

Uses Proper Opening: Yes No N/A

Had a smile in voice: Yes No N/A

Obtained Name and N.A.B.P. (when appropriate): Yes No N/A

Comment:

Body of Call

Effectively Listens to Callers Needs: Yes No N/A

Restates Callers Needs: Yes No N/A

Asks Clarifying Questions: Yes No N/A

Provides Accurate Information: Yes No N/A

Added Appropriate Notes (When appropriate): Yes No N/A

Verified Spelling and Pharmacy Information: Yes No N/A

Comment:

Closing

Uses Proper Closing: Yes No N/A

Leaves Pharmacy with a P.O.S. Experience: Yes No N/A

Overall Call

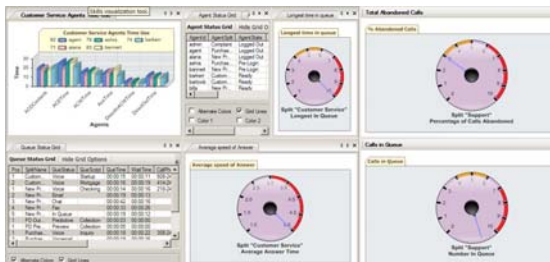
Effectively Explained Contract: Yes No N/A

Accepts Responsibility: Yes No N/A

Demonstrates Empathy: Yes No N/A

the supervisor can score the call using CARES™ Score Card which includes an application allowing the utility to design score cards that best meets its needs. Once a recording is scored, the score card is stored with the recording for future recall and play back.

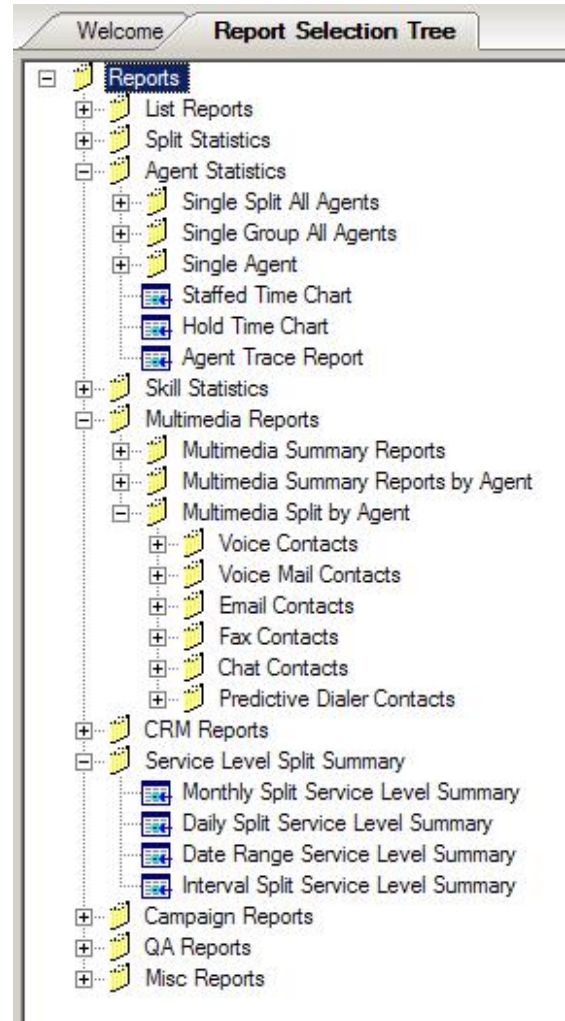
CARES™ ACD supervisors utilize the Real Time Dashboard Monitor to manage agents, call queues, and view call center statistics using grids, bar charts, pie charts, and gauges.



Each supervisor has the ability to design their own dashboards and save them for future recall and use. Supervisors decide which statistical parameters are of importance, which graphics they wish to use and the placement of each graphic on their desktop display.

The desktop display also includes an alerts window in support of alert parameters and thresholds selected by supervisors. Such alerts might include maximum number in queue reached, longest time in queue reached, minimum number of agents currently logged in to take calls, etc.

CARES™ ACD includes a comprehensive call center and agent statistics reporting package.



Reports can be scheduled in advance and the results distributed via email, if desired.

CARES™ ACD is server based and utilizes Windows 2008, Linux, or VMware ESXi operating systems. CTI applications such as screen pop, voice recording, and multimedia contact queuing are integrated with CARES™ ACD and reside on the same server.