

New tools and functionalities meet classic Director features.

Director allows you to modify routing rules at a moment's notice without requiring access to an ACD or IVR call processing platform. It comes prepackaged

with commonly-used contact routing management tools, including a 7-day Hours of Operations/Holiday Manager and a Percent Allocation application that allows users to direct contact volume to alternate destinations. In addition, Director also offers system managers the ability to create custom tools for managing user variables that are referenced in contact processing logic.

## The Director Suite

### Hours of Operation

Control hours of operation and holiday schedules at the site level, and at the individual queue or skill level. This tool includes the ability to override settings and immediately close sites in case of emergencies, or keep centers open longer to cover shifts at other sites.

### Percent Allocation

Manage outsourced contact volume, pace your customers' exposure to new script roll outs, or re-direct contact volume when network infrastructure components fail.

### Custom Tools

With Aceyus Director's simple interface, system administrators can quickly establish new contact treatment tools, like special message playback (e.g., inclement weather and long queue times), modifying control parameters to affect contact overflow (e.g., service contact routing to sales when less than five agents are available) and any other conceivable parameters.

### Director REST API

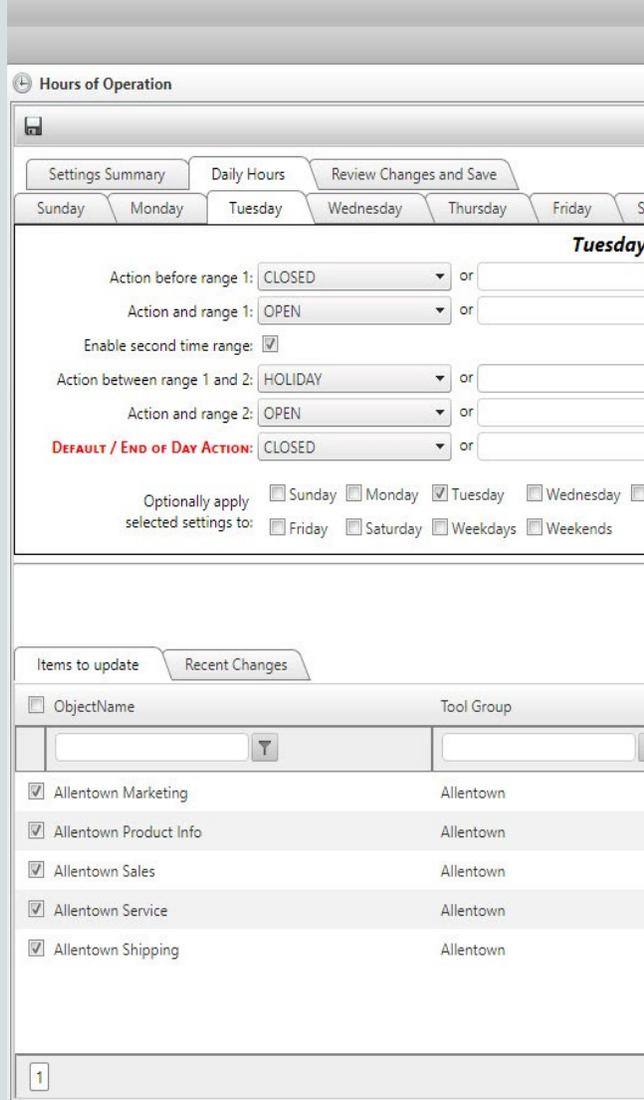
The REST API allows customers to create their own mobile- or Web-based applications that interact with the Director platform, to offer limitless customization of the user interface.

### Audit Trail

All Director activity is logged in the Audit Trail, so administrators can see who has made changes and when. Audit reports can be ad-hoc or scheduled and emailed daily.

### Access Controls

Administrators can specify which tools each user can access and the specific objects each user can modify, providing the ability to hide or expose controls based on user role or individual permissions.



5016 - Sales

Aceyus\_Main\_Inbound



Aceyus\_Sales



Aceyus\_Training



SIVR - IVRA.200    SIVR - IVRB.200    SIVR - IVRC.200

**Tuesday**

Action before range 1: CLOSED or [ ] From: 8:30 AM To: 5:00 PM

Action and range 1: OPEN or [ ] From: 12:00 AM To: 12:00 AM

Action between range 1 and 2: CLOSED or [ ]

Action and range 2: OPEN or [ ] From: 12:00 AM To: 12:00 AM

Action after range 2: CLOSED or [ ] **DON'T ACTION**

Optionally apply selected settings to:  Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Weekdays  Weekends **Apply**

Items to update	Recent Changes	Percent Allocation
EnterpriseName		
<input checked="" type="checkbox"/> CCM2.150_EMB_GRP_SMALL_ACCTS		
<input checked="" type="checkbox"/> CCM2.215_EMB_REGION_1		
<input checked="" type="checkbox"/> CCM2.216_EMB_REGION_2		
<input checked="" type="checkbox"/> CCM2.217_EMB_REGION_3		
<input checked="" type="checkbox"/> CCM2.218_EMB_REGION_4		
<input checked="" type="checkbox"/> CCM2.219_EMB_REGION_5		
<input checked="" type="checkbox"/> CCM2.220_EMB_REGION_6		
<input checked="" type="checkbox"/> CCM2.221_EMB_REGION_7		
<input checked="" type="checkbox"/> CCM2.222_EMB_REGION_8		

Tool Group	Tool Sub Group	Enterprise Name	Current Value	Now Value
<input type="checkbox"/> Service Calls	Calls + Us	SIVCDIAM	13	0 10 20 30 40
<input checked="" type="checkbox"/> Service Calls	Internal	SIVCINT	32	0 10 20 30 40
<input type="checkbox"/> Service Calls	Sitel	SIVCSIT	40	0 10 20 30 40

**Schedule**

Schedule ID: 2

Schedule Name: Test Sales CUCM 2

Peripheral: CUCM2

Agent Group: Agent Group (CUCM2 Sales)

Profile: CUCM 2 (Sales)

Action: Full Replacement

Active:

Scheduling Options: Agent Group Profile

Frequency

Run it on these days: [ ]

Run Every: 1 (1 to 365) day(s)

Or run on specific days of the week

Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Run Schedule at: 9/30/2017 12:00 AM

Controller Time: [ ]

# New Director Tools

## Aceyus Assignment Manager (AAM)

allows front-line operational managers to allocate customer service teams via re-skilling and skill group assignments to meet immediate service needs. Skill changes and reverting to default skill assignments may be scheduled to automate re-skilling activities.

## Aceyus Director Gateway (ADG)

extends Director access to external platforms (IVR, CTI and Contact Routing) via standard protocols and methods. It provides features that further enhance standard Director security and high avail ability architecture. In addition, it offers native integration with Cisco ICM through the ICM Application Gateway interface.

## Business Rules Engine

allows users to set their own "if this, then that" parameters to automatically assign special contact treatment whenever the conditions are met. Real-time analysis of inbound calls can prompt logic driven responses including escalations, call routing instructions, and real-time alerts. Complete evaluation records are kept so that you know exactly why every action was taken.



contact center intelligence