

## MODELS

### *iTP NetACD*

---

Facilitates the use of the Web by providing a direct voice and video link between a live customer representative and a website visitor.

## OVERVIEW

The iTP™ NetACD software solution enables real-time voice, video, and data communications via the Internet.

### Product Description

---

The iTP NetACD product is designed to reduce the risk associated with delivering a faceless interface between a company and its prospective and current customers. With a single click of a button, iTP NetACD allows website visitors to talk directly to a live agent over the Internet. When the agent engages with site visitors, the site visitors both *hear* and *see* the agent through a full-floating, pop-up window. Once engaged, the agent can take control of the visitors' browser and walk them through the website, showing them where particular bits of information can be found.

## STANDARD CONFIGURATIONS

- Server: Any Pentium class system that runs Microsoft® Windows NT® Server
- Agent workstation: Pentium PC, 150 MHz, 32 MB minimum; Windows® 95 or Windows NT Workstation; Microsoft Internet Explorer; Microsoft NetMeeting 2.1; video camera; video capture card; microphone; sound card; and speakers
- Customer workstation: Pentium class PC, 16 MB minimum, Windows 95 or Windows NT Workstation, Microsoft Internet Explorer or Netscape Navigator, Microsoft NetMeeting 2.1, Microsoft NetShow, sound card; speakers, and microphone (for voice communications; not required for chat)

### iTP NetACD Plugin

---

This product component can be downloaded automatically the first time a customer chooses to contact the call center through the Internet.

### iTP NetACD Agent Software

---

This product component provides the basic agent communication facilities and interfaces with the agent's PC, server/Call Manager, camera, video capture board, microphone, sound card, and speakers.

### iTP NetACD Configuration Manager

---

This product component provides an interface to configure the solution set, including Automatic Call Distributor (ACD) agent profiles, ACD group profiles, Call Manager process information, and tracing and logging.

### iTP NetACD Queue

---

For applications through which multiple agents are expected to handle multiple contacts from customers, Compaq provides a contact queuing facility to distribute and uniformly manage the contacts on a first-in/first-out basis. The iTP NetACD Queue function provides agent log on, agent log off, agent available, agent unavailable, skills-based routing, statistics, and customer queue management functionality.

While in queue, customers can view video and audio information and get queue status and expected wait time.

### iTP NetACD Call Manager

---

This product component initiates and terminates calls, synchronizes voice and data, authenticates applications and agent workstations, controls call treatment and manages application data sharing.

### iTP NetACD Management Reports

---

This product component provides for flexible customized reporting. Standard reports, provided in text and graphical form, include call reports, agent reports, agent activity reports, ACD activity reports and detailed call reports.

## HOW TO PURCHASE

Contact your Compaq representative for details, or visit <http://www.netacd.com/>.

For more information, access Tandem's home page on the World Wide Web at <http://www.tandem.com/>. Send Internet e-mail messages to [info@tandem.com](mailto:info@tandem.com). For sales offices worldwide, access Compaq's website at <http://www.compaq.com/>

### **Tandem Computers Incorporated**

#### **World Headquarters**

19333 Vallco Parkway

Cupertino, CA 95014-2599, USA

+1 (408) 285-6000

**Tandem has offices, distributors and other agents throughout the world.**