

Bringing Intelligence to Customer Self-Service

Millions of Times a Day

ENCART: ENACOMM Network Call Allocation Routing Tool.

Reduce queue time and lower service costs with ENCART.

ENACOMM's Network Call Allocation Routing Tools (ENCART) provides dynamic real-time load balancing among call centers for incoming or outbound calls. Any call center or business manager can assign call allocation plans to each incoming DNIS, toll free, DID number or even a line of business, client or customer status.

With ENACOMM's ENCART, your organization can efficiently plan, allocate and edit allocation plans in real-time. ENCART works with TDM or VOIP telephony, provides alternative transfer numbers in case of primary number failure and can optionally query call center statistics to determine where to route every call based on available agents, longest wait time, etc.

ENCART allocation plans are intelligent and consider the following business rules and parameters:

• 800 or DID Number • Day of Week

Time of Day

Language

An allocation plan consists of one or more allocation groups distributed across one or more time periods. An allocation group may contain up to fifteen transfer/termination dialable numbers (DNs). Any percentage can be assigned to any DN, as long as the percentages for the allocation group add up to 100%.

Disaster routing plans can be set up for emergency deployment. By making minor changes using an Internet browser, ENCART can redirect all call routing to the disaster plan. Dynamic network routing changes will take place immediately.

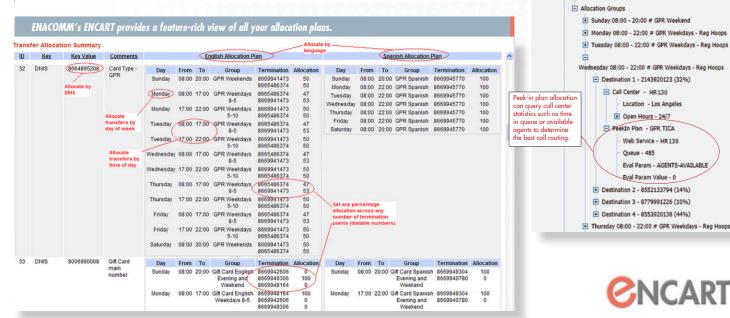
ENACOMM's ENCART makes it easy to assign percentage allocations to groups

Transfer Allocation Over View
Gift Card English
Gift Card Spanish
GRR

• Open Hours - Prima

Transfer Number									
	Name	Transfer Number	VDN Number	Transfer Path	Alt Transfer Number	Alt VDN Number	Call Center	Card Load Bal. PeekIn Plan	Description
<u>Clear</u> <u>Delete Selected</u>	gift			-			-	•	
<u>Edit New Delete</u> 📃	Gift Card English AUS	8669949306	1682	1 - VOIP			5 - NS Austin		DNIS 1682 AUS
Edit New Delete 📃	Gift Card English SGS	8669948164	5512	1 - VOIP	7669948164	85512	3 - SGS		DNIS 5512 SGS
Edit New Delete 📃	Gift Card Spanish AUS	8669949304	1644	1 - VOIP			5 - NS Austin		DNIS 1644 AUS
Edit New Delete	Gift Card Spanish SGS	8669940780	5521	1 - VOIP	7669940780	85521	3 - SGS		DNIS 5521 SGS

Holidays



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