

# 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
- Holidays
- 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.

With ENACOMM's ENCART it is simple to assign allocation groups and alternate numbers.

### Transfer Number

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

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

### Transfer Allocation Over View

- Gift Card English
- Gift Card Spanish
- GPR
  - Open Hours - Primary
  - Allocation Groups
    - Sunday 08:00 - 20:00 # GPR Weekend
    - Monday 08:00 - 22:00 # GPR Weekdays - Reg Hoops
    - Tuesday 08:00 - 22:00 # GPR Weekdays - Reg Hoops
    - Wednesday 08:00 - 22:00 # GPR Weekdays - Reg Hoops
    - Destination 1 - 2143920123 (32%)
      - Call Center - HR 130
        - Location - Los Angeles
        - PeekIn Plan - GPR TICA
          - Web Service - HR 130
          - Queue - 485
          - Eval Param - AGENTS-AVAILABLE
          - Eval Param Value - 0
    - Destination 2 - 8552133794 (14%)
    - Destination 3 - 8779991226 (10%)
    - Destination 4 - 8553920138 (44%)
    - Thursday 08:00 - 22:00 # GPR Weekdays - Reg Hoops

Peek-in plan allocation can query call center statistics such as time in queue or available agents to determine the best call routing.

ENACOMM's ENCART provides a feature-rich view of all your allocation plans.

### Transfer Allocation Summary

ID	Key	Key Value	Comments	English Allocation Plan					Spanish Allocation Plan					
Day	From	To	Group	Termination	Allocation	Day	From	To	Group	Termination	Allocation			
32	DNIS	8664895208	Card Type - GPR											
				Allocate by language					Allocate by language					
				Allocate by DHIS					Allocate by DHIS					
				Allocate transfers by day of week					Allocate transfers by day of week					
				Allocate transfers by time of day					Allocate transfers by time of day					
				Set any percentage allocation across any number of termination points (dialable numbers)					Set any percentage allocation across any number of termination points (dialable numbers)					
33	DNIS	8006990008	Gift Card main number											
				Allocate by language					Allocate by language					
				Allocate by DHIS					Allocate by DHIS					
				Allocate transfers by day of week					Allocate transfers by day of week					
				Allocate transfers by time of day					Allocate transfers by time of day					
				Set any percentage allocation across any number of termination points (dialable numbers)					Set any percentage allocation across any number of termination points (dialable numbers)					



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ENACOMM is PCI-DSS Level 1 certified and approved by the major payment networks