

# Second Foundation, Inc.

## *Representative Project Summaries*



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### Call Center Switch / ACD Integration

Second Foundation has a proven track record of integrating multiple eCRM applications with various Call Center hardware such as switches and Automatic Call Distributors (ACDs).

#### Switches and ACDs

Second Foundation has hands-on experience with the following switches and ACDs:

- Alcatel: 1000-E10B, 4200 & Alcatel Office Call Center
- Cisco: VoIP Routers (36xx, 38xx, 53xx, 17xx, 26xx)
- Harris: 20-20 IntelliCom™ PBX product family
- Lucent: Definity G3
- Qualcomm: QX2000 family
- Rockwell ACD (Spectrum, Transcend & 3 CS)

#### Call Center Points of Integration

This section lists the most typical call center statistics that are required for integration by most eCRM applications:

- *Line State of Trunk Groups and discrete channels*: the state of trunk group and channels
- *State of Subscribers(agent)*: the activity associated with the channel subscriber
- *Categories associated with each subscriber(agent)*
- *Type of call related to subscriber*: statistics related to call received by agent under different applications.
- *Start time*: start time of each call.
- *End time*: end time of each call.
- *Total connection time*: duration of each call.
- *Number of calls completed*: numbers of calls answered by agents.
- *Number of calls dropped*: No: of aborted calls.
- *Logs of warnings, alarms and fault messages*:

#### Representative Projects

##### Alcatel ACD Reporting:

SecF generated comprehensive reports for the ACD components of various Alcatel switches. As part of the project, Second Foundation developed applications to

define channels for agents and monitor channel activities. Generated multiple reports which consisted of parameters such as like real time group workload / Agent workload, Agent Activity rate / Real time lines activity, Per group: Number of calls / Duration / etc., Per agent: Number of calls / Duration / etc.

#### Call Center Application Integration

This consisted of the following:

- Development of CTI interface through Dialogic card
- Reporting based on Call Data Record (CDR) interface to Definity (Lucent) switch
- Administrative assignments using Home Location register (HLR) & Reporting based on CDR interface to Qualcomm QX2000 family of switches

The CTI interface included routing the call to the agents and recording the call information into an Oracle RDBMS. The CDR interface included the collection of data on a per call basis. The data was compiled by the reporting interface.

The HLR was used for the assignment of administrative information like call waiting, call forwarding etc. The Reporting included statistical information generation like agent statistics, region statistics, call handling and distribution statistics etc.

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