Automatic Call Distribution (ACD)

You are currently caller no. 2...

There are currently 4 callers in line... please hold

General Information

The optional Automatic Call Distribution feature, commonly referred to as ACD, enables you to create a professional inbound call center solution for your company. Features like announcing the position of a caller in a queue, and the average wait time to callers are a few of the many features.

The general idea behind ACD is that all inbound calls are equally distributed over all available and capable persons in your company. Those persons are then usually referred to as ACD agents. The ACD feature will automatically route calls to agents based on the amount of calls and talk time they have had, ensuring that every agent gets his or her equal share of calls. In combination with other optional ACD applications such as the ACD Wallboard, ACD Client and ACD Reporting you can truly create your own professional inbound call center.

General Specifications

What is Automatic Call Distribution?
Automatic Call Distribution uses algorithms to route large quantities of callers to phones of employees capable of handling the particular call while informing the callers. These employees are known as agents.

There are different algorithms available to determine how to route calls to these agents;

- Route to the agent with the least amount of calls
- Route to the agent with the least recent call
- Route to all agents
- Route in linear order to all agents
- Route in cyclic order to all agents
- Route in cyclic order starting from the last called agent

Callers are places in queues if no agent is available to take their call. During this time callers can be informed about their position in the queue and average hold time.

Agents
Agents are employees who have entered a special service code to logon, identifying to the system that they are available for incoming calls or not. As soon as they logon the system will route calls to the extension at which the agents are logged on. (Every internal extension may be used.)

Types of announcements
Callers can be greeted with an announcement specific for each queue before being routed to an available agent.
If no agent is available at the time callers can be informed about their position in the queue and the expected hold time if you would like to. During the time they are waiting, the callers will hear either ringing or Music on Hold.

Skill based routing
Skill based routing can be achieved by creating different queues for different skills and assign the agents with these skills to these queues. Depending on what skill, for example bilingual or not, the call will then be routed to an agent with the necessary capability.

Priority queuing
Priority queuing allows calls from certain callers to be routed to agents with a higher priority than other callers reducing their wait time.

Agent announcements
Agents can be informed using speech about the hold time of a caller and from which queue the call came wrong. This is very useful when agents attend multiple queues.

Technical Specifications

Features & System Limits
Below is a list of all features.
The system limits of an @COM Automated Attendant depend on the @COM model. Check the datasheet of the @COM model for all system limits.

Description

Maximum ACD groups	See datasheet @COM model	
Maximum ACD Agents (of many AA can your chain together)	See datasheet @COM model	
Overflow on timeout	✔	✔
Overflow if no agent is available	✔	✔
Queue priorisation	✔	✔
Assign agents to multiple queues	✔	✔
Announce estimated hold time to caller	✔	✔
Announce queue position	✔	✔
Playback Music on Hold to callers	✔	✔
Announce actual hold time to agent	✔	✔
Announce queue name to agent	✔	✔
Assign wrap up time for agents	✔	✔

Optional Applications
(Separate datasheets available)

ACD Wallboard
The ACD Wallboard is an optional application that can be displayed on large LCD screens to indicate the ACD queue statistics. Items such as agents logged on, amount of calls, amount of waiting callers can all be shown.
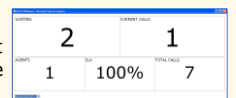
ACD Client
The ACD Client is an optional webbased application used to display queue and agent statistics to agents or supervisors. It displays the calls per queue, the call history and allows for easy change of the agents status per queue!

ACD Reporting
ACD Reporting allows supervisors to receive queue statistics via email of a certain period or specific queue in graphical format.
These reports allow supervisors to check the agent and the overall queue performance. Allowing them to manage their personnel to achieve better statistics and supply better service to their customers.