

# @COM Automatic Call Distribution

It is important that incoming phone calls are distributed efficiently. This prevents your business relations being kept 'on hold' for unnecessarily long periods, raises your service level and ensures that the caller is directed to the appropriate employee. Automatic Call Distribution (ACD) makes things easy for organisations!

## What is it?

Automatic Call Distribution does just what it says. For example, dynamic queue information tells callers about their position in the queue and/or the expected waiting time.

ACD also gives employees more control over incoming calls. Optional software such as ACD Wallboard and the ACD Client application gives them a clear overview of the number of calls in the queue, the average waiting time, the number of agents in the group and the service level attained. ACD Reporting also provides clear historic insight into your employees' performance.

## Why is it important?

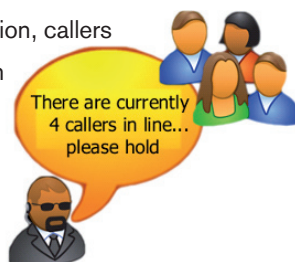
Automatic Call Distribution ensures that incoming calls are automatically routed to a free agent. This is based on availability and the number of calls/call duration of these agents and helps distribute the calls fairly.

Options include fixed routing, cyclical routing or routing based on the agent with the fewest calls. Agents can join several ACD groups at the same time, while distinguishing between calls from the various ACD groups.

## ACD functionalities

### Dynamic queue information

With the dynamic queue information, callers are greeted and given information about their position in the queue. For example: There are 2 callers ahead of you.



### Skill Based Routing

The Automated Attendant functionality makes it possible to place callers in separate queues, routing them to agents with the appropriate knowledge and capacities. This might involve a queue for English-speaking callers and a queue for Dutch speakers, for example.

### Queue prioritisation

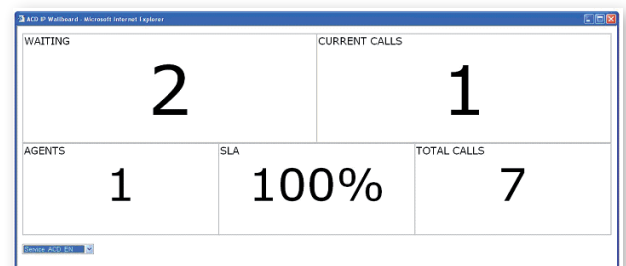
Queues can be prioritised, so that customers or colleagues can be served faster.

### Text messages for agents

Agents can be automatically informed by text messages about the caller's waiting time and/or the queue which has routed this caller to the agent.

### ACD Wallboard

The ACD Wallboard gives real-time information about the status of the agents, the number of waiting calls, the number of completed calls and the service level.



The wallboard is a web-based application so that the information can also be displayed on a big LCD screen. Naturally, the ACD Wallboard reports when the agreed maximum queue duration (threshold value) has been exceeded.

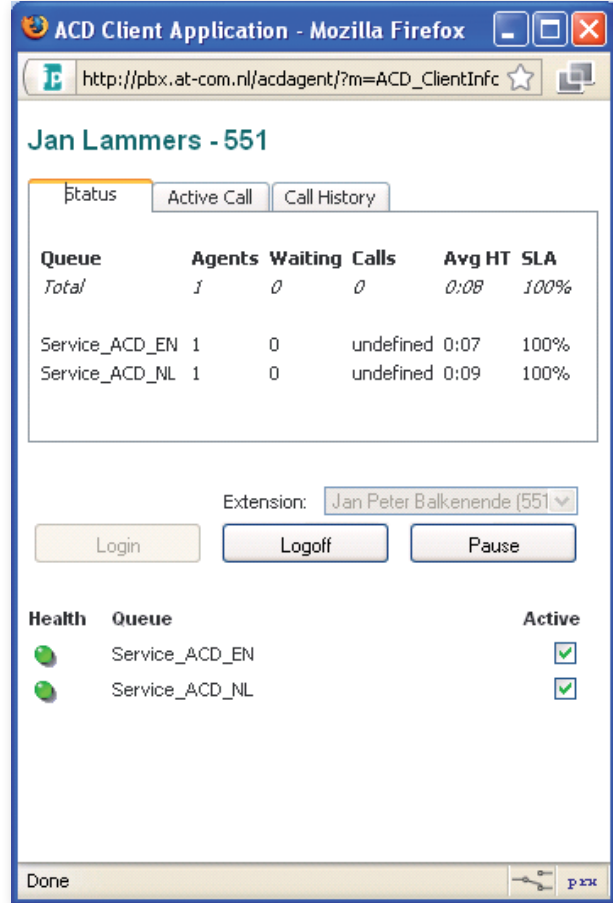
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## Agent software

Agent software gives real-time insight into the calls currently being processed, the status of agents and the call history of completed phone calls. Agents can also use it to join and leave different ACD groups.

## ACD Reporting

The ACD Reporting application provides insight into the performance and load of queues and agents. Reports can be compiled periodically and automatically distributed by e-mail.

ACD Client Application - Mozilla Firefox

http://pbx.at-com.nl/acdagent/?m=ACD\_ClientInfo

### Jan Lammers - 551

Status: Active Call | Call History

Queue	Agents	Waiting	Calls	Avg HT	SLA
Total	1	0	0	0:08	100%
Service_ACD_EN	1	0	undefined	0:07	100%
Service_ACD_NL	1	0	undefined	0:09	100%

Extension: Jan Peter Balkenende (551)

Buttons: Login, Logoff, Pause

Health	Queue	Active
	Service_ACD_EN	<input checked="" type="checkbox"/>
	Service_ACD_NL	<input checked="" type="checkbox"/>

Done