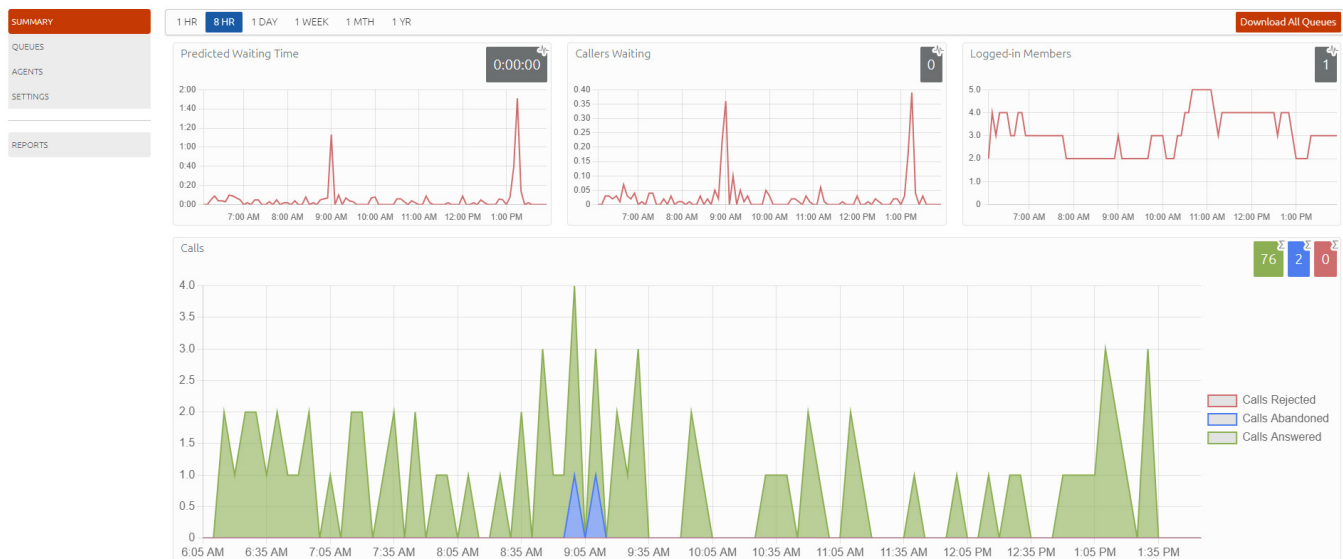


# DATA SHEET: Automatic Call Distribution

## Overview

Automatic Call Distribution (ACD) is suitable for small-medium call centers that need flexibility in how call queuing is managed. ACD includes a supervisor’s dashboard that displays calls in queue, agent activity, and allows supervisors to view reports. It also provides agents with their own dashboard that allows the agent to see calls in queue and wait times.



Example Supervisor Dashboard Summary Page

Settings for business group 'Jaguar Communications 1864'

SUMMARY

QUEUES

AGENTS

SETTINGS

REPORTS

Business Group Wide

Allow simultaneous login to multiple Queues

Agent States <sup>?</sup> Enabled

01: Available

02: Wrap-up

03: In A Call

04: Do Not Disturb

05: Logged Out

06: Line Not Ready

07: Lunch Break

08: Short Break

09: Walk-in Customer

10: Install Provisioning

11: Working Supervisor

12: HPBX Work

13: Extended Work

14: Start typing to add another unavailable state.

## Configurable Agent States

Allow agents to indicate their current availability. These include a Wrap-up state which can be used by agents when completing any clerical duties after finishing a customer call.

Agent States 01-06 are default settings  
Agent States 07-13 are examples of customized settings

## Configurable Disposition Codes

Allow agents to indicate how completed calls were resolved. Disposition Codes can be customized to fit your business.

Disposition Codes <sup>?</sup> Required

Wrap-up timed out

01: Transferred to Sales

02: Resolved reported problem

03: Escalated to Development

04: Shipped replacement product

05: Start typing to add another code.

Sample Customized Disposition Codes

## Monitor, Whisper and Barge-In actions, allowing supervisors to:

- Listen in on a current call between an agent and a customer
- Speak to or advise an agent during a call, without the customer hearing
- Fully join the call, speaking to both the agent and the customer

## Dynamic Queue Announcements

When used in conjunction with a Music On Hold server, ACD provides the option to configure dynamic queue announcements. These are played to waiting callers to advise them of their position in the Queue, and the approximate time until their call will be answered.