# 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.
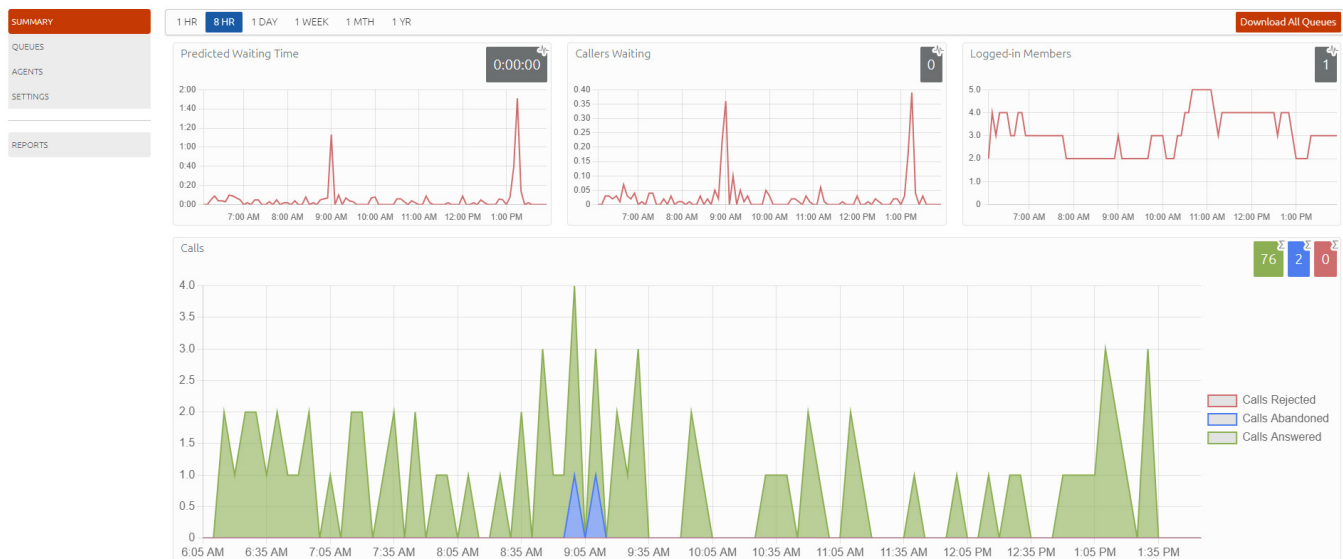
Example Supervisor Dashboard Summary Page

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

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.

Configurable Disposition Codes

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

Sample Customized Disposition Codes

Monitor, Whisper and Barge-In actions, allowing superviors 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.