

Automatic Call Distribution (ACD)

April, 2006

ACD Setup with "Normal Login"

NOTE: Be sure CPU11 is licensed for the ACD feature!

11-17-01 ACD Pilot Number

Assign pilot numbers to the ACD groups. (1~64)

41-01-02 Login ID Code Length

0 = No Login ID is used
1~20 = Login ID length of 1-20.

If this is set there is no match in the system for the ID. This is just used to report an ID to the MIS. If not used the MIS just reports off the extension.

41-01-03 ACD MIS Connection Port

0 = NONE
3 = LAN

10-20-01 Set ACD TCP port

By default the ACD uses TCP port 4000.

41-05-01 ACD Agent work Schedule

For each ACD Time pattern 1~4 designate the start and stop times for each of the 8 work periods.

41-06-01 Trunk Work Schedules

For each ACD time pattern 1~4 designate the start and stop times for each of the 8 work periods.

41-07-01 ACD Weekly Schedule Setup

Assign the ACD work schedules 1~4 to a day of the week.

41-02-01 ACD Group and Agent Assignment (Not used with AIC's)

Assign a station number to a ACD Work period 1~8 to an ACD group 1~64

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22-05-01 Incoming Trunk Ring Group Assignments

Assign POTS lines to a ring group other than 1 if they are to be answered by the ACD. You can not DIL a POTS line to the PILOT number. If they are DID's then you can point the DID to the PILOT number.

41-03-01 Incoming Ring Group Assignments for ACD group

Assign the ring group from 22-05-01 per ACD work Period 1~8 to ACD Group 1~64.

This is used when the trunks are pointed to a ring group.

Trunks are pointed to a ring group for POTS lines to be answered or DID's to be answered with a priority.

41-03-02 Night Announcement Service

Per ring group per ACD work period 1~8 assign whether or not the ACD will answer and play the Night message. If you point one of the modes to Night Announcement that is all it will be used for.

41-03-03 Priority

0 = No Priority (FIFO)
1~7 = Priority of 1~7 (7 = Lowest Priority)

Per ring group per ACD work period 1~8 you can determine whether or not the calls come in with a priority.

41-17-01 ACD Login Mode

0 = Normal Login Mode
1 = AIC login mode

This is assigned on a per extension basis.

15-07-01 Programmable function keys

*10 = ACD Logon/Logoff
*12 = ACD Emergency call
*13 = ACD OFF Duty Mode (Rest Mode)
*14 = ACD Start/End (Supervisor log everyone out of queue)
*15 = ACD terminal speech monitor
*16 = ACD waiting
*17 = ACD Wrap
*18 = ACD overflow control
*19 = ACD queue status display check

*If you have a *13 key programmed on your phone and you do not answer a ACD call within the time specified in 41-14-10 the call is pulled back to ACD and sent to the next available agent and you are automatically put into Rest Mode. If you do not have the key on your phone then the call is pulled back to ACD but you are not put into Rest Mode.*

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AIC Login

NOTE: This example assumes you have set up the previous ACD setup example.

41-17-01 ACD Login Mode

0 = Normal Login Mode

1 = AIC login mode

This is assigned on a per extension basis.

41-18-01 AIC Code per AIC Tables 1~512

41-18-02 Default ACD group

This is used when pressing Queue status display button. Whatever is set here is the first Queue to be displayed when pressing that button.

41-18-03 ACD Group in Operation Mode 1 (1~64)

This is when in ACD mode 1 what group you are logged into when entering this AIC code.

41-18-04 ACD Group in Operation Mode 2 (1~64)

This is when in ACD mode 2 what group you are logged into when entering this AIC code.

41-18-05 ACD Group in Operation Mode 3 (1~64)

This is when in ACD mode 3 what group you are logged into when entering this AIC code.

41-18-06 ACD Group in Operation Mode 4 (1~64)

This is when in ACD mode 4 what group you are logged into when entering this AIC code.

41-18-07 ACD Group in Operation Mode 5 (1~64)

This is when in ACD mode 5 what group you are logged into when entering this AIC code.

41-18-08 ACD Group in Operation Mode 6 (1~64)

This is when in ACD mode 6 what group you are logged into when entering this AIC code.

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41-18-09 ACD Group in Operation Mode 7 (1~64)

This is when in ACD mode 7 what group you are logged into when entering this AIC code.

41-18-10 ACD Group in Operation Mode 8 (1~64)

This is when in ACD mode 8 what group you are logged into when entering this AIC code.

* * * * *

This is an example of setting up an AIC to log you into 2 different groups in ACD Mode 1:

AIC Table 1:

41-18-01 →	AIC = 1234
41-18-03 →	ACD Group = 1

AIC Table 2:

41-18-01 →	AIC = 1234
41-18-03 →	ACD Group = 2

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Supervisor Setup

41-01-01 System Supervisor Extension

The system supervisor does not receive normal ACD calls. If you are assigned as the system supervisor you can not be the group supervisor.

41-04-01 ACD Group Supervisor

Per ACD group assign the extension to be used as the group supervisor.

When your extension is assigned as a supervisor you can only log into that group. AIC's are not used when you are a supervisor.

41-04-02 ACD supervisor operation type

0 = Supervisors extension does not receive ACD calls

1 = Receive ACD calls when overflow (Will only get calls when all agents are busy)

2 = Receive ACD incoming calls always (Normal agent for inbound calls)

41-14-01 Emergency call operation mode (Per ACD Group)

0 = Call will route to System supervisor if the Group supervisor is busy

1 = Call will not route to System supervisor if the Group supervisor is busy

The supervisor must be logged in and have a emergency key programmed on his/her phone. The agent must also have the emergency key on their phone. The agent presses this key to call the supervisor. If the supervisor presses the key once he is now monitoring the call. If the key is pressed again then the supervisor barges in on the call.

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Night Setup

NOTE: For the ACD to play a Night Message trunks MUST be pointed to a Ring Group.

41-03-02 Night Announcement Service

Per ring group per ACD work period 1~8 assign whether or not the ACD will answer and play the Night message. If you point one of the modes to Night Announcement that is all it will be used for.

41-12-01 Per ACD group assign the Night Announcement source type

0 = ACI (Currently not supported)
1 = VRS

41-12-02 Per ACD group assign the Night Announcement ACI port.

0 = Not Set
1~96 = AIC ports 1~96 (Currently not supported)

41-12-03 Per ACD group assign the Night Announcement sending time

0~64800 seconds

What happens is the night greeting is played 3 times at intervals specified in 22-01-11 and then after the third message is played this timer starts counting. After this timer expires the call will be disconnected.

41-13-01 Per ACD group assign the VRS message used for the Night Announcement

0 = No Announcement
1~48 = VRS Messages 1~48

41-13-02 Per ACD group assign the Tone to be heard after the message is played.

0 = Ring back tone
1 = MOH tone
2 = BGM Source

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- 22-01-11 VRS Message Interval Timer
0~64800 seconds
This is the amount of time between VRS messages
- 11-10-20 VRS Record/Listen/Erase service code
Default = 616
- 20-07-13 VRS record for class of service
Per Class of service Allow/Deny the ability to Record/Listen/Erase
- 20-06-11 Assign stations to a class of service

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Overflow / VRS Messages

41-08-01 Overflow operation mode per ACD group

0 = No Overflow
1 = Overflow with no Announcement
2 = No overflow with first announcement only
3 = No overflow with first and second announcements
4 = Overflow with first announcement only
5 = Overflow with first and second announcement
6 = Not used
7 = Not used
8 = No overflow with second announcement only
9 = Overflow with second announcement only

41-08-02 Overflow transfer destination per ACD group

0 = No setting
1~64 = ACD groups 1~64
65 = Overflow table (41-09)
66 = Voice Mail Integration
67 = System speed dial bin (41-08-05)
68 = Incoming ring group (41-08-06)

41-08-03 Delay Announcement source type per ACD group

0 = ACI (Currently not supported)
1 = VRS

41-08-04 ACD Overflow transfer time per ACD group

0~64800 seconds

41-08-05 Speed dial bin to be used for overflow when 41-08-02 is set to a 67.

0~1999 = speed dial bin 0~1999

41-08-06 Incoming ring group overflow destination when 41-08-02 is set to a 68.

1~100 = Ring groups 1~100

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41-09-01 ACD over flow table setting per ACD group

0 = No overflow

1~64 = ACD groups 1~64

65 = VM integration

Per ACD group there are up to 7 different priorities that can be assigned.

41-11-01 Delay Announcement start time per ACD group

0 = Do not play the message

1~64800 = Amount of seconds the call is queued up for before playing the message

41-11-02 First Delay Announcement message number per ACD group

0 = No Message

1~48 = VRS messages 1~48

49 = Fixed VRS messages (40-10-01 must be ON)

41-11-03 First delay announcement sending count per ACD group

0 = Do not play the message

1~255 = How many times it will play the first announcement before moving to the second announcements.

41-11-04 Second Delay Announcement message number per ACD group

0 = No Message

1~48 = VRS messages 1~48

49 = Fixed VRS messages (40-10-01 must be ON)

41-11-05 Second delay announcement sending count per ACD group

0 = Do not play the message

1~255 = How many times it will play the second announcement

41-11-06 Tone kind at message interval per ACD group

0 = Ring back tone

1 = MOH

2 = BGM

This is the tone that the caller will hear between messages

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- 41-11-07 Disconnect time after end of VRS message per ACD group
- 0 = No disconnect
- 1~64800 = Amount of time in seconds it waits after the last announcement is played before the call is disconnected
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- 41-11-08 Queue depth assignment per ACD group
- 0 = Disable
- 1 = Play after first message only
- 2 = Play after second message only
- 3 = Play after first and second message
- This requires program 40-10-01 to be turned ON*
-
- 40-10-01 VRS fixed message
- 0 = OFF
- 1 = ON
-
- 22-01-11 VRS Message Interval Timer
- 0~64800 seconds
- This is the amount of time between VRS messages*
-
- 11-10-20 VRS Record/Listen/Eraser service code
- Default = 616
-
- 20-07-13 VRS record for class of service
- Per Class of service Allow/Deny the ability to Record/Listen/Eraser
-
- 20-06-11 Assign stations to a class of service

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ACD Options

41-14-01 Emergency call operation mode (Per ACD Group)

- 0 = Call will route to System supervisor if the Group supervisor is busy
- 1 = Call will not route to System supervisor if the Group supervisor is busy

The supervisor must be logged in and have a emergency key programmed on his/her phone. The agent must also have the emergency key on their phone. The agent presses this key to call the supervisor. If the supervisor presses the key once he is now monitoring the call. If the key is pressed again then the supervisor barges in on the call.

41-14-02 Automatic Wrap up mode (Per ACD group)

- 0 = Agent will only enter wrap up mode if you press the wrap key
- 1 = Agent will be placed in wrap mode after the end of every call

*This only works if you have a WRAP key assigned on your phone (*17)*

41-14-03 ACD Priority for Overflow Calls (Per ACD group)

- 0 = Own groups priority (FIFO)
- 1 = Follow 41-03-03

Determine whether the ACD group should use its own Priority or follow the priority from 41-03-03

41-14-04 Automatic Answer (Per ACD group)

- 0 = OFF
- 1 = ON

Enables/Disables Auto answer for agents with Headsets

41-14-06 Call queuing after 2nd announcement (Per ACD group)

- 0 = Enable
- 1 = Disable (Call Placed back in Queue)

Determine whether an outside caller will hear a final announcement after the second announcements are done or will the call return to Queue.

41-14-07 Automatic OFF duty for SLT's (Per ACD group)

- 0 = If SLT does not answer a ACD call when logged in leave them alone
- 1 = If SLT does not answer a ACD call when logged in put them in OFF Duty Mode Automatically

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41-14-08 ACD OFF Duty Mode per ACD group

0 = Can not receive a Internal Call when in OFF Duty mode

1 = Can receive a internal call when in OFF Duty mode

41-14-09 Automatic Wrap Up End Time per ACD group

0~64800 seconds

This is used if 41-14-02 is set to a 1. This is how long the agent will stay in Wrap mode.

41-14-10 ACD NO Answer skip time per ACD group

Assign the amount of time in seconds (0~64800) the call will ring an available agent before the ACD pulls the call back and sends it to another agent.