

Call Centers ACD

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Overview

Automated Call Distribution

What is an Agent Group?

An agent group, also known as automatic call distribution, is a system that routes incoming calls to a specific group of agents. Before connecting to an agent, callers are placed inside a queue, allowing agents to deal with incoming calls in an orderly fashion without losing other callers to busy signals or unanswered phones. While waiting, callers hear music and pre-recorded announcements. Agent groups can be configured to allow callers to leave a voicemail or announcing status of caller in queue like there are 3 callers in front of you or estimated waiting is 2 min. Agents must log in to the queue to begin receiving calls. When agents have finished for the day or would like to stop receiving calls from the queue, they must log out of the queue. The Web Attendant Console (WAC) is a SIP-based console that provides users with a realtime view of each user's availability. The interface shows whether an extension is available, is busy, or is in DND (do not disturb) mode (). It also shows whether an extension is registered or has call redirection activated. The WAC essentially encapsulates the status of the entire phone system and allows you to easily monitor it. The WAC also allows you to carry

Benefits

- Want to decrease down time to almost zero, Since DaaS has SLA of 99.99%
- Flexible/Scalable/ Secure
- Disaster Recovery
- Lower TCO
- Broad Range of Features
- Centralized on-premises/remote Management/ Monitoring
- Reporting
- Recording
- Extensible

Features

Features	Feature Functionality	Benefit
Display	Name Each agent group can have a distinct name, which will appear on the telephone display when calls come in.	This is useful for identifying which advertised service the call is coming in on, allowing a company to properly answer and track each call.
Overflow assistance	Additional agents or overflow queues can be added to the list of agents	when the queue gets busy and the waiting duration exceeds a programmable duration.
Allow multiple ACD calls on agent –EVEN IF agent is BUSY	<i>This setting allows a caller to be sent directly to an agent even if all agents are busy.</i>	It prevents the caller from sitting there listening to music and gives the agent the opportunity to put their current call on hold and take the new call. This setting should generally not be used
Ring Melody	A special ring melody can be played for each agent group.	Agents can distinguish which agent group is ringing simply by listening to the ring sound.
Highly mobile groups	Calls to the queue can be forked to the agent's cell phone	enabling highly mobile groups (e.g. real estate agents working together in a group on the road) to take advantage of the feature-rich agent group account.
Agents	Agents answer all incoming calls and can be assigned to any agent group.	Agents can be located at the business center or at a remote location.
Jump In and Out	Agents may jump in and out of any group to which they are assigned.	Managers can dynamically adjust to a changing workload by adding or removing agents from groups.
Minimum Number of	Managers can establish a minimum	This ensures that an agent will always

Features	Feature Functionality	Benefit
Agents	number of agents that must remain in a group.	be available and that calls will be answered.
Number of Agents per Stage	It is important to manage call flow and create opportunities within agent groups. This can be accomplished partially by setting the number of agents that receive calls at the same ti	A comfortable balance of waiting and connecting can be achieved with agent groups.
Call Distribution Methods	Calls can be distributed to agents in several ways: Randomly, according to most idle, or according to skill level.	The most knowledgeable agents are used to answer calls first. Agents with fewer skills are held in reserve. As agents develop skills, they can be advanced closer to the front of the group.
Repeat callers	Direct repeat callers to same agent	The system can automatically assign a customer-ID to a caller and add it to the address book, enabling repeat callers to be connected to the same agent.
Email	Email all of activity	Daily email reports summarize the calls for the group. The reports include waiting times, connection times, and the duration of calls on hold, grouped by each agent and in total.
Recovery Time	Each agent is given a period of time to prepare for the next incoming call.	Agents are fully prepared for the next call and present a more professional image to the customer.
Safety net	If no agents is available	When all agents are logged out or are no longer registered, calls can be automatically redirected to a programmable destination.

Features	Feature Functionality	Benefit
Auto Add Callers to Address Book	Callers can be automatically added to the address book.	Returning a person's call is simplified.
Caller Priority	For repeated callers, the system will ring the agent who provided assistance on the last call. If the agent is not available, the caller will be sent to the next available agent.	Callers maintain continuity and a relationship with their sales reps.
Music on Hold Source	To help set the mood for a particular agent group, distinct music can be provided for each agent group.	Callers can hear music that relates to their call (e.g., play classical music for callers looking to buy classical music, and play jazz for those looking to buy jazz, etc.).
Multiple Announcements	Up to ten messages can be delivered to callers waiting inside an agent group.	Callers can hear information on the subject of their call. Additional services or products can be presented.
Programmable Gaps Between Announcements	The amount of time between agent group announcements can be controlled. During this gap time, the caller will hear music.	Attention-getting sequences can be set up.
Agent Group Queue Manager	An agent group manager can be designated for each agent group.	Queue managers can monitor the agent group queues.
Record Agent Group Calls	Each agent in the group can have their calls recorded.	An accurate record of the message is saved. The recording can be reviewed and emailed.
Send Daily Agent Group Reports	Activity reports are delivered nightly to selected email addresses.	Management can review the previous day's information. The report indicates calls received, number of hang-ups, hold times, and which agent answered

Features	Feature Functionality	Benefit
		a call.
Instant messaging	Text application between agents	Queue managers can receive SIP instant messages related to the queue status
SOAP Messages	SOAP is a protocol that allows the system to send messages to third-party software. These messages contain information about the agent group call.	Software can be written to interface with an external service/server.

Live Admin Console/ ACD Client

The Admin Console (AC) is a SIP-based console that provides users with a real time view of each user's availability. The interface shows whether an extension is available, is busy, or is in DND (do not disturb) mode (). It also shows whether an extension is registered or has call redirection activated. The AC essentially encapsulates the status of the entire phone system and allows you to easily monitor it.

Figure 12-6. Summary of Agent Group Queue



Comprehensive Reporting

Queue manager will be able to view important information about the calls, such as whether anyone in the queue navigated outside the queue to connect to other destinations, the length of time each caller spent in the queue, and the length of time the caller spent talking. Information about the agents is also shown in the report (e.g., agents in the queue and number of calls handled by each agent). The queue manager can access the information from the Status tab (user account) and is refreshed every 10 seconds.

Status of the queue:

Show: ☐ Calls ☒ Agents

Agent	Name	Availability	Calls	Duration	(Hold)	Avg Duration	Avg Hold
	Nick Marshall	85%	152	2:17:57	0:01:14	4:32	0:00:58

The report also shows calls that are currently queued as well as information about each call, including source, destination, length of time the call has been in queue, and call state.

Overview:

Number of calls:	12
Calls where user hung up while ringing:	4
Calls where user hung up while waiting:	0
Calls that have been redirected while ringing:	0
Calls that have been redirected while waiting:	0
Calls where callers navigated to other destinations:	0
Total duration spent in IVR:	0:01:44
Total duration ringing:	0:02:10
Total duration talking:	0:41:38
Total duration holding calls:	0:01:32

Activity report of agents:

Agent Name	Availability	Calls	Duration	(Hold)
511 Nick Marshall		0		
513 John Thomas		3	0:24:56	0:00:31
514 George Farid		5	0:16:42	0:01:01

Preventing Lengthy Periods in Ring-back or Queue

Calls That Approach the Head of the Queue This section allows you to establish timeout settings that will determine the length of time a call is kept in queue or ring-back state in a given situation. In this section, you can instruct the system to add additional agents or to redirect a call after the call has been in ring-back for a given length of time. You can also instruct the system to redirect a call once a caller's wait time has passed a certain threshold.

Implementation & Training

Always change is a challenge, new phones, features could be overwhelming, our implementation is done in parallel with your existing system so that employees will be 100% comfortable before the switch over takes place. Training takes place during that parallel time period, which makes the transition much smoother. Take gain of our knowledgeable experts, and let them help you design your call center.

Call Center Implementation Package

- Design session to understand your concern and flow
- Initial ACD Configuration
- Consultation and Implementation of ACD Call Flow including routing policies according to Call Center feature package selected on Sales Order
- Initial implementation of standard reporting packages at Queue level
- Access to on-line Knowledge Base and Product Guides (admin and agent)
- Post Go-Live Health Check, during which the customer's queue and agent performance will be reviewed, opportunities to improve those results will be discussed, and additional optimization techniques will be identified

Additional Services

- Professional voice recording for queue
- Design different algorithm for flow
- Uploading custom announcements, agent/supervisor assignment to queue, and agent assignment to supervisor
- Call center consulting services.

FAQ's

Q: Can Agents work from home or multi locations?

A: Yes. All they need is internet, because our Call Center is hosted in the cloud, calls can be delivered to any location. Even though they can use their Cell phone or a regular analog desk phone to participate in their group, your agents can work from any location.

Q: Are Advanced Features (Recording, Barging, monitoring, whispering, training, Listening Modes) available to Agents who work from home – and when Agents unexpectedly need to work remotely?

A: Yes. With our offerings, the all features are available to all regardless of their locations.

Q: Is Caller ID information preserved when forwarding features are enabled?

A: Yes. This service works for agents who are logged in to specific ACD, even agent can be registered to multi ACD and system will automatically chose right Number ID at the time.

Q: Updates and new features, Will we get new features as they are developed? If so, how much will I be charged?

A: Yes. Without paying anything extra for them.

Q: When you upgrade the system, how much downtime will we experience?

A: None. Because the System runs in multi geographically locations, always is up and available to end user, while being updated to one the locations, our upgrades are performed with no downtime or impact to your organization's call processing.

Q: Could you explain about implementation?

A: To keep implementation easy we set up new system next to existing system, so agents can use both till they feel comfortable, in other hand agents will literally have their old and new phones on their desk so that they can practice on the new system until it is time for the cutover. Always changes are challenge for management perspective this is best practice before it goes live.

Q: Could you explain about training?

A: We provide training through a variety of methods to suit every preferred method of learning, including: in-person, web-based, quick tip-videos, and printable user guides.

Q: Are Advanced Features (Recording, Barging, monitoring, whispering, training and listening Modes) available for employees in our organization who are not part of the Call Center?

A: Yes. Advanced Features are standard features to all users.

Q: Could you explain about greeting messages, how we can change them and how long does it take to be activated?

A: Queue admin and managers can make all the changes on fly, easy as pick up their phone and record a new message, or do professional recording and just loaded to queue via web page, and they will be activated right there, even they can listen to message before make it live. *If you prefer not to have your administrator make the routing changes, you can submit a ticket to have our support representative make the changes for you.*

Q: Is there any live status or live monitoring for whole flow or on specific agent?

A: We offer many web-based portals which can be reached from any web browser, from any location or any different devices like smart phones or projectors as long as you have right user name and password

- Want to decrease down time to almost zero, Since DaaS has SLA of 99.99%
- Wants to control their IT cost
- Wants to extend the life of older PCs / laptops and reduce the frequent PC replacement.
- Has between 5 and 1000+ employees and a distributed workforce.
- Wants to increase security.
- Wants to have proper back up with multi location redundancy
- Employs teleworkers and / or a mobile workforce.
- Requires timely access to resources, data and information regardless of location.
- Wants to reduce the overall costs of supporting their desktop infrastructure and software.
- Has limited IT resources and needs to achieve peak efficiency.