

ACD features page 1 of 1

General

- Auto Attendant routing to a specific queue
- ACD Managed and Hosted by STS empowers you to focus on your core business
- Minimize hardware, software and services investment
- CDR retention and storage
- Remote agent connections through VoIP
- Quickly implemented and easy growth
- Easy to learn and easy to use
- Proven Reliability and Performance
- Customized message while caller is on hold in queue
- Zero out from queue to Voice Mail for message storage and retrieval
- Agent Routing Plans:
 - Skill based call routing (SBR)
 - NPA NXX routing
 - DNIS based routing
 - Direct department calling (DDC)
 - Uniform Call Distribution (UCD)
 - Routing to remote agents

Agent

- Web Based "User Name & Password" secured Login / Logout
- Web Based Agent Information
 - Status within Queue (Idle/Active)
 - Busy – Ready indication
 - Last Call Time and date
 - Number of calls currently in Queue
 - Ability to transfer calls to another queue, 4 digit extension or 10 digit numbers
- Whisper message to agent identifying caller's queue & hold time

Queue Supervisor

- Web Based Graphical User Interface (GUI) for real time reporting
- Agent search
- Listing of Agents
- Listing of agents within a specific queue
- Queue monitoring w/real time displays
- Single click change of agent availability
- Real time call monitoring w/whisper

Customer Defined

- Number of queues
- Number of agents in each queue
- Maximum number of calls holding in queue
- Customer designated call routing
- Customer specified "Zero out" routing destination
- Agent assignment to specific queues or to multiple queues
- Multiple queues assigned to a single IP VPX handset
- Maximum hold time while holding in queue

Reports

- CSV summary reports emailed to customer nightly
- Hourly, Daily, Weekly, & Monthly statistics available
- Agent Productivity
 - Agent Time Clock – Tracking of Agent Login and Logout
 - Agent Production: average time for in/outbound calls,
 - Daily Busy/Ready minutes, Average talk time and time to answer calls.
- Queue History Reporting
 - Number of calls per queue and abandoned calls
 - Hourly queue statistics used to determine staffing requirements & busy hours



AGENT INFO			
Name	Status	Busy Ready	Last Call
John Smith	Idle	Ready	0000-00-00 00:00:00
Logout Ready Busy			
0 Calls currently waiting in Your Queues			

SEARCH QUEUE AGENTS	
Queue Name	<input type="text" value="acd_test"/>
Agent Name	<input type="text" value="Select Value"/>
Status	<input type="text" value="Select Value"/>
Sort by	<input type="text" value="Select Value"/> <input type="text" value="Select Order"/>
Records per page	<input type="text" value="Select Value"/>
<input type="button" value="Search"/>	

SEARCH QUEUE CALLS	
Call Date yyyy-mm-dd	<input type="text"/>
Abandoned	<input type="text" value="Not Abandoned"/>
Agent Name	<input type="text" value="Select Value"/>
Queue name	<input type="text" value="Select Value"/>
Sort by	<input type="text" value="Agent Name"/> <input type="text" value="Ascending"/>
Records per page	<input type="text" value="Select Value"/>
<input type="button" value="Search"/>	