



# Allworx<sup>®</sup> Automatic Call Distribution

## Sophisticated Call Center Solution Made Easy and Affordable

Allworx Automatic Call Distribution is a robust call center solution for Allworx Communication Systems\*, allowing you to distribute queued calls in linear priority, round robin, longest idle and ring all styles – whatever your call center needs! An unlimited number of supervisors can instantly manage the important configurations of each call queue while also tracking an array of statistics on the performance of both individual agents and individual queues.



### Diverse Distribution Methods

Allworx Automatic Call Distribution (ACD) supports three different ACD style call distribution methods, as well as one traditional style call distribution method.

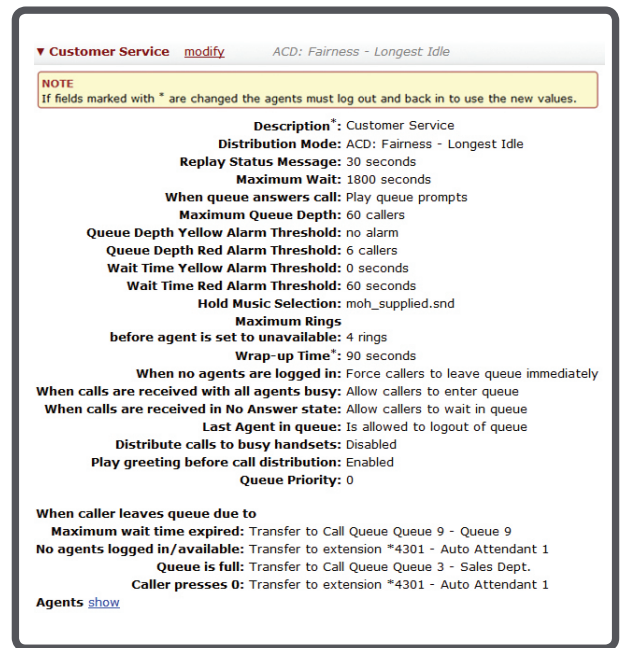
### ACD Distribution Methods

- ✓ **Linear priority** – Distributes calls based on a strict linear ordered priority as determined by the queue administrator. As each call comes in, it is distributed to the first agent on the list who is logged in and available.
- ✓ **Round robin** – Distributes calls in a circular manner to each logged in agent so that the same quantity of calls is distributed to each. If the next agent scheduled to service a call is already busy when their turn comes up, their place on the list will be adjusted downward so that it is the first one attempted for the next available call. This mode is popular for queues which require distributing equal numbers of calls to salespersons.
- ✓ **Longest idle** – Distributes calls in a fashion that assures all logged in agents spend approximately the same amount of time on the phone. This mode is popular for service and support queues where all agents have the same capability set and it is desired that the workload is shared evenly among all agents in the queue.

### Traditional Distribution Method

- ✓ **Ring all** – Rings all stations logged into a queue simultaneously if there are any callers pending in the queue.

\* ACD is supported on 6x, 48x, Allworx Connect™ 530/536, and Connect 731 servers. Call Queuing (Ring All Distribution) is supported on Connect 320/324 servers.



Call Queue/ACD Admin Screen

### Popular Queue Management Features



- Custom greeting for the initial queue entrance.
- Custom periodic status messages while the callers wait in the queue.
- Programmable buttons on the agents' phones for easy visual indicators.
- Supervisor silent monitor, call barging and whisper enabled with a programmable button on the supervisor's phone.
- Queue prioritization for when the agents are working more than one queue.
- Customizable call routes based on various queue conditions (e.g., maximum wait time, full queue, number of callers in a queue).
- Queue Alarm programmable button turns yellow first, and then red after the callers have exceeded a specified wait time and/or a specified number of callers are waiting in the queue.



### 10 Defined Queues with Configurable Depth

- ✓ Allworx® Connect™ 731: Supports up to 60 calls per queue for a maximum of 60 calls across all queues.
- ✓ Allworx Connect 536 & 530: Support up to 30 calls per queue for a maximum of 30 calls across all queues.
- ✓ Ability to limit the number of callers in a queue.

### Agents Can Access and Manage Queues from Multiple Entry Points

#### Programmable Buttons on Allworx IP phones

- ✓ ACD Appearance — programmable button enables agents to log in, log out, or update busy status.

#### Integrated ACD Agent Features in Allworx Interact™ Professional

- ✓ Supervisors and agents can stay on top of the queue stats, including the number of agents logged in, longest wait time, and number of calls in the queue.
- ✓ Agents can log in, log out, or update busy status.

#### Dymanic Management

All queues within the system are overseen by an administrator while each individual queue is managed dynamically by a defined supervisor through a user-friendly software interface. Settings are configurable on a per queue basis. They include, but are not limited to, the following:

- ✓ Choose between three ACD distribution methods, including linear priority, round robin and longest idle, or the traditional ring all distribution method.
- ✓ Assign each queue a descriptive name.
- ✓ Add, remove and sort agents eligible for a queue.
- ✓ Set the interval, in seconds, to wait between status update messages played for callers waiting in a queue.

- ✓ Determine whether a call is routed to another queue, sent to an Auto Attendant, sent to a specific extension, or sent to a specific voicemail box once it reaches the maximum queue wait time.
- ✓ View, export or reset the tracking statistics for each agent associated with each ACD-enabled queue.

#### Standard Call Queue Statistics

Track detailed statistics on the performance of individual agents as well as on each call queue within the system. Statistics can be monitored in real time, after the fact, or exported into Microsoft Excel. This ability to track statistics allows you to identify unique calling trends within your call center and thus better manage your call distribution and tracking.

Allworx View™ ACD software license available for real-time, and in-depth historical reporting.

#### Per Queue Statistics

- Total agent time
- Total call time
- Call efficiency
- Average time to service
- Collection period
- Received
- Serviced
- Abandoned (short)
- Abandoned (long)
- Abandoned (total)
- Exit key pressed
- Timed out
- Call volume
- Total wait time
- Longest answer time
- Maximum calls in queue
- Average hold time before abandoned

#### Per Agent Statistics†

- Average call time
- Serviced calls
- Missed calls
- Total service time
- Average service time
- Average answer time
- Longest answer time
- Total time logged into queue
- Load factor

† Per agent statistics are only available for agents in queues utilizing an ACD distribution method.