

# ACD Administration Procedures



Second Edition  
2542-002

**Pointspan**

**A<sub>A</sub>STRA**





## Revision History

The following represents the revision history of this document:

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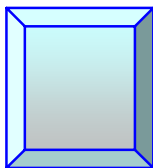


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## About This Publication

This publication provides step-by-step procedures to implement and control the Automatic Call Distribution (ACD) functionality of PointSpan switches, call center networks, and related equipment.

### Audience

This publication supports customers of Aastra Intecom who plan, administer, support, and use ACD on PointSpan switches, call center networks and related equipment.

### Publication Organization

This manual contains the following chapters.

Chapter, Topic	Description
Chapter 1, Implement Automatic Call Distribution	Outlines the process to implement ACD functionality in a PointSpan call center.
Chapter 2, Call Centers	Provides instructions to create a call center configuration in a PointSpan database.
Chapter 3, Call Guides	Describes call guides and references the <i>PointSpan ACD Call Guide User Manual (2545-nnn)</i> for detailed information.
Chapter 4, ACD Pilots	Provides instructions to configure ACD pilots in a PointSpan database.
Chapter 5, Agents and Supervisors	Provides instructions to establish ACD agents and supervisors in a PointSpan database.
Chapter 6, Agent Not Ready	Provides instructions to enable the Agent Not Ready ACD feature.
Chapter 7, Agent Sign-on	Provides instructions to enable the Agent Sign-on ACD feature.
Chapter 8, Agent Station Display	Provides instructions to enable the Agent Station Display ACD capability.
Chapter 9, Agent Statistics	Provides instructions to enable the Agent Statistics ACD feature.
Chapter 10, Agent Unavailable	Provides instructions to enable the Agent Unavailable ACD feature.

<b>Chapter, Topic</b>	<b>Description</b>
Chapter 11, Audible Queue Status	Provides instructions to enable the Audible Queue Status ACD feature.
Chapter 12, Automatic Answer	Provides instructions to enable the Automatic Answer ACD feature.
Chapter 13, Call Alert Option	Provides instructions to enable the Call Alert Option ACD feature.
Chapter 14, Call Deflection	Provides instructions to enable the Call Deflection ACD capability.
Chapter 15, Call Distribution	Provides instructions to enable the Call Distribution ACD capability.
Chapter 16, Call Forward No Answer	Provides instructions to enable the Call Forward No Answer ACD capability.
Chapter 17, Call Guidance	Describes the call guidance ACD capability and refers to the <i>PointSpan ACD Call Guide User Manual (2545-<i>nnn</i>)</i> for procedures.
Chapter 18, Call Recording	Provides instructions to enable the Call Recording ACD feature.
Chapter 19, Call Route Scheduling	Provides instructions to enable the Call Route Scheduling ACD capability.
Chapter 20, Call Waiting Termination	Provides instructions to enable the Call Waiting Termination ACD capability.
Chapter 21, CallNet	Provides instructions to enable the CallNet ACD capability.
Chapter 22, Calls in Queue	Provides instructions to enable the Calls in Queue ACD feature.
Chapter 23, CDR Events for ACD	Provides instructions to enable the CDR Agent Event and CDR Pilot Event capabilities.
Chapter 24, Destination Information Transfer	Provides instructions to enable the Destination Information Transfer ACD capability.
Chapter 25, Digit Collection	Provides instructions to enable the Digit Collection ACD capability.
Chapter 26, Directory Lookup	Provides instructions to enable the Directory Lookup ACD capability.
Chapter 27, Do Not Disturb	Provides instructions to enable the Do Not Disturb ACD feature.
Chapter 28, Feature Control	Provides instructions to enable the Feature Control ACD feature.
Chapter 29, Force	Provides instructions to enable the Force ACD feature.







<b>Chapter, Topic</b>	<b>Description</b>
Chapter 30, Integrated Voice Services	Describes the Integrated Voice Services (IVS) ACD capability and refers to the <i>PointSpan IVC Card Features and Support</i> manual (2489- <i>nnn</i> ) for procedures.
Chapter 31, Intelligent Queuing	Provides instructions to enable the Intelligent Queuing ACD capability.
Chapter 32, Manual Overflow	Provides instructions to enable the Manual Overflow ACD feature.
Chapter 33, Monitoring	Provides instructions to enable the Monitoring ACD feature.
Chapter 34, Music	Provides instructions to enable the Music ACD capability.
Chapter 35, Network Numbering Plan Support	Provides instructions to enable the Network Numbering Plan Support ACD capability.
Chapter 36, Night Service	Provides instructions to enable the Night Service ACD feature.
Chapter 37, OAI Associated Member	Provides instructions to enable the OAI Associated Member ACD capability.
Chapter 38, Originator Billing	Provides instructions to enable the Originator Billing ACD capability.
Chapter 39, Overflow	Provides instructions to enable the Overflow ACD capability.
Chapter 40, Play IVS Phrase	Provides instructions to enable the Play IVS Phrase ACD feature.
Chapter 41, Queue Depth	Provides instructions to enable the Queue Depth ACD feature.
Chapter 42, Reassignment	Provides instructions to enable the Reassignment ACD feature.
Chapter 43, Report Generation	Describes all of the ACD reports. Provides instructions to generate reports and clear ACD statistical data from the database.
Chapter 44, Short Abandon Time	Provides instructions to enable the Short Abandon Time ACD capability.
Chapter 45, Status Monitoring	Provides instructions to use the Status Monitoring ACD feature.
Chapter 46, Whisper Messaging	Provides instructions to enable the Whisper Messaging ACD capability.
Chapter 47, Work	Provides instructions to enable the Work ACD feature.

Chapter, Topic	Description
Chapter 48, Wrap-up	Provides instructions to enable the Wrap-up ACD feature.

## Conventions Used In This Publication

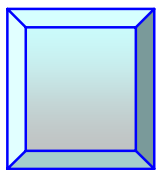
This manual uses the following document conventions to help you identify different types of information.

Convention	Description	Example
Angle brackets < >	Key names Keys to press	Press <Enter> to accept the default value.
<b>Bold text</b>	Characters to enter when referenced in a procedure	In the example, select the DTMF group type.
<i>(Italics)</i>	Explanatory text within a command sample	<i>(Building Ports)</i>
Courier	Example of output that a system displays	Enter Password (and Username)
Horizontal Ellipses	Horizontal line omissions in a command sequence	...
Vertical Ellipses	Vertical line omissions in a command sequence	. . . . . .
<b>Note</b>	Provides supplemental information.	<b>Note</b>  The prompt may not display if ...
 <b>Caution!</b>	Provides information to help you avoid possible damage to hardware or a system crash (without data loss).	 <b>Caution!</b>  Use case sensitive commands to keep from destroying...
 <b>Warning!</b>	Provides information to ensure that you avoid danger, death, or permanent damage to a system.	 <b>Warning!</b>  DO NOT touch exposed wires.
Action column	In a step/action/result table, contains an instruction.	Type <b>SPAR</b> .



Publication Number	Title	Description
	Reference manual	available through an administrative console to access and control the database of a PointSpan system.
2541- <i>nnn</i>	Automatic Call Distribution (ACD) System Description	Provides general information on ACD. Explains what ACD is and what it does. It describes all ACD components and capabilities at a broad level.
2545- <i>nnn</i>	ACD Call Guide User Manual	Defines the role of call guides in ACD. It also explains the functions of call guide commands, lists call guide design principles, and provides procedures to develop call guides.
Various	Quick reference and user guides for phones: <ul style="list-style-type: none"> <li>• ITE-760</li> <li>• ITE-780</li> <li>• ITE-30SD</li> <li>• ITE-12SD</li> <li>• ITE Agent Phone</li> </ul>	Provide instructions for using the many phones and stations available with PointSpan.





# Chapter 1

## Implement Automatic Call Distribution

---

Automatic Call Distribution (ACD) is a feature of telecommunications systems that identifies and redirects incoming calls based on each call's type and other properties.

On PointSpan systems, ACD supports call centers. A call center is an environment in which groups of agents handle inbound and outbound calls. For example, many organizations use call centers to provide technical support or other information to customers. Other call centers help organizations process sales orders. Call centers provide many different functions and purposes. However, a core goal of any call center, regardless of its primary function, is to handle large call volumes efficiently. ACD is a core feature that greatly increases the efficiency of call centers by processing inbound or outbound calls and redirecting the calls to appropriate agents or agent groups.

For more information, see the PointSpan *Automatic Call Distribution (ACD) System Description* manual (2541-*nnn*).

### Implement ACD

The process to implement ACD involves the following stages. Many of these ACD implementation stages are interdependent. Activities in one stage may require parameters that you define in one or more other stages. However, the system almost always allows you to modify your ACD configuration to include such parameters later, when they are available. Although this process establishes a basic order for activities, the order is typically not critical.

Stage	Description
1.	Develop a master ACD design plan. Refer to and apply your ACD design plan throughout all of the other stages of implementation.
2.	Create a call center configuration.
3.	Develop call guides for use in the ACD pilots that will support your call center or contact center. For complete details, see the PointSpan <i>ACD Call Guide User Manual</i> (2545- <i>nnn</i> ).
4.	Configure the ACD pilots required to support your call center or contact center. Assign one supervisor to each agent group pilot.
5.	Establish all ACD agents and supervisors. Assign each agent to a primary (home) ACD pilot.
6.	As appropriate, configure and control ACD features.

## ACD Design Principles

To implement ACD, you need to understand what ACD is, and what it does. You must be familiar with the components and capabilities of ACD at a broad level. See the *Automatic Call Distribution (ACD) System Description* manual (2541-*nnn*) for a general overview of ACD.

Implementing ACD also requires Administrative Console commands to configure and control the many ACD parameters in a PointSpan switch database. See "Administrative Console Control for ACD" and the many ACD procedures to implement and maintain ACD capabilities.

However, fundamental knowledge of ACD and Administrative Console commands is not enough. You also need to understand and apply principles of effective call center design.

### Principles

The following are important principles of ACD design and implementation:

- Analyze your center's call management requirements. What is the primary goal of your call center? Who will call the center and what will they want? Will the center handle different types of calls or only one call type? How many calls do you anticipate at different times of day, days of the week, or days of the year? Your answers are your foundation for call center and ACD design.

Develop a written description of these requirements. Maintain this description as a historical document, part of your organization's critical knowledge management. Consider applying an industry-standard process for requirements gathering and analysis. Many reputable organizations offer general guidelines as well as formal programs in these areas.

- Based on your organization's written description of call center requirements, develop a master ACD design plan. This plan lists all of the steering and agent group pilots that support the center. It details all of the parameters for each pilot. It includes all call guide plans; see "Call Guide Design Principles" in the *PointSpan ACD Call Guide User Manual* (2545-*nnn*) for details. Maintain your ACD design plan as a historical document.

Your master ACD design plan should list all of the ACD capabilities that your call center will apply and describe how each capability will work. Essentially, it should capture *all* of the ACD planning information for the call center and reflect applicable ACD design principles.

- Determine the following call center information:
  - Call center number
  - Call center title
  - Time zone and daylight saving identifiers
  - The number of supervisors needed to support the call center
  - The number of agents needed to handle ACD calls
  - The steering and agent group pilots needed to handle ACD calls

- The ACD capabilities needed to support the call center.
- The features supervisors need to support the call center.
- The features agents need to handle ACD calls effectively.
- Based on your ACD design plan, set as many of the ACD-related parameters at the same time. The User Group, Class of Service, ACD Pilot, Agent Identification, and Station (FONE and Line) parameters control most of the ACD capabilities. Although changing parameter settings is always possible later, some changes impact operations in real-time, and some (such as changing button template assignments) require deleting and rebuilding stations. Use your comprehensive design plan to eliminate or at least reduce the time you spend repeating administrative tasks.
- Decide whether to capture call center statistics based on agent identification numbers (Agent IDs) or directory numbers (DIRNs). An ID-based call center tracks specific agent activity clearly, even if agents use different stations or directory numbers, and even if they work in more than one ACD pilot. A DIRN-based call center can be easier to maintain for centers where each agent uses only one directory number and works in only one ACD pilot.
- Determine how to use ACD reports to manage aspects of your call center:
  - Resource allocation
  - Training and development
  - ACD pilot performance
  - Agent performance
  - Customer satisfaction and quality
  - Service level requirements and regulations
- Maintain clear distinctions between steering pilots (those with one or more call guides) and agent group pilots (those to which agents are assigned).

### Note

The Centergy Reporting applications handle separate statistics for call types (pilots with call guides) and agent groups (pilots with agents). Any pilot with both a call guide and agents can cause confusing statistical data in Centergy.

- Try to associate pilot numbers with agent numbers in agent group pilots. For example, if your pilot number is 7000, consider using directory numbers from 7001 to 7999 for associated agents. When creating pilot numbers, consider skipping by common multiples, if possible (for example, create pilot numbers 7000, 7050, 7100, 7150, 7200, and so on). Select a common multiple (for example 50 or 100) based on the total number of pilots for the center and the number of agents for each pilot. Call centers with many pilots need smaller multiples. Pilots with many agents need larger multiples. Your design plan can help you balance the number of ACD pilots and the size of ACD pilots.
- Limit the number of ACD lines on each agent's station. Although a station with multiple lines can allow an agent to serve more than one pilot at a time, the system supports more practical alternatives. Consider using phantom pilots, pilots with

unpublished numbers that call guides contain exclusively as overflow pilots. See "Overflow" for details.

- If possible, implement sophisticated call center management software to support operations.

## Administrative Console Control for ACD

System and station parameters in a PointSpan switch database determine the ACD functionality for that system. An Administrative Console (also called a *Man Machine Interface*) provides direct control over the many ACD parameters in a switch database and provides access to ACD statistical records. An administrative console can:

- Create, modify, and delete ACD pilots
- Create, modify, and delete call guides
- Define Call Route Scheduling
- Assign call guides to pilots
- Assign agents to pilots
- Determine feature access for agents and supervisors
- Manage ACD reports

Table 1 lists each administrative console command that controls or affects ACD functions and describes the command's role in ACD.

**Table 1. Administrative Console ACD Commands**

Command	Role in ACD
<p><b>ACD Command</b> SELECT COMMAND =&gt; ACD</p>	<p>The primary Automatic Call Distribution command creates, modifies, and deletes ACD pilots. The ACD command can:</p> <ul style="list-style-type: none"> <li>• Select a call distribution method for a pilot</li> <li>• Define call deflection for a pilot</li> <li>• Select a call alerting option for a pilot</li> <li>• Determine how a pilot handles calls in queue</li> <li>• Define work and wrap capabilities for a pilot</li> <li>• Enable the Agent Unavailable feature for a pilot</li> <li>• Assign up to four call guides and one night call guide to a pilot</li> <li>• Assign a supervisor to an ACD pilot</li> <li>• Enable Dynamic Agent Sign-on for a pilot</li> <li>• Define other core ACD functions for a pilot</li> </ul>
<p><b>ACDC Command</b> SELECT COMMAND =&gt; ACDC</p>	<p>The ACD Call Guide command creates, modifies, and otherwise controls call guides and digit collection templates.</p>



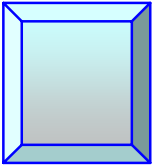
Command	Role in ACD
<b>ACDR Command</b> SELECT COMMAND => ACDR	The ACD Reports command generates and displays ACD reports. It also clears the statistics that ACD reports include.
<b>AGID Command</b> SELECT COMMAND => AGID	The Agent Identification command assigns ID numbers and passwords to ACD agents. The system uses Agent IDs to gather statistical information on each agent and to allow agents to sign on to agent group pilots. The AGID command can: <ul style="list-style-type: none"> <li>• Specify that an agent can manually sign on without a password</li> <li>• Define a required password for an agent to manually sign on</li> <li>• Activate Dynamic Agent Sign-on for an agent</li> <li>• Activate Roaming Agent for an agent</li> <li>• Define other core ACD functions for an agent</li> </ul>
<b>AMSG Command</b> SELECT COMMAND => AMSG	The Annunciator Messages command creates or identifies annunciator messages for inclusion (by number) in a call guide.
<b>BTNS Command</b> SELECT COMMAND => BTNS	The Buttons command creates, modifies, and otherwise controls button templates. A button template assigns features and line select buttons for appropriate ACD stations.
<b>CARD Command</b> SELECT COMMAND => CARD	The Card command creates, modifies, and otherwise controls card configurations. The CARD command can configure Integrated Voice Controller (IVC) devices (the ports on IVC cards) to support Integrated Voice Services (IVS).
<b>CLCN Command</b> SELECT COMMAND => CLCN	The Call Center command defines core information for a call center, such as name, location, time zone, and pilot member type. The pilot member type defines whether the system identifies agents in the call center by directory number (DIRN) or agent identification number (Agent ID). It determines whether the call center is "DIRN-based" or "ID-based."
<b>CLOS Command</b> SELECT COMMAND => CLOS	The Class of Service command defines sets of privileges and features that meet the varying needs of different kinds of users. Many Class of Service parameters pertain directly and exclusively to ACD.

Command	Role in ACD
<p><b>DIRN Command</b> SELECT COMMAND =&gt; DIRN</p>	<p>The Directory Number command creates, modifies, and otherwise controls directory numbers. The DIRN command can:</p> <ul style="list-style-type: none"> <li>• Display blocks of yet unassigned numbers in the database for assignment to ACD pilots</li> <li>• Create a feature DIRN that supports the Play IVS Phrase feature for stations without feature buttons</li> </ul>
<p><b>DRUP Command</b> SELECT COMMAND =&gt; DRUP</p>	<p>The Directory Lookup command creates tables of data for the system's Name and Number Directory.</p> <p>The DRUP command can add information for an ACD pilot to this directory.</p>
<p><b>FONE Command</b> SELECT COMMAND =&gt; FONE</p>	<p>The FONE command builds or deletes phones. The FONE command can:</p> <ul style="list-style-type: none"> <li>• Define whether a station supports ACD</li> <li>• Create stations and directory numbers for ACD agents and supervisors</li> <li>• Define whether an ACD station is an agent line or a supervisor line</li> <li>• Assign a Class of Service, directory number, and, button template to a specific port</li> <li>• Add agent lines to a supervisor station</li> <li>• Display the pilot in which a supervisor station port is defined</li> <li>• Define other core ACD functions for a station</li> </ul> <p>The FONE command can also associate a Monitor Control List and a supervisor station.</p>
<p><b>GRPS Command</b> SELECT COMMAND =&gt; GRPS</p>	<p>The Groups command controls, modifies, and otherwise controls group information. The GRPS command can:</p> <ul style="list-style-type: none"> <li>• Display unassigned group numbers that are available for assignment to an ACD pilot</li> <li>• Display the group numbers assigned to an annunciator group (important during call guide creation)</li> <li>• Create and modify IVS groups</li> <li>• Assign a whisper message for all calls from a specific trunk group</li> </ul>
<p><b>IVS Command</b> SELECT COMMAND =&gt; IVS</p>	<p>The Integrated Voice Services command creates, modifies, and otherwise controls IVS phrase groups.</p>

Command	Role in ACD
<p><b>LINE Command</b> SELECT COMMAND =&gt; LINE</p>	<p>The Line command assigns directory numbers to voice lines. The Line command can:</p> <ul style="list-style-type: none"> <li>• Modify some of the parameters of an existing station</li> <li>• Convert a standard voice line to an ACD agent line</li> <li>• Enable or disable the automatic sign-on feature</li> <li>• Configure a line to support the Play IVS Phrase feature</li> </ul>
<p><b>MNTR Command</b> SELECT COMMAND =&gt; MNTR</p>	<p>The Monitor command creates a Monitor Control List (MCL). An MCL defines which monitoring types are available for reselection and which agents a supervisor can monitor for each monitoring type.</p>
<p><b>NFIT Command</b> SELECT COMMAND =&gt; NFIT</p>	<p>The Numeric Feature Interpret Table command The NFIT command can:</p> <ul style="list-style-type: none"> <li>• Establish a two-digit code that removes a roaming agent line</li> <li>• Create a numeric feature code that supports the Play IVS Phrase feature for stations without feature buttons</li> </ul>
<p><b>PDT Command</b> SELECT COMMAND =&gt; PDT</p>	<p>The Prefix Digit Table command creates, modifies, and otherwise controls PDT parameters. The PDT command can:</p> <ul style="list-style-type: none"> <li>• Create a PDT that supports the Intelligent Queuing feature</li> <li>• Create a PDT that supports the Whisper Messaging feature</li> </ul>
<p><b>SDGP Command</b> SELECT COMMAND =&gt; SDGP</p>	<p>The Satellite Directory Group (SDGP) command displays, prints, and updates SDGPs. (The DIRN command creates them.)</p> <p>The SDGP command can modify an SDGP to support CallNet steps in call guides. See "CallNet" for details.</p>
<p><b>SPAR Command</b> SELECT COMMAND =&gt; SPAR</p>	<p>The System Parameters command configures, modifies, and otherwise controls system parameters, features, resources, and switching partitions. The SPAR command can:</p> <ul style="list-style-type: none"> <li>• Enable the system to update estimated time until answer for calls in queue</li> <li>• Verify that the switch has enabled IVS</li> <li>• Set the time boundary for the system's generation of ACD CDR event records</li> </ul>

Command	Role in ACD
<p><b>TEAM Command</b> SELECT COMMAND =&gt; TEAM</p>	<p>The Team command creates a team of agents that an MCL can assign to a supervisor for monitoring.</p>
<p><b>UGRP Command</b> SELECT COMMAND =&gt; UGRP</p>	<p>The User Group command controls user group parameters. The UGRP command can:</p> <ul style="list-style-type: none"> <li>• Control Dynamic Agent Sign-on</li> <li>• Support manual removal of a roaming agent line; see "Modify a User Group for Manual Removal of Roaming Agent Line."</li> <li>• Associate a call center configuration with an appropriate user group</li> <li>• Assign a whisper message for calls to a user group that supports Dialed Number Identification System (DNIS) definitions</li> <li>• Set the Whisper Device Wait (WDW) time, a delay before the system connects a call to allow a whisper device source to become available</li> <li>• Select the statistics that the Agent Statistics feature displays and define the format for those statistics</li> </ul>
<p><b>UTIL Command</b> SELECT COMMAND =&gt; UTIL</p>	<p>The Utilities command can build an Open Application Interface (OAI) channel to support the IVS Phrase Manager™ utility.</p>





# Chapter 2 Call Centers

A call center is an environment in which groups of agents handle inbound and outbound calls. For example, many organizations use call centers to provide technical support or other information to customers. Other call centers help organizations process sales orders. Call centers provide many different functions and purposes. Some call centers, called contact centers, handle many types of communication traffic, including email and internet traffic as well as telephone communications.

## Create a Call Center Configuration

Use this procedure to save core information for a call center, such as name, location, and time zone, in a PointSpan switch database.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>CLCN</b> (Call Center).	The console displays: SELECT COMMAND => CLCN SELECT MODE: DISPLAY, PRINT, UPDATE, TITLES... =>
2.	Type <b>U</b> .	The console displays: UPDT MODE: C-Create, M-Modify, D-Delete, P-Copy... =>
3.	Type <b>C</b> .	The console displays: Call Center #: or ?... =>
4.	Respond appropriately at this and subsequent prompts. See "Call Center Parameters" for descriptions of the parameters and their valid values.	After you respond to all of the prompts for call center parameters, the console displays complete details for the call center, followed by: DOES UPDATE VERIFY?
5.	Type <b>Y</b> to save the new call center configuration in the database.	

## Modify a Call Center Configuration

Use this procedure to change core information for a call center, such as name, location, and time zone, in a PointSpan switch database.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>CLCN</b> (Call Center).	The console displays: SELECT COMMAND => CLCN SELECT MODE: DISPLAY, PRINT, UPDATE, TITLES... =>
2.	Type <b>U</b> .	The console displays: UPDT MODE: C-Create, M-Modify, D-Delete, P-Copy... =>
3.	Type <b>M</b> .	The console displays: Call Center #: or ?... =>
4.	Type the number of an existing call center in the switch database.	The console displays: Specify CLCN Field to Modify or - or ?... =>
5.	Type an appropriate code for the call center parameter to change. (For example, type <b>NID</b> to change the length of agent IDs for the center.)  See "Call Center Parameters" for detailed descriptions of the call center parameters and their valid values.	The console displays: Specify CLCN Field to Modify or - or ?... =>
6.	Repeat step 5 for each call center parameter you need to change. When you are done, press the <Enter> key.	The console displays complete details for the call center, followed by: DOES UPDATE VERIFY?
7.	Type <b>Y</b> to save the changes to the call center configuration.	

## Call Center Parameters

A set of PointSpan database parameters define a call center, determining its name, location, and other core properties.

Table 2 presents the call center parameters in alphabetical order. It also shows the system console's three-letter abbreviation for each parameter, for use when you change existing call center parameters.

**Table 2. Call Center Parameters**

Call Center Parameter	Description														
Agent ID Length (NID)	Determines the length of agent identification numbers, up to 12 alphanumeric characters.														
Call Center Number	Identifies (by number) the call center configuration within the database. Valid values are <b>1</b> to <b>1000</b> .														
Daylight Savings Time Type (DST)	<p data-bbox="824 510 1450 573">Determines how the system applies daylight savings time for the call center.</p> <table border="1" data-bbox="824 596 1450 961"> <thead> <tr> <th data-bbox="824 596 1024 651">Value</th> <th data-bbox="1024 596 1450 651">Daylight Saving Type</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 651 1024 705">NON</td> <td data-bbox="1024 651 1450 705">None</td> </tr> <tr> <td data-bbox="824 705 1024 760">AUS</td> <td data-bbox="1024 705 1450 760">Australian</td> </tr> <tr> <td data-bbox="824 760 1024 814">CE</td> <td data-bbox="1024 760 1450 814">Central European</td> </tr> <tr> <td data-bbox="824 814 1024 869">EE</td> <td data-bbox="1024 814 1450 869">Eastern European</td> </tr> <tr> <td data-bbox="824 869 1024 924">WE</td> <td data-bbox="1024 869 1450 924">Western European</td> </tr> <tr> <td data-bbox="824 924 1024 961">USA</td> <td data-bbox="1024 924 1450 961">American</td> </tr> </tbody> </table>	Value	Daylight Saving Type	NON	None	AUS	Australian	CE	Central European	EE	Eastern European	WE	Western European	USA	American
Value	Daylight Saving Type														
NON	None														
AUS	Australian														
CE	Central European														
EE	Eastern European														
WE	Western European														
USA	American														
Pilot Member Type (PMT)	Specifies, for statistics and reporting, whether the system identifies agents in the call center by directory number (DIRN) or agent identification number (Agent ID). Valid values are <b>D</b> (DIRN) and <b>I</b> (Agent ID). This parameter determines whether the call center is "DIRN-based" or "ID-based."														

Call Center Parameter	Description						
Team Administration Method (TAM)	<p>Determines whether the standard Administrative Console or an external application, connected to the switch across an Open Application Interface (OAI) channel, controls the agent teams in the call center.</p> <table border="1" data-bbox="824 415 1446 606"> <thead> <tr> <th data-bbox="824 415 1024 468">Value</th> <th data-bbox="1024 415 1446 468">Team Administration Method</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 468 1024 554">M</td> <td data-bbox="1024 468 1446 554">Administrative Console (man machine interface)</td> </tr> <tr> <td data-bbox="824 554 1024 606">A</td> <td data-bbox="1024 554 1446 606">External OAI application</td> </tr> </tbody> </table> <p>Example external OAI applications include:</p> <ul style="list-style-type: none"> <li>• Centergy Reporting</li> <li>• Call accounting applications</li> <li>• Integrated voice response (IVR) units</li> <li>• Reader boards</li> <li>• Call recording systems</li> <li>• Predictive dialing applications</li> <li>• Voice mail systems</li> </ul>	Value	Team Administration Method	M	Administrative Console (man machine interface)	A	External OAI application
Value	Team Administration Method						
M	Administrative Console (man machine interface)						
A	External OAI application						
Team Member Type (TMT)	<p>Specifies, for statistics and reporting associated with an external application, whether the system identifies members of a pilot by directory number (DIRN) or agent identification number (Agent ID). Valid values are <b>D</b> (DIRN) and <b>I</b> (Agent ID).</p> <p>This parameter determines whether agent teams on external OAI applications are "DIRN-based" or "ID-based."</p>						
Time Zone (TZN)	Identifies an appropriate time zone for the call center. See "Time Zones" for valid values.						
Title (TTL)	Defines a title of up to 255 characters for the call center.						

Table 3 provides all of the time zones (by identification number) that a PointSpan system supports for call centers.

**Table 3. Time Zones**

Identification Number	Time Zone
1	Eniwetok, Kwajelein
2	Midway, Samoa
3	Hawaii





<b>Identification Number</b>	<b>Time Zone</b>
4	Alaska
5	Pacific Time (U.S. and Canada)
6	Arizona
7	Mountain Time (U.S. and Canada)
8	Central Time (U.S. and Canada)
9	Mexico City, Tegucigalpa
10	Saskatchewan
11	Bogotá, Lima
12	Eastern Time (U.S. and Canada)
13	Indiana (Eastern)
14	Atlantic Time (Canada)
15	Caracas, La Paz
16	Newfoundland
17	Brasilia
18	Buenos Aires, Georgetown
19	Mid-Atlantic
20	Azores, Cape Verde Island
21	Greenwich Mean Time (GMT); Dublin, Edinburgh, London, Lisbon
22	Monrovia, Casablanca
23	Berlin, Stockholm, Rome, Vienna
24	Paris, Madrid, Amsterdam
25	Prague, Warsaw, Budapest
26	Athens, Helsinki, Istanbul
27	Cairo
28	Eastern Europe
29	Hakara, Pretoria
30	Israel
31	Baghdad, Kuwait, Nairobi, Riyadh
32	Moscow, St. Petersburg, Kazan, Volgograd
33	Tehran
34	Abu Dhabi, Muscat, Tbilisi

Identification Number	Time Zone
35	Kabul
36	Islamabad, Karachi, Yekaterinburg, Tashkent
37	Bombay, Calcutta, Madras, New Delhi, Colombo
38	Almaty, Dhaka
39	Bangkok, Jakarta, Hanoi
40	Beijing, Chongqing, Urumqi
41	Hong Kong, Perth, Singapore, Taipei
42	Tokyo, Osaka, Sapporo, Seoul, Yakutsk
43	Adelaide
44	Darwin
45	Brisbane, Melbourne, Sydney
46	Guam, Port Moresby, Vladivostok
47	Hobart
48	Magadan, Solomon Islands, New Caledonia
49	Fiji, Kamchatka, Marshall Island
50	Wellington, Auckland

## Add a Call Center to a User Group

Use this procedure to associate a call center configuration with an appropriate user group.

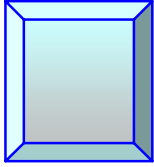
### Note

A call center contains all of the ACD pilots that share the call center's user group.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>UGRP</b> .	The console displays: SELECT COMMAND => UGRP SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES... =>
2.	Type <b>U</b> .	The console displays: UPDATE MODE: C-Create, M-Modify, D-Delete =>

<b>Step</b>	<b>Action</b>	<b>Result</b>
<b>3.</b>	Type <b>M</b> .	The console displays: USER GROUP NUMBER (1-1000) or ?... =>
<b>4.</b>	Type the number for the user group to modify.	The console displays: SELECT SUBCOMMAND or ?... =>
<b>5.</b>	Type <b>UGP</b> .	The console displays: SPECIFY FIELD TO MODIFY or - or ?... =>
<b>6.</b>	Type <b>CNO</b> (Call Center Number).	The console displays: CALL CENTER NUMBER (1-1000)... =>
<b>7.</b>	Type the number of the call center configuration to associate with this user group.	The console displays: SPECIFY FIELD TO MODIFY or - or ?... =>
<b>8.</b>	Press the <Enter> key.	The console displays all the parameters and their values for the user group, followed by: DOES UPDATE VERIFY?
<b>9.</b>	Type <b>Y</b> to save the user group with the new call center association.	





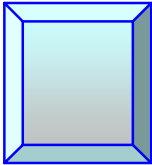
## Chapter 3 Call Guides

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A call guide is a series of instructions similar to a script or program, that specifies how Automatic Call Distribution (ACD) processes calls, including how it routes calls to agents. Each instruction in a call guide is a *step*, each call guide can contain up to 255 steps, and each step contains one of the 32 available call guide commands (core instructions). Each call guide is an autonomous construct that can be assigned to any number of steering pilots.

For details, see the PointSpan *ACD Call Guide User Manual* (2545-*nnn*).





# Chapter 4 ACD Pilots

In a PointSpan switch, a pilot is a set of parameters that define Automatic Call Distribution (ACD) call processing. Each pilot has a unique directory number (DIRN), four or five digits long depending upon the numbering plan of the call center. When an external caller dials the number for a call center (such as a 1-800 number), a central office routes the call to the switch that supports that call center. The switch then translates the dialed number into a pilot DIRN, such as 3000, and routes the call to the pilot. An internal caller can reach a pilot directly by dialing the pilot's DIRN.

An ACD pilot can be one of two types:

- Steering (or call type) pilot
- Agent group pilot

A call center requires at least one steering pilot, a primary pilot that contains one or more call guides. A call guide is a series of instructions similar to a script, that specifies how ACD processes calls. Call guides typically route calls to appropriate agent group pilots, pilots to which one or more agents are assigned. An ACD system typically uses several pilots of both types to provide the complete routing function for a call center.

 **Caution!**

PointSpan switches do not prevent the creation of pilots that are both steering pilots (those with one or more call guides) and agent group pilots (those to which agents are assigned). However, maintaining clear distinctions between steering and agent group pilots can help you implement a well-organized and more easily understood ACD system. In fact, the Centergy Reporting® call center management application specifically handles separate statistics for call types (for pilots with call guides) and agent groups (for pilots with agents). Any pilot with both a call guide and agents can cause confusing statistical data in Centergy Reporting.


## Create an ACD Pilot

Use this procedure to create an ACD pilot.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACD</b> .	The console displays: <pre>SELECT COMMAND =&gt; ACD SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES, CHANGES, ADMIN =&gt;</pre>

Step	Action	Result
2.	Type U.	The console displays: UPDATE MODE: C-Create; M-Modify; D-Delete ... =>
3.	Type C.	The console displays: PILOT DIRECTORY NUMBER or ? ... =>
4.	Type the directory number for the pilot to modify.	The console displays: USER GROUP... =>
5.	Type the number for the user group associated with the pilot.  <b>Note</b>  A pilot is a member of the call center that shares this user group number.	The console displays: SPECIFY GROUP NUMBER =>
6.	To enter a group number, go to step 7. To skip this entry, go to step 9.	
7.	Type the number (from 1 to 4000) for one of the system's unassigned groups.	The console displays: ENTER TITLE... =>
8.	Go to step 10.	
9.	Press <Enter> to skip this entry.	The console displays: ENTER TITLE... =>
10.	Respond appropriately at this and subsequent prompts. See "ACD Pilot Parameters" for descriptions of the parameters and their valid values.  <b>Note</b>  The console does not show prompts for <i>all</i> possible pilot parameters. Rather, it automatically excludes or includes prompts based on your responses.	After you respond to the prompt for a night call guide number, the console displays all of the parameters for the ACD pilot, followed by:  DOES UPDATE VERIFY =>



Step	Action	Result
11.	Type <b>Y</b> to save the ACD pilot.   <b>Caution!</b>  If you type <b>N</b> , the system will not save the pilot. Even if the pilot is not complete or 100% accurate, saving it makes it available for future edits (see "Modify an ACD Pilot"). If you do not save the pilot, you must create it again from the beginning.	

## Modify an ACD Pilot

Use this procedure to change the parameters of an existing ACD pilot.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACD</b> .	The console displays: SELECT COMMAND => ACD  SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES, CHANGES, ADMIN =>
2.	Type <b>U</b> .	The console displays: UPDATE MODE: C-Create; M-Modify; D-Delete ... =>
3.	Type <b>M</b> .	The console displays: PILOT DIRECTORY NUMBER or ? ... =>
4.	Type the directory number for the pilot to modify.	The console displays: USER GROUP... =>
5.	Type the number for the user group associated with the pilot.	The console displays: Specify ACD Field to Modify or - or ?... =>
6.	Type an appropriate code for the ACD parameter to change. (For example, type <b>CRS</b> to change the parameters for Call Route Scheduling). Type <b>?</b> for a list of all of the ACD parameter codes.  Respond appropriately at subsequent prompts.	After you respond to the final prompt for the ACD parameter you change, the console displays:  Specify ACD Field to Modify or - or ?... =>



Step	Action	Result
7.	Repeat step 6 for each ACD parameter you need to change. When you are done, press the <Enter> key.	The console displays all of the parameters for the ACD pilot, followed by: DOES UPDATE VERIFY =>
8.	Type <b>Y</b> to save the new parameters for the ACD pilot.	

## ACD Pilot Parameters

Many PointSpan database parameters define the configuration and functions of an ACD pilot. Your system's software version, hardware, and settings for other parameters determine exactly which ACD pilot parameters are available.

Table 4 presents the ACD pilot parameters in alphabetical order. It also shows the system console's three-letter abbreviation for each parameter.

**Table 4. ACD Pilot Parameters**

ACD Pilot Parameter	Description
ACD Group Password (PSW)	<p>Defines a password to restrict access over a system console to modify the parameters of this pilot. Valid values are any alphanumeric password of up to eight characters or <b>None</b>.</p> <p> <b>Caution!</b></p> <p>Do not use "N" as an abbreviation for "None." This will create a password of "N" for the pilot.</p> <p> <b>Note</b></p> <p>Do not use the star (*) symbol as a password. This control character returns the system console to a previous level in the ACD pilot command hierarchy.</p>
ACD Profile Intervals (API)	<p>Sets the interval, from 1 to 165 seconds, for the following statistical profiles for the pilot:</p> <ul style="list-style-type: none"> <li>• Answered call profile</li> <li>• Abandoned call profile</li> <li>• Overflow call profile</li> <li>• Call queue duration profile</li> </ul> <p>Five second intervals are recommended as a general rule.</p>

ACD Pilot Parameter	Description
<p>ACD Whisper Message Source (AWM)</p>	<p>Defines one of the following as the source for whisper messages for this pilot:</p> <ul style="list-style-type: none"> <li>• Announcement trunk</li> <li>• Broadcast trunk</li> <li>• IVC device</li> </ul> <p>When you select an announcement trunk as a whisper message source, the system prompts you to define the Announcement Trunk Number and Announcement Trunk Prefix Digit Table Number parameters.</p> <p>When you select a broadcast trunk as a whisper message source, the system prompts you to define the Broadcast Trunk Number parameter.</p> <p>When you select an IVC device as a whisper message source, the system prompts you to define the IVS Group Number, IVS Phrase Group, and IVS Phrase Identification Number parameters.</p>
<p>Additional Deflection Destination (DPT)</p>	<p>Identifies a call deflection destination that the system uses as a last resort to handle incoming calls when the pilot has too many calls in queue or any call has been in the queue too long. The associated Longest Queue Duration and Maximum Queue Size parameters determine when the system deflects calls to this additional destination.</p> <p>Valid values include all existing directory numbers in the switch database and N, which deflects calls to a busy tone.</p>

ACD Pilot Parameter	Description						
Agents Incoming Calls Display (MOD)	<p>Controls information that agent stations display. Agent stations can display destination information (the billable number or agent's directory lookup name) for each incoming call. The system uses either the current pilot or a previous pilot to determine this information. Typically, set a primary pilot to display destination information for the current pilot. But you may want overflow pilots to display destination information that identifies the primary pilot from which a call overflows.</p> <table border="1" data-bbox="824 617 1438 911"> <thead> <tr> <th data-bbox="824 617 927 669">Value</th> <th data-bbox="927 617 1438 669">Display Information</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 669 927 789">C</td> <td data-bbox="927 669 1438 789">Agent stations displays destination information for an incoming call based on the current pilot.</td> </tr> <tr> <td data-bbox="824 789 927 911">P</td> <td data-bbox="927 789 1438 911">Agent stations display destination information for an incoming calls based on the previous pilot.</td> </tr> </tbody> </table>	Value	Display Information	C	Agent stations displays destination information for an incoming call based on the current pilot.	P	Agent stations display destination information for an incoming calls based on the previous pilot.
Value	Display Information						
C	Agent stations displays destination information for an incoming call based on the current pilot.						
P	Agent stations display destination information for an incoming calls based on the previous pilot.						
Agent Not Ready Allowed (NRD)	<p>Determines whether the pilot supports the Agent Not Ready feature. Agent Not Ready is similar to the Agent Unavailable feature, but the agent is an external Open Application Interface (OAI) application. The application activates and deactivates the feature. Typically, Agent Not Ready supports an out dialer in a call center. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p>						
Agent Sign-off Mode (AOF)	<p>Determines how the system controls the Automatic Answer feature when an agent signs off.</p> <table border="1" data-bbox="824 1299 1438 1528"> <thead> <tr> <th data-bbox="824 1299 927 1352">Value</th> <th data-bbox="927 1299 1438 1352">Sign-off Mode</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1352 927 1444">S</td> <td data-bbox="927 1352 1438 1444">Automatic answer remains active on a station when an agent signs off.</td> </tr> <tr> <td data-bbox="824 1444 927 1528">T</td> <td data-bbox="927 1444 1438 1528">Automatic answers deactivates on a station when an agent signs off.</td> </tr> </tbody> </table>	Value	Sign-off Mode	S	Automatic answer remains active on a station when an agent signs off.	T	Automatic answers deactivates on a station when an agent signs off.
Value	Sign-off Mode						
S	Automatic answer remains active on a station when an agent signs off.						
T	Automatic answers deactivates on a station when an agent signs off.						



ACD Pilot Parameter	Description										
Agent State After Time Expired	<p>Defines the state that the system will apply for any agent who remains in Work longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 384 1450 543"> <thead> <tr> <th data-bbox="824 384 979 436">Value</th> <th data-bbox="979 384 1450 436">Agent State After Work</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 436 979 489">U</td> <td data-bbox="979 436 1450 489">Agent Unavailable</td> </tr> <tr> <td data-bbox="824 489 979 543">O</td> <td data-bbox="979 489 1450 543">Agent Offline</td> </tr> </tbody> </table> <p>If you select "U" (Agent Unavailable) for this parameter, the system prompts you to define the following additional parameters:</p> <ul style="list-style-type: none"> <li>• Unavailable Reason Code Table</li> <li>• Unavailable Reason Code Number</li> <li>• Time for Agent Unavailable</li> </ul>	Value	Agent State After Work	U	Agent Unavailable	O	Agent Offline				
Value	Agent State After Work										
U	Agent Unavailable										
O	Agent Offline										
Agent Unavailable (AUN)	<p>Determines whether the pilot supports the Agent Unavailable feature. Agent Unavailable allows an agent in the pilot to prevent ACD from routing new calls to their station. It gives agents flexibility in managing their time.</p> <table border="1" data-bbox="824 1024 1450 1556"> <thead> <tr> <th data-bbox="824 1024 1008 1077">Value</th> <th data-bbox="1008 1024 1450 1077">Unavailable Agent Mode</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1077 1008 1161">N (Not allowed)</td> <td data-bbox="1008 1077 1450 1161">The pilot does not support the Agent Unavailable feature.</td> </tr> <tr> <td data-bbox="824 1161 1008 1283">A (Allowed)</td> <td data-bbox="1008 1161 1450 1283">The pilot supports the Agent Unavailable feature and does not require or accept a reason code.</td> </tr> <tr> <td data-bbox="824 1283 1008 1434">O (Optional)</td> <td data-bbox="1008 1283 1450 1434">The pilot supports the Agent Unavailable feature. Although it does not require a reason code, it will accept one.</td> </tr> <tr> <td data-bbox="824 1434 1008 1556">M (Mandatory)</td> <td data-bbox="1008 1434 1450 1556">The pilot supports the Agent Unavailable feature and requires a reason code.</td> </tr> </tbody> </table> <p>When you select either "O" or "M" for this parameter, the system prompts you to define an Unavailable Reason Code Table Number parameter.</p>	Value	Unavailable Agent Mode	N (Not allowed)	The pilot does not support the Agent Unavailable feature.	A (Allowed)	The pilot supports the Agent Unavailable feature and does not require or accept a reason code.	O (Optional)	The pilot supports the Agent Unavailable feature. Although it does not require a reason code, it will accept one.	M (Mandatory)	The pilot supports the Agent Unavailable feature and requires a reason code.
Value	Unavailable Agent Mode										
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O (Optional)	The pilot supports the Agent Unavailable feature. Although it does not require a reason code, it will accept one.										
M (Mandatory)	The pilot supports the Agent Unavailable feature and requires a reason code.										

ACD Pilot Parameter	Description						
Agent Work Allowed (AWR)	<p>Determine whether the pilot supports the Work feature. Work enables an agent in the pilot to manually prevent their station from accepting more ACD calls. It gives agents flexibility in managing their time. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p> <p>When you select "Y" when creating a pilot, the system also prompts you to define the following parameters:</p> <ul style="list-style-type: none"> <li>• Time for Agent Work</li> <li>• Maximum Times Wrap/Work Allowed</li> </ul> <p>You must change these parameters separately when modifying an existing pilot.</p>						
Allow as Dynamic Agent Sign-on Target (DAS)	<p>Determines whether agents from other agent groups can sign onto this pilot dynamically. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p>						
Announcement Trunk Number	<p>Identifies, by number, an announcement trunk as the source of whisper messages for the pilot.</p>						
Announcement Trunk Prefix Digit Table Number	<p>Identifies, by number, an optional Prefix Digit Table (PDT) for the announcement trunk. A value of 0 (zero) indicates that the pilot does not use a PDT.</p>						
Answer Queued Calls When Night Invoked (ACN)	<p>Defines how the system queues calls when a supervisor activates the Night feature.</p> <table border="1" data-bbox="824 1136 1438 1835"> <thead> <tr> <th data-bbox="824 1136 938 1188">Value</th> <th data-bbox="938 1136 1438 1188">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1188 938 1377">Y</td> <td data-bbox="938 1188 1438 1377"> <p>The system maintains all calls that are in queue when a supervisor activates the Night feature. Agents remain on line until they have handled all remaining calls in queue.</p> </td> </tr> <tr> <td data-bbox="824 1377 938 1835">N</td> <td data-bbox="938 1377 1438 1835"> <p>The system forces all agents off-line and processes all calls in queue with the next step in the active call guide. When you set this parameter to "N," the system prompts for the Overflow Queued Calls When Night Invoked parameter.</p> <p><b>Note</b></p> <p>Do not set this parameter to "N" if the call guide does not provide one or more overflow pilots.</p> </td> </tr> </tbody> </table>	Value	Action	Y	<p>The system maintains all calls that are in queue when a supervisor activates the Night feature. Agents remain on line until they have handled all remaining calls in queue.</p>	N	<p>The system forces all agents off-line and processes all calls in queue with the next step in the active call guide. When you set this parameter to "N," the system prompts for the Overflow Queued Calls When Night Invoked parameter.</p> <p><b>Note</b></p> <p>Do not set this parameter to "N" if the call guide does not provide one or more overflow pilots.</p>
Value	Action						
Y	<p>The system maintains all calls that are in queue when a supervisor activates the Night feature. Agents remain on line until they have handled all remaining calls in queue.</p>						
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ACD Pilot Parameter	Description										
<p>Audible Queue Status Feature (AQS)</p>	<p>Determines whether the Audible Queue Status feature is active for the pilot.</p> <p>This feature, associated with the Calls in Queue feature, activates an audible alert (ring-ping) on a supervisor phone when the number of calls in queue exceeds the Queue Lamp Threshold value.</p> <p>A supervisor hears the alert a second time when the number of calls in queue falls below the threshold. Valid values are <b>Y</b> (yes) or <b>N</b> (no).</p>										
<p>Automatic Do Not Disturb When Offline (ADN)</p>	<p>Determines whether the system activates the Do Not Disturb state for an agent when that agent signs off of the pilot. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p> <p>When Do Not Disturb is active, the system forwards all calls to the station to another destination (such as another line or voice mail). The pilot's Ring No Answer Forward Treatment parameter determines the destination. A station in Do Not Disturb state can place outbound calls.</p>										
<p>Broadcast Trunk Number</p>	<p>Identifies, by number, a broadcast trunk as the source of whisper messages for the pilot.</p>										
<p>Call Alerting Type (CAR)</p>	<p>Defines the ring that the system will play on agent stations to notify agents of an incoming call.</p> <table border="1" data-bbox="824 1121 1448 1583"> <thead> <tr> <th data-bbox="824 1121 1052 1178">Option</th> <th data-bbox="1052 1121 1448 1178">Ring Type</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1178 1052 1230">N (no ring)</td> <td data-bbox="1052 1178 1448 1230">The agent line flashes only.</td> </tr> <tr> <td data-bbox="824 1230 1052 1314">R (ring-ping)</td> <td data-bbox="1052 1230 1448 1314">The agent station generates one quick, short ring.</td> </tr> <tr> <td data-bbox="824 1314 1052 1465">F (feature ring)</td> <td data-bbox="1052 1314 1448 1465">The agent station generates groups of three quick rings separated by short periods of silence.</td> </tr> <tr> <td data-bbox="824 1465 1052 1583">S (standard ring)</td> <td data-bbox="1052 1465 1448 1583">The agent station generates single rings separated by short periods of silence.</td> </tr> </tbody> </table>	Option	Ring Type	N (no ring)	The agent line flashes only.	R (ring-ping)	The agent station generates one quick, short ring.	F (feature ring)	The agent station generates groups of three quick rings separated by short periods of silence.	S (standard ring)	The agent station generates single rings separated by short periods of silence.
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S (standard ring)	The agent station generates single rings separated by short periods of silence.										

ACD Pilot Parameter	Description
Call Deflection Criteria	<p>The following set of parameters control the ACD Call Deflection capability for the pilot:</p> <ul style="list-style-type: none"> <li>• Call Deflection Destination (primary)</li> <li>• Longest Queue Duration (to trigger call deflection)</li> <li>• Maximum Queue Size (to trigger call deflection)</li> <li>• Additional Deflection Destination</li> <li>• Longest Queue Duration (to trigger call deflection to additional destination)</li> <li>• Maximum Queue Size (to trigger call deflection to additional destination)</li> </ul> <p>With call deflection, ACD routes calls to a quick conclusion when the pilot has too many calls in queue or any call has been in the queue too long.</p> <p>Call Deflection differs from Overflow, which distributes calls in queue to alternative pilots when none of the agents in a primary pilot are available.</p>
Call Deflection Destination (CDD)	<p>Identifies the specific directory to which call deflection will route a call when the predicted wait time until answer for the call is too long. The associated Longest Queue Duration and Maximum Queue Size parameters determine when the system deflects calls to this destination.</p> <p>Valid values include all existing directory numbers in the switch database and <b>N</b>, which deflects calls to a busy tone.</p>





ACD Pilot Parameter	Description								
Call Distribution Method (CDM)	<p data-bbox="824 260 1430 323">Defines the method ACD uses to routes each call to an idle agent on line.</p> <table border="1" data-bbox="824 348 1430 827"> <thead> <tr> <th data-bbox="833 359 1008 401">Method</th> <th data-bbox="1008 359 1422 401">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="833 411 1008 520">Longest Idle</td> <td data-bbox="1008 411 1422 520">ACD routes each call to the available agent who has been idle the longest.</td> </tr> <tr> <td data-bbox="833 531 1008 674">Ordered (Top Down)</td> <td data-bbox="1008 531 1422 674">ACD routes each call to the available agent with the lowest idle queue priority value (ranging from a low of 1 to a high of 7).</td> </tr> <tr> <td data-bbox="833 684 1008 827">Ordered (Bottom Up)</td> <td data-bbox="1008 684 1422 827">ACD routes each call to the available agent with the highest idle queue priority (ranging from a low of 1 to a high of 7).</td> </tr> </tbody> </table> <p data-bbox="833 873 911 905"><b>Note</b></p> <p data-bbox="824 947 1446 1041">With ordered distribution active, the system will not route calls to agents with an idle queue priority value of 0 (zero).</p> <p data-bbox="824 1062 1406 1192">Valid values are <b>L</b> (longest idle) and <b>O</b> (ordered). When you select "O," the system prompts you to define an Ordered Method parameter (to define either Top-down or Bottom-up).</p>	Method	Description	Longest Idle	ACD routes each call to the available agent who has been idle the longest.	Ordered (Top Down)	ACD routes each call to the available agent with the lowest idle queue priority value (ranging from a low of 1 to a high of 7).	Ordered (Bottom Up)	ACD routes each call to the available agent with the highest idle queue priority (ranging from a low of 1 to a high of 7).
Method	Description								
Longest Idle	ACD routes each call to the available agent who has been idle the longest.								
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Ordered (Bottom Up)	ACD routes each call to the available agent with the highest idle queue priority (ranging from a low of 1 to a high of 7).								
Call Duration Profile Intervals (CDI)	<p data-bbox="824 1215 1430 1278">Sets the interval, from 1 to 165 seconds, for the call duration statistical profile for the pilot.</p> <p data-bbox="824 1299 1333 1331">Five-seconds are recommend as a standard.</p>								
Call Forward No Answer Time (FNR)	<p data-bbox="824 1352 1430 1446">Defines a duration (from 1 to 254 seconds) during which the system will wait before forwarding a call from an agent station that does not answer.</p> <p data-bbox="824 1467 1422 1562">If this parameter is 0 (zero), the system will use the wait time from the associated user group's Call Forward No Answer parameter.</p>								
Call Guide 1 Number (CG1)	<p data-bbox="824 1587 1430 1713">Defines the call guide, by number, that the pilot uses as its first (primary) call guide. The system's number for each call guide is an ACD call guide (ACDC) parameter.</p>								
Call Guide 2 Number (CG2)	<p data-bbox="824 1740 1430 1866">Defines the call guide, by number, that the pilot uses as its second main call guide. This parameter is available only if the pilot enables Call Route Scheduling.</p>								

ACD Pilot Parameter	Description
Call Guide 3 Number (CG3)	Defines the call guide, by number, that the pilot uses as its third main call guide. This parameter is available only if the pilot enables Call Route Scheduling.
Call Guide 4 Number (CG4)	Defines the call guide, by number, that the pilot uses as its fourth main call guide. This parameter is available only if the pilot enables Call Route Scheduling.
Call Waiting Termination Allowed (CWE)	Determines whether the system will route a call to any of the pilot's agent stations when a station is busy with an active ACD call. Valid values are <b>Y</b> (yes) and <b>N</b> (no).
CDR Agent Event Enabled (AGE)	Determines whether the CDR Agent Event feature is active. When active, the CDR Agent Event feature records event information for the each agent in call detail records (CDRs). Valid values are <b>Y</b> (yes) or <b>N</b> (no).
CDR Pilot Event Enabled (PLE)	Determines whether the CDR Pilot Event feature is active. When active, the CDR Pilot Event feature records event information for the entire pilot in call detail records (CDRs). Valid values are <b>Y</b> (yes) or <b>N</b> (no).
Continue Music Until Agent Connects (CTM)	Determines whether the system plays music or a tone to a caller until it connects them to an agent. Valid values are <b>Y</b> (yes) or <b>N</b> (no). When you select <b>Y</b> , the system plays music while a call waits in queue for an agent. When you select <b>N</b> , the system plays ringing while a call waits in queue.

ACD Pilot Parameter	Description								
Destination ID on Exit (DST)	<p>Determines what destination information the system transfers with an exiting call. Subsequent destinations, such as agent stations (for display) and voice mail systems, use this information.</p> <table border="1" data-bbox="824 415 1438 894"> <thead> <tr> <th data-bbox="824 415 928 468">Value</th> <th data-bbox="928 415 1438 468">Destination Information</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 468 928 590">C</td> <td data-bbox="928 468 1438 590">The system transfers destination information for an exiting call based on the current pilot.</td> </tr> <tr> <td data-bbox="824 590 928 779">E</td> <td data-bbox="928 590 1438 779">The system transfers destination information for an exiting call based on a destination number provided by the exiting step (such as a Forward Call or CallNet step) in the active call guide.</td> </tr> <tr> <td data-bbox="824 779 928 894">P</td> <td data-bbox="928 779 1438 894">The system transfers destination information for an exiting call based on the current pilot.</td> </tr> </tbody> </table>	Value	Destination Information	C	The system transfers destination information for an exiting call based on the current pilot.	E	The system transfers destination information for an exiting call based on a destination number provided by the exiting step (such as a Forward Call or CallNet step) in the active call guide.	P	The system transfers destination information for an exiting call based on the current pilot.
Value	Destination Information								
C	The system transfers destination information for an exiting call based on the current pilot.								
E	The system transfers destination information for an exiting call based on a destination number provided by the exiting step (such as a Forward Call or CallNet step) in the active call guide.								
P	The system transfers destination information for an exiting call based on the current pilot.								
Enable CRS Routing (CRS)	<p>Determines whether the system supports Call Route Scheduling (CRS). Valid values are <b>Y</b> (yes) and <b>N</b> (no). If you enable CRS, the system prompts you to define Time of Day (TOD), Day of Week (DOW), and Day of Year (DOY) tables to activate different call guides at different times.</p>								

ACD Pilot Parameter	Description								
<p>Held or Transferred (Held/Xfer) Music Source (MUT)</p>	<p>Defines the source of music for calls to the pilot while being transferred or held.</p> <table border="1" data-bbox="824 348 1450 867"> <thead> <tr> <th data-bbox="824 348 954 401">Value</th> <th data-bbox="954 348 1450 401">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 401 954 489">C</td> <td data-bbox="954 401 1450 489">The user group associated with the caller determines the music source.</td> </tr> <tr> <td data-bbox="824 489 954 577">P</td> <td data-bbox="954 489 1450 577">The user group associated with the pilot determines the music source.</td> </tr> <tr> <td data-bbox="824 577 954 867">Port number</td> <td data-bbox="954 577 1450 867">Identifies a specific port, in the form WWW.X.YY.ZZ, as the music source; WWW is the cabinet number, X is the shelf number, YY is the slot number, and ZZ is the port number. For example, 1.3.9.8 indicates the eighth port of the card in the ninth slot of the third shelf in the first cabinet.</td> </tr> </tbody> </table> <p><b>Note</b></p> <p>The source of music for transferred and held calls can differ from the general source of music for the pilot (set in the Pilot Music Source parameter).</p>	Value	Description	C	The user group associated with the caller determines the music source.	P	The user group associated with the pilot determines the music source.	Port number	Identifies a specific port, in the form WWW.X.YY.ZZ, as the music source; WWW is the cabinet number, X is the shelf number, YY is the slot number, and ZZ is the port number. For example, 1.3.9.8 indicates the eighth port of the card in the ninth slot of the third shelf in the first cabinet.
Value	Description								
C	The user group associated with the caller determines the music source.								
P	The user group associated with the pilot determines the music source.								
Port number	Identifies a specific port, in the form WWW.X.YY.ZZ, as the music source; WWW is the cabinet number, X is the shelf number, YY is the slot number, and ZZ is the port number. For example, 1.3.9.8 indicates the eighth port of the card in the ninth slot of the third shelf in the first cabinet.								
<p>Home NNP Number (HNP)</p>	<p>Identifies one of the system's Network Numbering Plan (NNP) numbers for the pilot. The system's NNP numbers are user group (UGRP) parameters. This parameter supports Inter-exchange Link (IXL) feature transparency with the NNP feature. Valid values are <b>1, 2, 3, or 4</b> (mapping to either HN1, HN2, HN3, or HN4 in the user group parameters).</p>								
<p>Initial ACD Group Mode (NIM)</p>	<p>Defines a default call guide for the pilot after a system initialization. Valid values are <b>A</b> (the active call guide) and <b>N</b> (night call guide). See the following parameters for more information:</p> <ul style="list-style-type: none"> <li>• CG1 (Call Guide 1)</li> <li>• CG2 (Call Guide 2)</li> <li>• CG3 (Call Guide 3)</li> <li>• CG4 (Call Guide 4)</li> <li>• Night Service Call Guide</li> <li>• Call Route Scheduling parameters</li> </ul>								



ACD Pilot Parameter	Description														
<p>Initial Agent Sign-on Mode (ISM)</p>	<p>Defines a default sign-on mode for agents. When an agent first signs on, they will be in this mode until they actively change their state.</p> <table border="1" data-bbox="824 384 1446 884"> <thead> <tr> <th data-bbox="824 384 979 436">Value</th> <th data-bbox="979 384 1446 436">Sign-on Mode</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 436 979 520">ID</td> <td data-bbox="979 436 1446 520">Idle; Automatic Answer remains in previous state</td> </tr> <tr> <td data-bbox="824 520 979 604">WO</td> <td data-bbox="979 520 1446 604">Work; Automatic Answer remains in previous state</td> </tr> <tr> <td data-bbox="824 604 979 657">AI</td> <td data-bbox="979 604 1446 657">Idle; Enables Automatic Answer</td> </tr> <tr> <td data-bbox="824 657 979 709">AW</td> <td data-bbox="979 657 1446 709">Work; Enables Automatic Answer</td> </tr> <tr> <td data-bbox="824 709 979 793">UN</td> <td data-bbox="979 709 1446 793">Agent Unavailable; Automatic Answer remains in previous state</td> </tr> <tr> <td data-bbox="824 793 979 884">AU</td> <td data-bbox="979 793 1446 884">Agent Unavailable; Enables Automatic Answer</td> </tr> </tbody> </table> <p>When you define Agent Unavailable as the sign-on mode, the system prompts you to define the following pilot parameters:</p> <ul style="list-style-type: none"> <li>• Unavailable Reason Code Table</li> <li>• Unavailable Reason Code Number</li> </ul>	Value	Sign-on Mode	ID	Idle; Automatic Answer remains in previous state	WO	Work; Automatic Answer remains in previous state	AI	Idle; Enables Automatic Answer	AW	Work; Enables Automatic Answer	UN	Agent Unavailable; Automatic Answer remains in previous state	AU	Agent Unavailable; Enables Automatic Answer
Value	Sign-on Mode														
ID	Idle; Automatic Answer remains in previous state														
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UN	Agent Unavailable; Automatic Answer remains in previous state														
AU	Agent Unavailable; Enables Automatic Answer														
<p>Intelligent Queuing Incalculable Queue Passage Rate Default</p>	<p>Assigns a default queue passage rate (from 1 to 3600000) that the system uses when it lacks data to perform a valid calculation. The value indicates a number of calls per hour. This parameter is not available when the Intelligent Queuing Sample Interval is "N."</p>														
<p>Intelligent Queuing Moving Average Maximum Sample Count</p>	<p>Defines the maximum number of calls that leave the queue (from 1 to 255) that the system uses to calculate the queue passage rate for the pilot. The calculation includes the most recent calls, up to the value of this parameter. It is not available when the Intelligent Queuing Sample Interval is "N."</p>														
<p>Intelligent Queuing Moving Average Minimum Sample Count</p>	<p>Defines the minimum number of calls that leave the queue (from 1 to 255) that the system uses to calculate the queue passage rate for the pilot. The system will not perform the calculation until at least this many calls have left the queue. It is not available when the Intelligent Queuing Sample Interval is "N."</p>														

ACD Pilot Parameter	Description
Intelligent Queuing Oldest Sample Allowed	Defines the maximum length of time, from 1 to 4294967295 seconds, that a sample is still valid for queue passage rate calculations. The calculation does not include any calls that left the queue longer ago than this value. It is not available when the Intelligent Queuing Sample Interval is "N."
Intelligent Queuing Queue Passage Rate Default	Assigns a default queue passage rate (from 1 to 3600000) that the system uses when the calculation results in "infinite," which occurs if the time interval is 0 (zero). The value indicates a number of calls per hour. This parameter is not available when the Intelligent Queuing Sample Interval is "N."
Intelligent Queuing Sample Interval (QSI)	<p>Sets an interval from 1 to 255 seconds that the system uses to calculate queue passage rate for the Intelligent Queuing feature. The queue passage rate is the number of calls that leave the pilot's queue (for any reason), extrapolated over a 1 hour period.</p> <p>Set this parameter to N if your system does not use Intelligent Queuing. If you set this parameter to any value from 1 to 255, the system prompts you for the following Intelligent Queuing parameters:</p> <ul style="list-style-type: none"> <li>• Intelligent Queuing Moving Average Maximum Sample Count</li> <li>• Intelligent Queuing Moving Average Minimum Sample Count</li> <li>• Intelligent Queuing Oldest Sample Allowed</li> <li>• Intelligent Queuing Queue Passage Rate Default</li> <li>• Intelligent Queuing Incalculable Queue Passage Rate Default</li> </ul>
IVS Group Number	Identifies, by number, the IVS Group that is associated with the whisper message for this pilot
IVS Phrase Group	Identifies, by number, the IVS Phrase Group that is associated with the whisper message for this pilot.
IVS Phrase Identification Number	Identifies, by phrase number, the specific whisper message for this pilot.
Longest Queue Duration (to trigger call deflection) (LQD)	Defines a duration of up to 30 minutes, in the form MM:SS (MM = minutes, SS = seconds). When any call remains in this pilot's queue for this duration, the system deflects calls to the deflection destination.
Longest Queue Duration (to trigger deflection to additional destination) (LQD)	Defines a duration up to 30 minutes, in the form MM:SS (MM = minutes, SS = seconds). When any call remains in this pilot's queue for this duration, the system deflects calls to the additional destination.

ACD Pilot Parameter	Description
Maximum Queue Size (to trigger call deflection) (QMX)	Defines a maximum number of calls (from 1 to 255) for this pilot's queue. When the number of calls in queue exceeds this value, the system deflects calls to the deflection destination.
Maximum Queue Size (to trigger deflection to additional destination) (QMX)	Defines a maximum number of calls (from 1 to 255) for this pilot's queue. When the number of calls in queue exceeds this value, the system deflects calls to the additional destination.
Maximum Times Wrap/Work Allowed (WPM)	Defines the maximum number of consecutive times that an agent can activate Work. The system resets the Wrap/Work count for an agent whenever they answer an incoming ACD call. Valid values are <b>1</b> through <b>9</b> and <b>U</b> (unlimited).
Minimum Average Queue Time for ANNG (Speak Annunciator Message) Step (MAQ)	Specifies a duration from 0 to 255 seconds that a call must remain in queue before an annunciator plays a message to a caller. This delay provides a reasonable break between two messages.
Monitor Control List	<p>Selects (by number) a Monitor Control List (MCL) to support the Monitoring Reselect feature. An MCL defines which monitoring types are available for reselection and which agents a supervisor can monitor for each type.</p> <p>Valid control list numbers are 1 to 4000. This parameter is only available when you identify a supervisor port for the pilot.</p>
Night Call Guide Number (NCG)	Defines, by system number, the pilot's night call guide. The system number of each call guide is an ACD call guide (ACDC) parameter.
OAI Application ID	Identifies an external OAI application that this pilot uses. Valid values are 1 to 255. It is only available when the OAI Associated Member parameter is "Y."

ACD Pilot Parameter	Description
OAI Associated Member (OAM)	<p>Determines whether or not the pilot uses an Open Application Interface (OAI) channel as a link to an external application, such as:</p> <ul style="list-style-type: none"> <li>• Centergy Reporting®</li> <li>• A call accounting application</li> <li>• An integrated voice response (IVR) unit</li> <li>• A reader board</li> <li>• A call recording system</li> <li>• A predictive dialing application</li> <li>• A voice mail system</li> </ul> <p>Valid values are <b>Y</b> (yes) or <b>N</b> (no). When you select <b>Y</b>, the system prompts you to define OAI Communication Number and OAI Application ID parameters.</p>
OAI Communication Number	<p>Defines the system's OAI channel that links to an external application. This parameter must match an existing OAI channel. It is only available when the OAI Associated Member parameter is "Y."</p>
Ordered Method	<p>Determines whether an ordered call distribution method is "top-down" or "bottom-up." It is only available when the Call Distribution Method parameter is "O."</p>
Originator Billing (OBL)	<p>Determines whether the system includes the originator as the billable party in a call's Call Detail Record (CDR), even if agents or the system transfer the call to another party. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p>
Overflow Queued Calls When Night Invoked (OCN)	<p>Defines whether the system queues calls to overflow pilots when a supervisor activates the Night feature. Valid values are <b>Y</b> (yes) and <b>N</b> (no). When set to "N," the system prevents overflow even when the active call guide provides overflow pilots.</p>
Permanent Agent Sign-on (PAS)	<p>Determines whether agents for the pilot are signed on permanently. Valid values are <b>Y</b> (yes) and <b>N</b> (no). When this parameter is <b>Y</b>, the only way to sign off an agent on this pilot is to place the port for the agent into maintenance out of service (MOS) mode. The Permanent Agent Sign-on capability is typically available to support external systems, such as IVR, that cannot sign on or off. Such system must remain signed on at all times.</p>



ACD Pilot Parameter	Description								
<p>Pilot Music Source (MUS)</p>	<p>Defines the source of music for the pilot.</p> <table border="1" data-bbox="824 317 1450 869"> <thead> <tr> <th data-bbox="824 317 1000 369">Value</th> <th data-bbox="1000 317 1450 369">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 369 1000 457">C</td> <td data-bbox="1000 369 1450 457">The user group associated with the caller determines the music source.</td> </tr> <tr> <td data-bbox="824 457 1000 543">P</td> <td data-bbox="1000 457 1450 543">The user group associated with the pilot determines the music source.</td> </tr> <tr> <td data-bbox="824 543 1000 869">Port number</td> <td data-bbox="1000 543 1450 869">Identifies a specific port, in the form <i>www.x.yy.zz</i>, as the music source; <i>www</i> is the cabinet number, <i>x</i> is the shelf number, <i>yy</i> is the slot number, and <i>zz</i> is the port number. For example, 1.3.9.8 indicates the eighth port of the card in the ninth slot of the third shelf in the first cabinet.</td> </tr> </tbody> </table> <p><b>Note</b></p> <p>The general source of music for the pilot can differ from the source of music for transferred and held calls (set in the Held/Xfer Music Source parameter).</p>	Value	Description	C	The user group associated with the caller determines the music source.	P	The user group associated with the pilot determines the music source.	Port number	Identifies a specific port, in the form <i>www.x.yy.zz</i> , as the music source; <i>www</i> is the cabinet number, <i>x</i> is the shelf number, <i>yy</i> is the slot number, and <i>zz</i> is the port number. For example, 1.3.9.8 indicates the eighth port of the card in the ninth slot of the third shelf in the first cabinet.
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Port number	Identifies a specific port, in the form <i>www.x.yy.zz</i> , as the music source; <i>www</i> is the cabinet number, <i>x</i> is the shelf number, <i>yy</i> is the slot number, and <i>zz</i> is the port number. For example, 1.3.9.8 indicates the eighth port of the card in the ninth slot of the third shelf in the first cabinet.								
<p>Queue Lamp Threshold (QLT)</p>	<p>Defines a number between 1 and 65535 to support the Calls in Queue feature. When the number of calls in the queue for this pilot exceeds the queue lamp threshold, the queue lamp indicators on agent stations flutter. When the calls in queue are fewer than this threshold, the queue lamp indicators flash slowly. Queue lamp indicators are off when the queue has no calls.</p>								

ACD Pilot Parameter	Description										
Return Agents to Home Group on Sign-off (RAH)	<p>Determines how the system controls agent reassignment when an agent signs off.</p> <table border="1" data-bbox="824 348 1438 957"> <thead> <tr> <th data-bbox="833 359 951 401">Value</th> <th data-bbox="959 359 1430 401">Sign-off Mode</th> </tr> </thead> <tbody> <tr> <td data-bbox="833 411 951 768">Y</td> <td data-bbox="959 411 1430 768"> <p>Automatically returns an agent to the agent's specified home group when an agent signs off.</p> <p>For ID-based call centers, the Home Pilot Number (PLT) associated with an Agent ID defines an agent's home group. For DIRN-based call centers, the Home ACD Pilot Number associated with an agent station defines the home group.</p> </td> </tr> <tr> <td data-bbox="833 779 951 947">N</td> <td data-bbox="959 779 1430 947"> <p>An agent remains in the current active agent group when an agent signs off. If this is not their home pilot, they will not be in their home pilot when they next sign in.</p> </td> </tr> </tbody> </table>	Value	Sign-off Mode	Y	<p>Automatically returns an agent to the agent's specified home group when an agent signs off.</p> <p>For ID-based call centers, the Home Pilot Number (PLT) associated with an Agent ID defines an agent's home group. For DIRN-based call centers, the Home ACD Pilot Number associated with an agent station defines the home group.</p>	N	<p>An agent remains in the current active agent group when an agent signs off. If this is not their home pilot, they will not be in their home pilot when they next sign in.</p>				
Value	Sign-off Mode										
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N	<p>An agent remains in the current active agent group when an agent signs off. If this is not their home pilot, they will not be in their home pilot when they next sign in.</p>										
Ring No Answer Forward Treatment (RNF)	<p>Determines how the system handles calls that an agent in the pilot does not answer.</p> <table border="1" data-bbox="824 1062 1438 1524"> <thead> <tr> <th data-bbox="833 1073 951 1115">Value</th> <th data-bbox="959 1073 1430 1115">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="833 1125 951 1272">C</td> <td data-bbox="959 1125 1430 1272"> <p>The system forwards the call in accordance with the Call Forward No Answer parameter for the involved agent's line.</p> </td> </tr> <tr> <td data-bbox="833 1283 951 1356">L</td> <td data-bbox="959 1283 1430 1356"> <p>The system leaves the agent on line and then re-queues the call.</p> </td> </tr> <tr> <td data-bbox="833 1367 951 1440">R</td> <td data-bbox="959 1367 1430 1440"> <p>The system continues to ring the involved agent's station.</p> </td> </tr> <tr> <td data-bbox="833 1451 951 1524">S</td> <td data-bbox="959 1451 1430 1524"> <p>The system signs the agent off and then re-queues the call.</p> </td> </tr> </tbody> </table>	Value	Description	C	<p>The system forwards the call in accordance with the Call Forward No Answer parameter for the involved agent's line.</p>	L	<p>The system leaves the agent on line and then re-queues the call.</p>	R	<p>The system continues to ring the involved agent's station.</p>	S	<p>The system signs the agent off and then re-queues the call.</p>
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C	<p>The system forwards the call in accordance with the Call Forward No Answer parameter for the involved agent's line.</p>										
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R	<p>The system continues to ring the involved agent's station.</p>										
S	<p>The system signs the agent off and then re-queues the call.</p>										



ACD Pilot Parameter	Description
Short Abandon Time (SAT)	<p>Defines a Short Abandon Time from 2 to 60 seconds for the pilot. The system rounds SAT values up to the nearest even second (for example, the system applies an SAT of 14 seconds if the value of this parameter is 13).</p> <p>The ACD Short Abandon Time capability establishes a minimum time that a call must remain online before the system records it as an abandoned call. It sets a threshold that filters out calls that may be abandoned for reasons that are not related to call center efficiency (such as calls abandoned by callers who realize that they have dialed a wrong number).</p> <p><b>None</b> is a valid value for this parameter, causing the system to record <i>all</i> abandoned calls.</p>
Supervisor Port Number (AST)	<p>Identifies a specific port, in the form <code>www.x.yy.zz</code>, for a supervisor station; <code>www</code> is the cabinet number, <code>x</code> is the shelf number, <code>yy</code> is the slot number, and <code>zz</code> is the port number. For example, 1.3.9.8 indicates the eighth port of the card in the ninth slot of the third shelf in the first cabinet.</p> <p>Defining a supervisor port allows the associated station to use enabled supervisor features, such as Monitoring, Night Service, and Manual Overflow.</p> <p>When you identify a supervisor port, the system prompts you to select a Monitor Control List.</p> <p><b>Note</b></p> <p>A port can be a supervisor port for only one pilot. There can be multiple supervisor ports per pilot.</p> <p>See "ACD Supervisor Features" in the <i>Automatic Call Distribution (ACD) System Description</i> manual (2541-<i>nnn</i>) for a complete list of supervisor features.</p>
Supervisor Port to Remove (RST)	Removes a specific port. This parameter is only available when you modify an existing ACD pilot.
Target Answer Time Threshold (TAT)	Sets a number of seconds (from 1 to 255). Ideally, no call will remain unanswered (in queue) for longer than this duration. TAT is used to calculate the Service Level (Percentage of calls answered before the target time) for a particular pilot.

ACD Pilot Parameter	Description								
Time for Agent Unavailable (UTV)	<p data-bbox="824 264 1446 394">Defines the maximum amount of time an agent can remain in the Unavailable state after being in the Work state longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 436 1446 1083"> <thead> <tr> <th data-bbox="824 443 1036 489">Value</th> <th data-bbox="1036 443 1446 489">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 489 1036 611">Time, from 5 to 600 seconds</td> <td data-bbox="1036 489 1446 611">Sets a specific maximum time for Agent Unavailable after a Work timeout.</td> </tr> <tr> <td data-bbox="824 611 1036 793">C</td> <td data-bbox="1036 611 1446 793">Uses the value of the Time for Agent Unavailable (UTV) parameter in the Class of Service (CLOS) for agents in this pilot.</td> </tr> <tr> <td data-bbox="824 793 1036 1083">N (None)</td> <td data-bbox="1036 793 1446 1083">The pilot has no maximum time for Agent Unavailable after a Work timeout. An agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.</td> </tr> </tbody> </table>	Value	Work Time Setting	Time, from 5 to 600 seconds	Sets a specific maximum time for Agent Unavailable after a Work timeout.	C	Uses the value of the Time for Agent Unavailable (UTV) parameter in the Class of Service (CLOS) for agents in this pilot.	N (None)	The pilot has no maximum time for Agent Unavailable after a Work timeout. An agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.
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Time, from 5 to 600 seconds	Sets a specific maximum time for Agent Unavailable after a Work timeout.								
C	Uses the value of the Time for Agent Unavailable (UTV) parameter in the Class of Service (CLOS) for agents in this pilot.								
N (None)	The pilot has no maximum time for Agent Unavailable after a Work timeout. An agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.								
Time for Agent Work (WTV)	<p data-bbox="824 1171 1446 1234">Defines the maximum amount of time an agent in the pilot can remain in the Work state.</p> <table border="1" data-bbox="824 1255 1446 1665"> <thead> <tr> <th data-bbox="824 1262 1036 1308">Value</th> <th data-bbox="1036 1262 1446 1308">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1308 1036 1392">Time, from 5 to 600 seconds</td> <td data-bbox="1036 1308 1446 1392">Sets a specific maximum time for Work.</td> </tr> <tr> <td data-bbox="824 1392 1036 1545">C</td> <td data-bbox="1036 1392 1446 1545">Uses the value of the Time for Agent Work (WTV) parameter in the Class of Service (CLOS) for agents in this pilot.</td> </tr> <tr> <td data-bbox="824 1545 1036 1665">N (None)</td> <td data-bbox="1036 1545 1446 1665">The pilot has no maximum time for Work. An agent can remain in Work indefinitely.</td> </tr> </tbody> </table> <p data-bbox="824 1696 1446 1791">If you select any value other than "N" for this parameter, the system prompts you to define the Agent State After Time Expired parameter.</p>	Value	Work Time Setting	Time, from 5 to 600 seconds	Sets a specific maximum time for Work.	C	Uses the value of the Time for Agent Work (WTV) parameter in the Class of Service (CLOS) for agents in this pilot.	N (None)	The pilot has no maximum time for Work. An agent can remain in Work indefinitely.
Value	Work Time Setting								
Time, from 5 to 600 seconds	Sets a specific maximum time for Work.								
C	Uses the value of the Time for Agent Work (WTV) parameter in the Class of Service (CLOS) for agents in this pilot.								
N (None)	The pilot has no maximum time for Work. An agent can remain in Work indefinitely.								
Title (TTL)	Defines a title of up to 255 characters for the pilot.								



ACD Pilot Parameter	Description
Unavailable Reason Code Number (for Agent Work)	<p>Defines the reason code for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294267295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code than the Initial Agent Sign-on Mode feature.</p>
Unavailable Reason Code Number (for Initial Agent Sign-on)	<p>Defines the reason code for initial agent sign-on. It is only available when Initial ACD Sign-on Mode is either "AW" or "UN" (Agent Unavailable). Valid values are from 1 to 4294267295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code than the Agent Work Allowed feature.</p>
Unavailable Reason Code Table (for Agent Work)	<p>Defines a reason code table for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294967295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code table than either the Agent Unavailable or Initial Agent Sign-on Mode features.</p>
Unavailable Reason Code Table (for Initial Agent Sign-on)	<p>Defines the reason code table for initial agent sign-on when the Initial ACD Sign-on Mode is either "AW" or "UN" (Agent Unavailable). Valid values are from 1 to 4294267295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code table than either the Agent Unavailable or Agent Work Allowed features.</p>

ACD Pilot Parameter	Description										
Unavailable Reason Code Table Number (for Agent Unavailable)	<p>Defines a reason code table for the Agent Unavailable feature. Valid values are from 1 to 4294967295. This parameter is only available when Agent Unavailable is "M" or "O."</p> <p><b>Note</b></p> <p>This parameter can use a different reason code table than either the Initial Agent Sign-on Mode or Agent Work Allowed features.</p>										
Update Lamps After Sign-off (ULS)	<p>For an ID-based center with the Calls in Queue feature, determines whether agent stations with queue lamp indicators continue to show queue status even when an agent is signed off of the pilot. See "Calls in Queue" for details. Valid values are <b>Y</b> (yes) or <b>N</b> (no).</p>										
Use Directory Lookup (DLS)	<p>Determines whether the system uses the Directory Lookup tables to include agent names with agent IDs on ACD reports. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p>										
Wrap-up (WRP)	<p>Determines whether the pilot supports the Wrap-up agent feature. Wrap-up automatically provides time after each call before an agent's station will accept another incoming call. Wrap-up time allows each agent to complete paperwork or other duties before they respond to another call.</p> <table border="1" data-bbox="824 1226 1438 1780"> <thead> <tr> <th data-bbox="824 1226 1016 1278">Value</th> <th data-bbox="1018 1226 1438 1278">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1281 1016 1333">N (None)</td> <td data-bbox="1018 1281 1438 1333">Disables Wrap-up for the pilot.</td> </tr> <tr> <td data-bbox="824 1335 1016 1388">1-250</td> <td data-bbox="1018 1335 1438 1388">Sets a Wrap-up time, in seconds.</td> </tr> <tr> <td data-bbox="824 1390 1016 1535">C (Continuous)</td> <td data-bbox="1018 1390 1438 1535">Provides indefinite Wrap-up time after each call. Agent must press the Wrap/Work button on their station to cancel Wrap-up.</td> </tr> <tr> <td data-bbox="824 1537 1016 1780">A (Agent)</td> <td data-bbox="1018 1537 1438 1780">                     Defines different Wrap-up values for the following:                     <ul style="list-style-type: none"> <li>• Agent Group (standard inbound ACD calls to pilot)</li> <li>• Inbound, non-ACD calls</li> <li>• Outbound, non-ACD calls</li> </ul> </td> </tr> </tbody> </table>	Value	Action	N (None)	Disables Wrap-up for the pilot.	1-250	Sets a Wrap-up time, in seconds.	C (Continuous)	Provides indefinite Wrap-up time after each call. Agent must press the Wrap/Work button on their station to cancel Wrap-up.	A (Agent)	Defines different Wrap-up values for the following: <ul style="list-style-type: none"> <li>• Agent Group (standard inbound ACD calls to pilot)</li> <li>• Inbound, non-ACD calls</li> <li>• Outbound, non-ACD calls</li> </ul>
Value	Action										
N (None)	Disables Wrap-up for the pilot.										
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C (Continuous)	Provides indefinite Wrap-up time after each call. Agent must press the Wrap/Work button on their station to cancel Wrap-up.										
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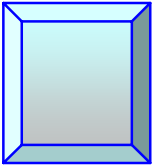
## Add an ACD Pilot to the Directory Lookup Table

Use this procedure to add information for an ACD pilot to the system's Name and Number Directory.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>DRUP</b> .	The console displays: SELECT COMMAND => DRUP SELECT MODE: PRINT, DISPLAY, UPDATE, FORMAT, SAVE, RESTORE ... =>
2.	Type <b>U</b> .	The console displays: MODE: M-Modify, C-Create, D-Delete, B-Batch... =>
3.	Type <b>C</b> .	The console displays: KEY: DIRECTORY NAME... =>
4.	Type the title for the ACD pilot. This should match the ACD pilot's Title parameter.  <b>Note</b>  By beginning every ACD pilot with "ACD" or other consistent characters, you ensure that the directory lookup listing will display them as a group.	The console displays: FLD 01: DIRN... =>
5.	Type the pilot's directory number.	The console displays: FLD 02: ... =>
6.	At this and subsequent field prompts, press the <Enter> key to advance.	After the console displays prompts for 19 fields (ending with FLD 19), it displays directory lookup information for the pilot, followed by: DOES UPDATE VERIFY ? =>
7.	Type <b>Y</b> to save the directory lookup information for the pilot.	







## Chapter 5 Agents and Supervisors

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Two primary users of Automatic Call Distribution (ACD) are agents and supervisors.

### ACD Agents

An ACD agent is a person who handles telephone calls or other communications in a call center. Call center agents range from inexperienced new hires to experienced professionals. In some cases, an agent is actually a channel or a port on a device that processes calls or other communications for a call center. Systems that perform the role of an ACD agent can include:

- Centergy Reporting®
- Call accounting applications
- Integrated voice response (IVR) units
- Reader boards
- Call recording applications
- Predictive dialing systems
- Voice mail systems

A PointSpan switch communicates with such peripheral systems across an Open Application Interface (OAI) channel.

Agents are the recipients of calls that ACD routes to them. ACD agent stations make some ACD features, such as Wrap, Work, and Automatic Answer (Hands Free), directly available to agents. ACD station (line) and pilot parameters define which features are available to each agent.

### ACD Supervisors

An ACD supervisor is a member of a call center with responsibility for the performance of assigned agents and agent groups. A head supervisor may also have responsibility for other supervisors. A supervisor is typically an experienced call center professional.

Supervisor stations make some ACD features, such as Manual Overflow and Monitoring, directly available to supervisors. ACD station (line) and pilot parameters define which features are available to each supervisor.

## Create ACD Agents and Supervisors

The process to create ACD agents and supervisors for your call center involves the following stages and activities.

Stage	Description
1.	Create Class of Service for ACD agents and supervisors.
2.	Create one or more button templates for ACD agents.
3.	Create one or more button templates for ACD supervisors.
4.	Assign one supervisor to each ACD pilot by setting the Supervisor Port Number (AST) parameter for each pilot.  <div style="background-color: #e0e0e0; padding: 5px;"><b>Note</b></div> <p>You may have already assigned supervisors to pilots when you initially created each pilot.</p>
5.	Create an identification number for each agent.
6.	Create stations for all ACD agents and supervisors. Assign each agent to a primary (home) ACD pilot.

## Create a Class of Service for ACD Agents and Supervisors

Use this procedure to create a Class of Service that supports the calling requirements of your call center's agents and supervisors.

### Note

You should create at least one Class of Service for exclusive use by ACD agents and supervisors. Call center personnel do not use many standard Class of Service features, but do need many unique ACD features that other system users do not. ACD features may actually distract or confuse other users.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>CLOS</b> .	The console displays: SELECT COMMAND => CLOS  SELECT MODE: PRINT, DISPLAY, UPDATE, SEARCH, TITLES =>
2.	Type <b>U</b> .	The console displays:  UPDT MODE: C-Create, M-Modify, D-Delete, P-Copy =>

Step	Action	Result
3.	Type <b>C</b> .	The console displays: SPECIFY CLASS OF SERVICE #:... =>
4.	Type an available Class of Service number.	The console displays: ENTER TITLE:..._____ =>
5.	Type an appropriate title for the Class of Service (such as "ACD CLOS for xxx Call Center").	The console displays: CLASS OF SERVICE TYPE or ?... =>
6.	Type <b>VLN</b> (voice line) to select an appropriate CLOS type for ACD.	The console displays: ACCESS CODE ROUTING ALLOWED: Y=Yes, N=No... =>
7.	Respond appropriately at this and subsequent prompts.  For detailed descriptions of the Class of Service parameters that directly control ACD capabilities, see "Class of Service Parameters for ACD."  For comprehensive information for CLASS of Service parameters, see the PointSpan <i>Station Database Procedures</i> manual (2512- <i>nnn</i> ).	After you respond to all of the prompts for Class of Service parameters, the console displays complete details for the Class of Service, followed by:  DOES UPDATE VERIFY?
8.	Type <b>Y</b> to save the Class of Service.	

## Modify a Class of Service for ACD Agents and Supervisors

Use this procedure to modify the parameters of an existing Class of Service that supports your call center's agents and supervisors.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>CLOS</b> .	The console displays: SELECT COMMAND => CLOS  SELECT MODE: PRINT, DISPLAY, UPDATE, SEARCH, TITLES =>
2.	Type <b>U</b> .	The console displays:  UPDT MODE: C-Create, M-Modify, D-Delete, P-Copy =>
3.	Type <b>M</b> .	The console displays:  SPECIFY CLASS OF SERVICE #:... =>

Step	Action	Result
4.	Type an available Class of Service number.	The console displays: Specify CLOS Field to Modify or - or ?... =>
5.	Type an appropriate code for the ACD-related Class of Service parameter to change. (For example, type <b>DAS</b> to change parameters for Dynamic Agent Sign-on.) Type <b>?</b> for a list of all of the Class of Service parameter codes.  Respond appropriately at subsequent prompts. For detailed descriptions of the parameters that directly control ACD capabilities, see "Class of Service Parameters for ACD."	After you respond to the final prompt for the Class of Service parameter you change, the console displays: Specify CLOS Field to Modify or - or ?... =>
6.	Repeat step 5 for each ACD-related Class of Service parameter you need to change. When you are done, press the <Enter> key.	The console displays complete details for the Class of Service, followed by: DOES UPDATE VERIFY?
7.	Type <b>Y</b> to save the Class of Service.	

## Class of Service Parameters for ACD

Several PointSpan database parameters define how a specific Class of Service (CLOS) supports associated ACD agents and supervisors. Your system's software version, hardware, and configuration of other database parameters determine which ACD-related CLOS parameters are available.

Table 5 presents the ACD-related CLOS parameters in alphabetical order. It also shows the system console's three-letter abbreviation for each parameter. Some parameters do not have an abbreviation, because they are only available as extensions of other core parameters.

**Table 5. Class of Service Parameters for ACD**

<b>ACD-related Class of Service (CLOS) Parameter</b>	<b>Description</b>						
ACD Queuing Priority Level (SQP)	<p>Assigns a queuing priority level for all calls associated with this CLOS. ACD routes calls in queues with higher priority to agents that become available before it routes calls with lower priority. Higher priority calls remain in queue for less time than lower priority calls. Valid values are <b>0</b> through <b>7</b>. Seven (7) is the highest priority. Zero, however, assigns no priority to calls. ACD routes calls with no priority in the order in which they were queued.</p>						
Agent State After Time Expired (WTO)	<p>Defines the state that the system will apply for any agent who remains in Work longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 814 1450 972"> <thead> <tr> <th data-bbox="824 814 1036 867"><b>Value</b></th> <th data-bbox="1036 814 1450 867"><b>Agent State After Work</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="824 867 1036 919">U</td> <td data-bbox="1036 867 1450 919">Agent Unavailable</td> </tr> <tr> <td data-bbox="824 919 1036 972">O</td> <td data-bbox="1036 919 1450 972">Agent Offline</td> </tr> </tbody> </table> <p>If you select "U" (Agent Unavailable) for this parameter, the system prompts you to define the following additional parameters:</p> <ul style="list-style-type: none"> <li>• Unavailable Reason Code Table</li> <li>• Unavailable Reason Code Number</li> <li>• Time for Agent Unavailable</li> </ul>	<b>Value</b>	<b>Agent State After Work</b>	U	Agent Unavailable	O	Agent Offline
<b>Value</b>	<b>Agent State After Work</b>						
U	Agent Unavailable						
O	Agent Offline						
Call Recording Allowed (CRD)	<p>Determines whether the system can record calls over lines associated with this CLOS. Valid values are <b>Y</b> (yes) or <b>N</b> (no).</p>						

ACD-related Class of Service (CLOS) Parameter	Description										
<p>Continuous Call Recording (CCR)</p>	<p>Determines call recording conditions.</p> <table border="1" data-bbox="824 348 1450 491"> <thead> <tr> <th data-bbox="824 348 1049 401">Value</th> <th data-bbox="1049 348 1450 401">Call Recording Conditions</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 401 1049 491">N (No CCR)</td> <td data-bbox="1049 401 1450 491">The system does not allow any continuous call recording.</td> </tr> </tbody> </table> <table border="1" data-bbox="824 548 1450 806"> <thead> <tr> <th data-bbox="824 548 1049 600">Value</th> <th data-bbox="1049 548 1450 600">Call Recording Conditions</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 600 1049 684">A (All Calls)</td> <td data-bbox="1049 600 1450 684">The system allows continuous call recording for all calls.</td> </tr> <tr> <td data-bbox="824 684 1049 806">D (ACD Calls)</td> <td data-bbox="1049 684 1450 806">The system allows continuous call recording for ACD calls only.</td> </tr> </tbody> </table>	Value	Call Recording Conditions	N (No CCR)	The system does not allow any continuous call recording.	Value	Call Recording Conditions	A (All Calls)	The system allows continuous call recording for all calls.	D (ACD Calls)	The system allows continuous call recording for ACD calls only.
Value	Call Recording Conditions										
N (No CCR)	The system does not allow any continuous call recording.										
Value	Call Recording Conditions										
A (All Calls)	The system allows continuous call recording for all calls.										
D (ACD Calls)	The system allows continuous call recording for ACD calls only.										
<p>CPN/ANI Routing Allowed (CRA)</p>	<p>Determines whether the CLOS allows Called Party Number/Automatic Number Identification (CPN/ANI) routing. Valid values are <b>Y</b> (yes) or <b>N</b> (no). This value must be "Y" to support CPN/ANI Routing steps in ACD call guides.</p> <p>See the PointSpan <i>ACD Call Guide User Manual (2545-<i>nnn</i>)</i> for more information.</p>										
<p>Dynamic Agent Sign-on (DAS)</p>	<p>Determines how the system supports Dynamic Agent Sign-on for agents associated with this CLOS.</p> <table border="1" data-bbox="824 1247 1450 1724"> <thead> <tr> <th data-bbox="824 1247 1049 1331">Value</th> <th data-bbox="1049 1247 1450 1331">Control for Dynamic Agent Sign-on</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1331 1049 1457">N (Not Allowed)</td> <td data-bbox="1049 1331 1450 1457">The system does not allow dynamic sign-on for any agents associated with this CLOS.</td> </tr> <tr> <td data-bbox="824 1457 1049 1604">C (Conditional)</td> <td data-bbox="1049 1457 1450 1604">The system allows dynamic sign-on conditionally, based on agent DIRN , as defined by the Agent ID (AGID) parameters.</td> </tr> <tr> <td data-bbox="824 1604 1049 1724">U (Unconditional)</td> <td data-bbox="1049 1604 1450 1724">The system allows dynamic sign-on for <i>all</i> agents associated with this CLOS.</td> </tr> </tbody> </table>	Value	Control for Dynamic Agent Sign-on	N (Not Allowed)	The system does not allow dynamic sign-on for any agents associated with this CLOS.	C (Conditional)	The system allows dynamic sign-on conditionally, based on agent DIRN , as defined by the Agent ID (AGID) parameters.	U (Unconditional)	The system allows dynamic sign-on for <i>all</i> agents associated with this CLOS.		
Value	Control for Dynamic Agent Sign-on										
N (Not Allowed)	The system does not allow dynamic sign-on for any agents associated with this CLOS.										
C (Conditional)	The system allows dynamic sign-on conditionally, based on agent DIRN , as defined by the Agent ID (AGID) parameters.										
U (Unconditional)	The system allows dynamic sign-on for <i>all</i> agents associated with this CLOS.										



ACD-related Class of Service (CLOS) Parameter	Description
Hands Free No Answer (HFA)	Determines whether ACD agents and supervisors associated with this CLOS can use the Automatic Answer (Hands Free) capability. Valid values are <b>Y</b> (yes) and <b>N</b> (no).
Line Remove by Roaming Agent (RAM)	<p>Determines whether the system can replace lines associated with this CLOS with a Roaming Agent directory number (DIRN). Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p> <p><b>Note</b></p> <p>You do not need this feature if agent phones include an unassigned line select button (which can support a roaming agent line). This feature is required, however, to allow phones with <i>only</i> line select buttons with dedicated directory numbers to support roaming agents.</p>
Monitor Authorization Code Required (MAC)	Determines whether the system requires an authorization code before allowing a remote system to initiate monitoring. Valid values are <b>Y</b> (yes) and <b>N</b> (no).
Monitored Priority (ABM)	Sets a monitoring priority level for agents associated with this CLOS. An agent line cannot be monitored by any supervisor line with a Monitored Priority value lower than its own Monitoring Priority. Valid values are 0 through 7. Seven (7) is the highest priority. A value of zero (0) allows all supervisor lines to monitor an associated agent line.
Monitoring Priority (ATM)	Sets a monitoring priority level for supervisors associated with this CLOS. A supervisor line cannot monitor any agent line with a Monitored Priority value higher than its own Monitoring Priority. Valid values are 0 through 7. Seven (7) is the highest priority. A value of zero (0) disables monitoring for associated supervisor lines.
OAI Application Requested Calls (ARC)	Determines whether the system enables external Open Application Interface (OAI) applications, such as Centergy Reporting, to monitor ACD agents on the switch. Valid values are <b>Y</b> (yes) and <b>N</b> (no).

ACD-related Class of Service (CLOS) Parameter	Description								
OAI Monitor: Play Monitored DIRN (MOD)	<p>Enables a recording device connected to the switch across an Open Application Interface (OAI) link to associate appropriate directory numbers (DIRNs) with corresponding parts of a recording. This allows users to identify portions of a recording without listening to the entire recording.</p> <p>Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p>								
Play Monitor Disconnect Tone (MDT)	<p>Determines when the system plays a monitor disconnect tone (a zip-zip tone that indicates that one of the parties have disconnected).</p> <table border="1" data-bbox="824 684 1453 1031"> <thead> <tr> <th data-bbox="824 684 1049 741">Value</th> <th data-bbox="1049 684 1453 741">Disconnect Tone Conditions</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 741 1049 827">N (None)</td> <td data-bbox="1049 741 1453 827">The system does not play a disconnect tone.</td> </tr> <tr> <td data-bbox="824 827 1049 913">U (Unconditional)</td> <td data-bbox="1049 827 1453 913">The system plays a tone when wither party disconnects.</td> </tr> <tr> <td data-bbox="824 913 1049 1031">C (Conditional)</td> <td data-bbox="1049 913 1453 1031">The system plays a tone only when then monitored party disconnects.</td> </tr> </tbody> </table>	Value	Disconnect Tone Conditions	N (None)	The system does not play a disconnect tone.	U (Unconditional)	The system plays a tone when wither party disconnects.	C (Conditional)	The system plays a tone only when then monitored party disconnects.
Value	Disconnect Tone Conditions								
N (None)	The system does not play a disconnect tone.								
U (Unconditional)	The system plays a tone when wither party disconnects.								
C (Conditional)	The system plays a tone only when then monitored party disconnects.								
Play Monitor Initiated Tone (MIT)	<p>Determines whether the system plays a periodic tone while monitoring is in progress. Valid values are <b>Y</b> (yes) or <b>N</b> (no). The Monitoring Notification Tone user group parameter (a call handling parameter) defines the rate of this periodic tone.</p>								
Remove Roaming Agent at Sign-off (ARA)	<p>Determines whether the system automatically removes a roaming agent's directory number from a station when the agent signs off. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p>								
Roaming Agent (ROM)	<p>Determines whether lines associated with this CLOS support the Roaming Agent feature. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p> <p>If you set the value of this parameter to "Y," the system prompts you to define the Remove Roaming Agent at Sign-off parameter.</p>								



ACD-related Class of Service (CLOS) Parameter	Description								
<p>Silent Monitor Option (TSM)</p>	<p>Determines how the system supports the Monitoring feature for calls associated with this CLOS.</p> <table border="1" data-bbox="824 384 1421 995"> <thead> <tr> <th data-bbox="824 384 1036 436">Value</th> <th data-bbox="1036 384 1421 436">Monitoring Option</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 436 1036 625"> <p><b>SA</b> (Silent to Conference)</p> </td> <td data-bbox="1036 436 1421 625"> <p>Enables associated supervisors to switch between silent and active monitoring. Monitoring begins in the silent mode.</p> </td> </tr> <tr> <td data-bbox="824 625 1036 814"> <p><b>PA</b> (Split to Conference)</p> </td> <td data-bbox="1036 625 1421 814"> <p>Enables associated supervisors to switch between split and active monitoring. Monitoring begins in the split mode.</p> </td> </tr> <tr> <td data-bbox="824 814 1036 995"> <p><b>SP</b> (Silent to Split)</p> </td> <td data-bbox="1036 814 1421 995"> <p>Enables associated supervisors to switch between silent and split monitoring. Monitoring begins in the silent mode.</p> </td> </tr> </tbody> </table>	Value	Monitoring Option	<p><b>SA</b> (Silent to Conference)</p>	<p>Enables associated supervisors to switch between silent and active monitoring. Monitoring begins in the silent mode.</p>	<p><b>PA</b> (Split to Conference)</p>	<p>Enables associated supervisors to switch between split and active monitoring. Monitoring begins in the split mode.</p>	<p><b>SP</b> (Silent to Split)</p>	<p>Enables associated supervisors to switch between silent and split monitoring. Monitoring begins in the silent mode.</p>
Value	Monitoring Option								
<p><b>SA</b> (Silent to Conference)</p>	<p>Enables associated supervisors to switch between silent and active monitoring. Monitoring begins in the silent mode.</p>								
<p><b>PA</b> (Split to Conference)</p>	<p>Enables associated supervisors to switch between split and active monitoring. Monitoring begins in the split mode.</p>								
<p><b>SP</b> (Silent to Split)</p>	<p>Enables associated supervisors to switch between silent and split monitoring. Monitoring begins in the silent mode.</p>								
<p>Time for Agent Unavailable (UTV)</p>	<p>Defines the maximum amount of time an agent can remain in the Unavailable state after being in the Work state longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 1234 1450 1732"> <thead> <tr> <th data-bbox="824 1234 1036 1287">Value</th> <th data-bbox="1036 1234 1450 1287">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1287 1036 1409"> <p>Time, from 5 to 600 seconds</p> </td> <td data-bbox="1036 1287 1450 1409"> <p>Sets a specific maximum time for Agent Unavailable after a Work timeout.</p> </td> </tr> <tr> <td data-bbox="824 1409 1036 1732"> <p>N (None)</p> </td> <td data-bbox="1036 1409 1450 1732"> <p>The Class of Service has no maximum time for Agent Unavailable after a Work timeout. An associated agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.</p> </td> </tr> </tbody> </table>	Value	Work Time Setting	<p>Time, from 5 to 600 seconds</p>	<p>Sets a specific maximum time for Agent Unavailable after a Work timeout.</p>	<p>N (None)</p>	<p>The Class of Service has no maximum time for Agent Unavailable after a Work timeout. An associated agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.</p>		
Value	Work Time Setting								
<p>Time, from 5 to 600 seconds</p>	<p>Sets a specific maximum time for Agent Unavailable after a Work timeout.</p>								
<p>N (None)</p>	<p>The Class of Service has no maximum time for Agent Unavailable after a Work timeout. An associated agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.</p>								

ACD-related Class of Service (CLOS) Parameter	Description						
Time for Agent Work (WTV)	<p data-bbox="824 296 1453 359">Defines the maximum amount of time an agent with this Class of Service can remain in the Work state.</p> <table border="1" data-bbox="824 380 1453 674"> <thead> <tr> <th data-bbox="833 390 1036 432">Value</th> <th data-bbox="1044 390 1445 432">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="833 443 1036 516">Time, from 5 to 600 seconds</td> <td data-bbox="1044 443 1445 516">Sets a specific maximum time for Work.</td> </tr> <tr> <td data-bbox="833 527 1036 663">N (None)</td> <td data-bbox="1044 527 1445 663">The Class of Service has no maximum time for Work. An associated agent can remain in Work indefinitely.</td> </tr> </tbody> </table> <p data-bbox="824 705 1453 800">If you select any value other than "N" for this parameter, the system prompts you to define the Agent State After Time Expired parameter.</p>	Value	Work Time Setting	Time, from 5 to 600 seconds	Sets a specific maximum time for Work.	N (None)	The Class of Service has no maximum time for Work. An associated agent can remain in Work indefinitely.
Value	Work Time Setting						
Time, from 5 to 600 seconds	Sets a specific maximum time for Work.						
N (None)	The Class of Service has no maximum time for Work. An associated agent can remain in Work indefinitely.						
Trunk Silent Monitor Toggle (MMT)	Determines whether a supervisor can switch monitoring modes. If not, they can only monitor calls in the initial monitoring mode. Valid values are <b>Y</b> (yes) and <b>N</b> (no).						
Unavailable Reason Code Number	Defines the reason code for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294267295.						
Unavailable Reason Code Table	Defines a reason code table for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294967295.						

## Button Templates

A button template defines the button layout of a phone, including which buttons are line select buttons, which buttons are feature buttons, and what feature each feature button controls. A line select button supports a phone line, typically with an associated directory number (DIRN). Each feature button supports one specific station capability, such as Hold or Call Forwarding.

Button templates that support ACD typically use one line select button for an agent or supervisor line and each feature button for either a standard phone features or a specific ACD feature. See "Feature Buttons for ACD Stations" for a list of ACD features that you can assign to buttons on a button template.

For complete details on button templates and all of the available feature assignment options for buttons, see the *PointSpan Station Database Procedures* manual (2512-*nnn*).

Table 6 lists the ACD features that you can assign to feature buttons on a button template. It also shows the four-letter code associated with each feature and whether the feature typically applies to agent stations, supervisor stations, or both.

**Table 6. Feature Buttons for ACD Stations**

Feature(s)	Feature Code	Station Application
Agent Sign-on (online) and Agent Sign-off (offline)	OFFL	Agent Stations
Agent Statistics	ASTS	Agent Stations
Agent Unavailable	AGUN	Agent Stations
Automatic Answer (Hands Free)	HFAA	Agent Stations
Call Recording	CREC	Agent and Supervisor Stations
Do Not Disturb	DNTD	Agent Stations
Force	FRCE	Supervisor Stations
Manual Overflow	OVFL	Supervisor Stations
Monitor Next Call	MNNC	Supervisor Stations
Monitor Re-selection	MNRS	Supervisor Stations
Monitoring	MNTR	Supervisor Stations
Night Service	NITE	Supervisor Stations
Play IVS Phrase	PIVS	Agent and Supervisor Stations
Queue Depth	QUEU	Agent and Supervisor Stations
Work and Wrap-up	WRAP	Agent Stations

### Note

You will very likely also assign standard (non-ACD) station features, such as Call Park and Call Transfer, to agent and supervisor phones. See the PointSpan *Station Database Procedures* manual (2512-*nnn*) for complete information.

## Create a Button Template for ACD Agents or Supervisors

Use this procedure to create a button template for use on either agent stations or supervisor stations. In most call centers, because agents and supervisors need to access different features, agent stations and supervisor stations need different button templates.

A call center may need many button templates to support the following:

- Agents with features that differ from other agents
- Supervisors with features that differ from other supervisors
- Different station types (with different numbers of feature buttons)

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>BTNS</b> .	The console displays: SELECT COMMAND => BTNS SELECT MODE: PRINT, DISPLAY, UPDATE, SEARCH, TITLES =>
2.	Type <b>U</b> .	The console displays: SELECT MODE: C-Create; M-Modify; D-Delete... =>
3.	Type <b>C</b> .	The console displays: SPECIFY TEMPLATE NUMBER:... =>
4.	Type an available number from 1 to 4,294,967,295 for the template.	The console displays: SPECIFY TEMPLATE TYPE: N=NORMAL; B=BRI... =>
5.	Type <b>N</b> to define a normal button template for ACD stations.	The console displays: TEMPLATE SIZE: 4,12,23,24,30, 47,87,127 or ?... =>
6.	Type the number of buttons available on the ACD stations that this template will support.	The console displays: ENTER TITLE:... _____ =>
7.	Type an appropriate name, such as "ACD Agent Btn Template," for this button template.	The console displays: BTN-1 TYPE: S=Sel; U=Unas; Feature or ?... =>
8.	Type an appropriate response to define the button.  Type <b>S</b> to enable the button to support a line. Type <b>U</b> to maintain the button as unassigned. Otherwise, type an appropriate four-letter button code to assign a feature to that button for this button template.  See "Feature Buttons for ACD Stations" for a list of codes for ACD features. For complete details on button templates and feature buttons, See the PointSpan <i>Station Database Procedures</i> manual (2512- <i>nnn</i> ).	The console displays: BTN-# TYPE: S=Sel; U=Unas; Feature or ?... =>
9.	Repeat step 8 until you define all of the buttons for the button template.	After you respond to the prompt for the last button on the template, the console displays: HOLD TYPE: N=NORMAL; C=CALL... =>

Step	Action	Result
10.	Respond appropriately to this and all subsequent prompts. See "Button Template Parameters for ACD" for descriptions of the parameters and their valid values.	After you respond to the prompt for the Manual Station Control parameter, the console displays all of the buttons and parameters for the button template, followed by:  DOES UPDATE VERIFY?
11.	Press <b>Y</b> to save this new button template for use by ACD stations.	

## Modify a Button Template for ACD Agents or Supervisors

Use this procedure to change the button and other parameters of an existing button template for use on either agent stations or supervisor stations.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>BTNS</b> .	The console displays:  SELECT COMMAND => BTNS  SELECT MODE: PRINT, DISPLAY, UPDATE, SEARCH, TITLES =>
2.	Type <b>U</b> .	The console displays:  SELECT MODE: C-Create; M-Modify; D-Delete... =>
3.	Type <b>M</b> .	The console displays:  SPECIFY TEMPLATE NUMBER:... =>
4.	Type the number (from 1 to 4,294,967,295) for the existing button template.	The console displays:  Specify BTNS Field to Modify or ?... =>

Step	Action	Result
5.	Do one of the following: <ul style="list-style-type: none"> <li>• Type - to change buttons and all parameters.</li> <li>• Type <b>BTN</b> to change one or more button assignments.</li> <li>• Type <b>HTP</b> to change the Hold Type parameter.</li>   <li>• Type <b>CTO</b> to change the Call Termination parameter.</li> <li>• Type <b>IRS</b> to change the Re-select parameter.</li> <li>• Type <b>MST</b> to change the Manual Station Control parameter.</li> <li>• Type <b>TTL</b> to change the title of the button template.</li> </ul>	The console displays appropriate prompts to change parameters and button feature assignments for the template.
6.	Respond appropriately at all prompts. See "Button Template Parameters for ACD" and "Feature Buttons for ACD Stations" for assistance.	After you respond to the last prompt for button assignments or parameters, the console displays all of the buttons and parameters for the button template, followed by:  DOES UPDATE VERIFY?
7.	Press <b>Y</b> to save the feature button assignment and parameter changes for this button template.	

## Button Template Parameters for ACD

Several PointSpan database parameters define button templates. Button templates assign features to the buttons of the ACD stations associated with them. They also define related functions for those stations.

Table 7 presents the button template parameters in alphabetical order. It also shows the system console's three-letter abbreviation for each parameter.

**Table 7. Button Template Parameters for ACD**

Button Template Parameter	Description								
<p>Call Termination (CTO)</p>	<p>Determines system operations after holding.</p> <table border="1" data-bbox="824 394 1432 835"> <thead> <tr> <th data-bbox="824 394 1084 449">Setting</th> <th data-bbox="1084 394 1432 449">Effect</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 449 1084 600"> <p><b>P</b> (Preselect)</p> </td> <td data-bbox="1084 449 1432 600"> <p>After hold, the system returns dial tone to the prime line, even if another line placed the call.</p> </td> </tr> <tr> <td data-bbox="824 600 1084 718"> <p><b>H</b> (High-n-dry)</p> </td> <td data-bbox="1084 600 1432 718"> <p>After hold, the system silently terminates the call (with no dial tone).</p> </td> </tr> <tr> <td data-bbox="824 718 1084 835"> <p><b>R</b> (Reorigination)</p> </td> <td data-bbox="1084 718 1432 835"> <p>After hold, the system returns dial tone to the line that placed the call.</p> </td> </tr> </tbody> </table> <p><b>Note</b></p> <p>This parameter is only available if the value of the Hold Type parameter is "C."</p>	Setting	Effect	<p><b>P</b> (Preselect)</p>	<p>After hold, the system returns dial tone to the prime line, even if another line placed the call.</p>	<p><b>H</b> (High-n-dry)</p>	<p>After hold, the system silently terminates the call (with no dial tone).</p>	<p><b>R</b> (Reorigination)</p>	<p>After hold, the system returns dial tone to the line that placed the call.</p>
Setting	Effect								
<p><b>P</b> (Preselect)</p>	<p>After hold, the system returns dial tone to the prime line, even if another line placed the call.</p>								
<p><b>H</b> (High-n-dry)</p>	<p>After hold, the system silently terminates the call (with no dial tone).</p>								
<p><b>R</b> (Reorigination)</p>	<p>After hold, the system returns dial tone to the line that placed the call.</p>								
<p>Feature Button Assignment (BTN)</p>	<p>Determines the function of a button (by number) on a button template. Each button supports either a phone line (by DIRN) or an assigned feature. Other buttons remain unassigned.</p> <table border="1" data-bbox="824 1197 1432 1743"> <thead> <tr> <th data-bbox="824 1197 1084 1251">Setting</th> <th data-bbox="1084 1197 1432 1251">Button Assignment</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1251 1084 1339"> <p><b>S</b> (Select)</p> </td> <td data-bbox="1084 1251 1432 1339"> <p>Enables the button to support a phone line.</p> </td> </tr> <tr> <td data-bbox="824 1339 1084 1491"> <p><b>U</b> (Unassigned)</p> </td> <td data-bbox="1084 1339 1432 1491"> <p>Maintains the button as unassigned (still available for a DIRN or feature in the future).</p> </td> </tr> <tr> <td data-bbox="824 1491 1084 1743"> <p>Feature code (a four-letter abbreviation)</p> </td> <td data-bbox="1084 1491 1432 1743"> <p>Assigns a specific feature to the button. See "Feature Buttons for ACD Stations" for a list of the possible ACD button features and the four-letter codes that correspond to them.</p> </td> </tr> </tbody> </table>	Setting	Button Assignment	<p><b>S</b> (Select)</p>	<p>Enables the button to support a phone line.</p>	<p><b>U</b> (Unassigned)</p>	<p>Maintains the button as unassigned (still available for a DIRN or feature in the future).</p>	<p>Feature code (a four-letter abbreviation)</p>	<p>Assigns a specific feature to the button. See "Feature Buttons for ACD Stations" for a list of the possible ACD button features and the four-letter codes that correspond to them.</p>
Setting	Button Assignment								
<p><b>S</b> (Select)</p>	<p>Enables the button to support a phone line.</p>								
<p><b>U</b> (Unassigned)</p>	<p>Maintains the button as unassigned (still available for a DIRN or feature in the future).</p>								
<p>Feature code (a four-letter abbreviation)</p>	<p>Assigns a specific feature to the button. See "Feature Buttons for ACD Stations" for a list of the possible ACD button features and the four-letter codes that correspond to them.</p>								

Button Template Parameter	Description										
Hold Type (HTP)	<p>Determines system operations after holding.</p> <table border="1" data-bbox="824 317 1430 611"> <thead> <tr> <th data-bbox="824 317 1084 369">Setting</th> <th data-bbox="1084 317 1430 369">Effect</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 369 1084 457"><b>N</b> (Normal)</td> <td data-bbox="1084 369 1430 457">After hold, the system plays normal dial tone.</td> </tr> <tr> <td data-bbox="824 457 1084 611"><b>C</b> (Call Termination)</td> <td data-bbox="1084 457 1430 611">After hold, the system applies Call Termination; see the Call Termination parameter.</td> </tr> </tbody> </table>	Setting	Effect	<b>N</b> (Normal)	After hold, the system plays normal dial tone.	<b>C</b> (Call Termination)	After hold, the system applies Call Termination; see the Call Termination parameter.				
Setting	Effect										
<b>N</b> (Normal)	After hold, the system plays normal dial tone.										
<b>C</b> (Call Termination)	After hold, the system applies Call Termination; see the Call Termination parameter.										
Manual Station Control (MST)	<p>Determines which system controls apply to a station associated with the button template.</p> <table border="1" data-bbox="824 783 1325 926"> <thead> <tr> <th data-bbox="824 783 967 835">Value</th> <th data-bbox="967 783 1325 835">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 835 967 926"><b>E</b></td> <td data-bbox="967 835 1325 926">Enables all station controls (normal).</td> </tr> </tbody> </table> <table border="1" data-bbox="824 961 1325 1188"> <thead> <tr> <th data-bbox="824 961 967 1014">Value</th> <th data-bbox="967 961 1325 1014">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1014 967 1102"><b>D</b></td> <td data-bbox="967 1014 1325 1102">Disables all station controls.</td> </tr> <tr> <td data-bbox="824 1102 967 1188"><b>K</b></td> <td data-bbox="967 1102 1325 1188">Enables keypad control only for the station.</td> </tr> </tbody> </table>	Value	Description	<b>E</b>	Enables all station controls (normal).	Value	Description	<b>D</b>	Disables all station controls.	<b>K</b>	Enables keypad control only for the station.
Value	Description										
<b>E</b>	Enables all station controls (normal).										
Value	Description										
<b>D</b>	Disables all station controls.										
<b>K</b>	Enables keypad control only for the station.										
Re-select (IRS)	<p>Determines whether pressing the active line select button terminates the current call. Valid values are <b>Y</b> and <b>N</b>.</p> <p>When Re-select is "Y," pressing the active line select button does <i>not</i> terminate the current call. When Re-select is "N," however, pressing the active line select button immediately terminates the current call.</p>										
Title (TTL)	<p>Defines a title of up to 255 characters for the button template.</p>										

## Create an Agent Identification Number

Use this procedure to create an agent identification number (Agent ID). The system uses Agent IDs to gather statistical information on each agent and to allow agents to sign on to agent groups. The parameters associated with each Agent ID determine many of the core capabilities of that agent.



Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>AGID</b> .	The console displays: SELECT COMMAND => AGID SELECT MODE: PRINT, DISPLAY, UPDATE, RESTORE =>
2.	Type <b>U</b> .	The console displays: SELECT MODE: C-Create, M-Modify, D-Delete, P-Copy... =>
3.	Type <b>C</b> .	The console displays: AGENT ID:... =>
4.	Respond appropriately at this and subsequent prompts. See "Agent Identification Parameters" for detailed descriptions of the Agent ID parameters.	After you respond to all of the prompts for Agent Identification Number parameters, the console displays complete details for the Agent ID, followed by: DOES UPDATE VERIFY?
5.	Type <b>Y</b> to save the new Agent ID.	

## Modify an Agent Identification Number

Use this procedure to modify the parameters of an existing Agent ID. The parameters associated with each Agent ID determine many of the core capabilities of that agent.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>AGID</b> .	The console displays: SELECT COMMAND => AGID SELECT MODE: PRINT, DISPLAY, UPDATE, RESTORE =>
2.	Type <b>U</b> .	The console displays: SELECT MODE: C-Create, M-Modify, D-Delete, P-Copy... =>
3.	Type <b>M</b> .	The console displays: AGENT ID:... =>
4.	Type the number for the Agent ID to change.	The console displays: USER GROUP NUMBER:... =>
5.	Type the number of the user group associated with the Agent ID.	The console displays: Specify Field to Modify or - or ?... =>

Step	Action	Result
6.	Type an appropriate code for the Agent ID parameter to change. (For example, type <b>DAS</b> to change the Dynamic Agent Sign-on parameter.)  See "Agent Identification Parameters" for detailed descriptions of the Agent ID parameters and their valid values.	The console displays:  Specify Field to Modify or - or ?... =>
7.	Repeat step 6 for each Agent ID parameter you need to change. When you are done, press the <Enter> key.	The console displays complete details for the Agent ID, followed by:  DOES UPDATE VERIFY?
8.	Type <b>Y</b> to save the modified Agent ID parameters.	

## Agent Identification Parameters

Several PointSpan database parameters define an Agent ID, determining its identification number and many of the core capabilities for the specific agent.

Table 8 presents the Agent ID parameters in alphabetical order. It also shows the system console's three-letter abbreviation for each parameter.

**Table 8. Agent ID Parameters**

Station Parameter	Description
Agent ID (AID)	Establishes a specific identification number for an agent. Valid Agent IDs include any number with the correct length, as defined in the Call Center (CLCN) parameters.

Station Parameter	Description
Agent Idle Queue Priority (AIP)	<p>Determines the order in which an agent receives calls that ACD distributes with the Ordered Selection call distribution method. Valid values are 0 through 7.</p> <p>With Top-down Order Selection, the system routes calls to agents with higher priorities first (routes to agents with priority 7 before others). With Bottom-up Ordered Selection, the system routes calls to agents with low priorities first (routes to agents with priority 1 before others). The system does not apply Ordered Selection distribution to agents with priority 0. The system always routes calls to 0-priority agents based on how long they have remained idle.</p> <p><b>Note</b></p> <p>This parameter applies only for ID-based call centers. DIRN-based call centers apply the FONE command's Agent Idle Queue Priority parameter.</p>
Agent Name (NME)	<p>Defines a name, title, or other alphanumeric designation of up to 26 characters for the agent.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• Agent stations typically cannot display more than 20 characters. Such displays truncate the endings of longer agent names.</li> <li>• This Agent ID parameter overrides the FONE command's Name parameter.</li> <li>• The application requires the use of agent names.</li> </ul>
Agent Password (PSW)	<p>Defines a password of up to eight characters for the agent and <i>requires</i> the agent to use the password to sign on to an agent station.</p> <p><b>Note</b></p> <p>The system does not use this parameter if the agent's station (line) parameters define an Agent Auto Sign-on identifier for the agent.</p>

Station Parameter	Description
Dynamic Agent Sign-on (DAS)	<p>Determines whether the agent has Dynamic Agent Sign-up capability. Valid values are <b>A</b> (allow) and <b>N</b> (not allow).</p> <p>This parameter only has effect when the Dynamic Agent Sign-on parameter for the associated Class of Service (CLOS) is "C" (conditional). If the CLOS supports unconditional Dynamic Agent Sign-on, all agents have the capability, regardless of this Agent ID parameter. If the CLOS prevents Dynamic Agent Sign-on, no agent can have the capability.</p>
Home Pilot Number (PLT)	<p>Assigns a specific pilot, by number, as the agent's home pilot.</p> <p>See "Reassignment" for details.</p> <p><b>Note</b></p> <p>This Agent ID parameter overrides the Home ACD Pilot Number parameter for the agent station. It associates the home pilot to the Agent ID rather than the agent's directory number.</p>
Roaming Agent (RAG)	<p>Determines whether the agent can use the Roaming Agent capability. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p>
User Group Number (UGP)	<p>Associates a user group with the Agent ID.</p>
Voice Directory Number (AVL)	<p>Defines the directory number that the system applies when the agent uses the Roaming Agent feature.</p>
Wrap-up Allowed (WUP)	<p>Determines whether the agent can use the Wrap-up capability. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• Even when the value of this parameter is "Y," an agent can not use the Wrap-up capability unless the associated ACD pilot also allows Wrap-up.</li> <li>• This Agent ID parameter applies only for ID-based call centers. DIRN-based call centers apply the FONE command's Wrap-Up Allowed parameter.</li> </ul>

## Create an ACD Station for an Agent or Supervisor

Use this procedure to create an ACD station and a directory number for an agent or supervisor.

### Note

This procedure is only for new stations. To either change the functions of an existing station or convert an existing line into an ACD station, see "Modify an ACD Station."

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>FONE</b> .  <b>Note</b>  For complete information on the FONE command, See the PointSpan <i>Station Database Procedures</i> manual (2512- <i>nnn</i> ).	The console displays:  SELECT COMMAND... => FONE  SELECT MODE: PRINT, DISPLAY, UPDATE =>
2.	Type <b>U</b> .	The console displays:  UPDT MODE: C-Create, M-Modify, D-Delete... =>
3.	Type <b>C</b> .	The console displays:  ENTER PORT NUMBER, LOCATION, or ?... =>
4.	Type an appropriate port number or location.  Provide a port number in the form <i>WWW.X.YY.ZZ</i> , where <i>WWW</i> is the cabinet number, <i>X</i> is the shelf number, <i>YY</i> is the slot, and <i>ZZ</i> is the port. For example, type <b>1.3.14.20</b> to specify the 20th port of a card in the 14th slot of the third shelf in the first cabinet.  Provide a location in the form <i>L,aaa</i> , where <i>aaa</i> is the location name.	The console displays:  ENTER PHONE TYPE DEFAULT SET ID or ?... =>
5.	Press the <Return> key to specify "no default set."	The console displays:  ENTER PORT TYPE:... =>

Step	Action	Result
6.	Respond appropriately to this and all subsequent prompts. For detailed descriptions of ACD-specific station parameters, see "ACD FONE Parameters." For information on all FONE parameters for stations, see the <i>PointSpan Station Database Procedures</i> manual (2512- <i>nnn</i> ).	After you respond to the last prompt for station parameters, the console displays all of the parameter values, followed by:  DOES UPDATE VERIFY ?... =>
7.	Type <b>Y</b> to save the ACD station in the PointSpan database.	

## FONE Parameters for ACD

Several PointSpan database parameters define an ACD station, determining its type and capabilities. Many of the parameters are available through both the FONE and LINE commands. The FONE command creates a new station and the LINE command modifies the parameters of an existing station.

Table 9 presents the ACD-related FONE parameters in alphabetical order. When you create an ACD station, the Administrative Console does not show prompts for all of the possible FONE parameters. Rather, it automatically excludes or includes prompts based on your responses. For example, the parameter choices differ significantly for different port types (STE, ITE, etc.).

**Table 9. FONE Parameters for ACD**

Station Parameter	Description
ACD Agent Line	Determines whether a voice line supports ACD. Valid values are <b>Y</b> (yes) and <b>N</b> (no). Select "Y" for an agent line. Select "N" for a supervisor line.
Agent Automatic Sign-on ID	Determines whether the system supports Automatic Agent Sign-on. Valid values include an established Agent ID number or <b>N</b> (none). A valid Agent ID number enables Automatic Agent Sign-on. A value of "N" activates Manual Agent Sign-on.  See "Agent Sign-on" for more information.

Station Parameter	Description
Agent Idle Queue Priority	<p>Determines the order in which an agent receives calls that ACD distributes with the Ordered Selection call distribution method. Valid values are 0 through 7.</p> <p>With Top-down Order Selection, the system routes calls to agents with higher priorities first (routes to agents with priority 7 before others).</p> <p>With Bottom-up Ordered Selection, the system routes calls to agents with low priorities first (routes to agents with priority 1 before others).</p> <p>The system does not apply Ordered Selection distribution to agents with priority 0. The system always routes calls to 0-priority agents based on how long they have remained idle.</p> <p><b>Note</b></p> <p>This FONE parameter applies only for DIRN-based call centers. ID-based call centers apply the AGID command's Agent Idle Queue Priority parameter.</p>
Agent Station for ACD	<p>Determines whether the station supports ACD. Valid values are <b>Y</b> (yes) and <b>N</b> (no). Select "Y" for stations in an ACD call center.</p>
Assign Line Select Button	<p>Allows you to assign a directory number for an unassigned voice button on the station (based on the station's associated button template). This parameter is only available for port types that support phones with feature buttons. Valid values are <b>Y</b> (yes) and <b>N</b> (no). If you select "Y," the system prompts you to define the following parameters:</p> <ul style="list-style-type: none"> <li>• Line Select Button Number</li> <li>• Line Type</li> <li>• Voice Line Directory Number</li> </ul>
Assign Voice Line	<p>Allows you to assign a voice line for the station. This parameter is only available for port types that support a phone without feature buttons. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p> <p>If you select "Y," the system prompts you to define the following parameters:</p> <ul style="list-style-type: none"> <li>• Line Type</li> <li>• Voice Line Directory Number</li> </ul>
Button Template Number	<p>Assigns a button template, by number, for the station. This parameter is only available for port types that support phones with feature buttons.</p>

Station Parameter	Description
Class of Service	Associates a Class of Service with the station.
Home ACD Pilot Number	<p>Assigns a specific pilot, by number, as the agent's home pilot.</p> <p><b>Note</b></p> <p>The Agent ID's Home ACD Pilot Number parameter overrides this parameter. The Agent ID parameter associates the home pilot to the Agent ID rather than the agent's directory number.</p>
Line Select Button Number	Selects an available line select button, by number, for a voice line assignment.
Line Type	Determines the type of line for either a station with no feature buttons or for one line select button. For ACD call centers, set this parameter to "ACD Line."
Name	<p>Defines a name, title, or other alphanumeric designation of up to 26 characters for the agent.</p> <p><b>Note</b></p> <p>Agent stations typically cannot display more than 20 characters. Such displays truncate the endings of longer agent names.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• The system automatically assigns the name from this parameter to the Directory Lookup System.</li> <li>• This AGID command's Agent Name parameter overrides this FONE parameter.</li> <li>• Centergy Reporting® applications require the use of agent names.</li> </ul>





Station Parameter	Description
OAI Associated Member	<p>Determines whether or not the station supports an Open Application Interface link to an external application, such as:</p> <ul style="list-style-type: none"> <li>• Centergy Reporting</li> <li>• A call accounting application</li> <li>• An integrated voice response (IVR) unit</li> <li>• A reader board</li> <li>• A call recording system</li> <li>• A predictive dialing application</li> <li>• A voice mail system</li> </ul> <p>Valid values are <b>Y</b> (yes) or <b>N</b> (no). See "OAI Associated Member" for details.</p>
Port Type	Assigns a port type for the station.
Prime Line Pre-select Button	Defines, by number, the line select button used as the prime line on the station. This parameter is only available for port types that support phones with feature buttons.
Station User Group Number	Assigns a station user group for the station. Valid values are <b>1</b> through <b>300</b> and <b>N</b> (none).
User Group	Associates a user group with the station.
Voice Directory Number	Assigns a directory number to either a station with no feature buttons or for one line select button.
Wrap-up Allowed	<p>Determines whether the station supports the Wrap-up capability. Valid values are <b>Y</b> (yes) and <b>N</b> (no). See "Wrap-up" for more information.</p> <p><b>Note</b></p> <p>Even when the value of this parameter is "Y," an agent can not use the Wrap-up capability unless the associated ACD pilot also allows Wrap-up.</p> <p><b>Note</b></p> <p>This FONE parameter applies only for DIRN-based call centers. ID-based call centers apply the AGID command's Wrap-Up Allowed parameter.</p>

## Modify an ACD Station for an Agent or Supervisor

Use this procedure to modify the parameters for an existing agent or supervisor line.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>LINE</b> .	The console displays: SELECT COMMAND => LINE  SELECT MODE: PRINT, DISPLAY, UPDATE, LOGGING... =>
2.	Type <b>U</b> .	The console displays:  UPDT MODE: C-Create, M-Modify, D-Delete, P-Copy... =>
3.	Type <b>M</b> .	The console displays:  DIRECTORY NUMBER... =>
4.	Type an appropriate agent or supervisor directory number.	The console displays:  USER GROUP:... =>
5.	Type the number for the user group associated with the ACD agent or supervisor line.	The console displays:  DIRECTORY TYPE...ACD VOICE LINE Specify Field to Modify or - or ?... =>
6.	Type an appropriate code for the Line parameter to change. (For example, type <b>COS</b> to change the Class of Service associated with the agent or supervisor line.)  For detailed descriptions of ACD-related Line parameters, see "Line Parameters for ACD." For information on all Line parameters, see the <i>PointSpan Station Database Procedures</i> manual (2512- <i>nnn</i> ).	The console displays:  Specify Field to Modify or - or ?... =>
7.	Repeat step 6 for each Line parameter to change. When you are done, press the <Enter> key.	The console displays complete details for the agent or supervisor line, followed by:  DOES UPDATE VERIFY?
8.	Type <b>Y</b> to save the new parameters for the line.	

## Line Parameters for ACD

Several PointSpan database parameters define an ACD station, determining its type and capabilities. Many of the station parameters are available through both the FONE and LINE commands. The FONE command creates a new station and the LINE command modifies the parameters of an existing station.

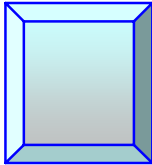
Table 10 presents the ACD-related Line parameters in the alphabetical order. It also includes the console's three-letter abbreviation for each parameter.

**Table 10. Line Parameters for ACD**

Station Parameter	Description
ACD Agent Line (AAL)	Determines whether a voice line supports ACD. Valid values are <b>Y</b> (yes) and <b>N</b> (no). Select "Y" for an agent line. Select "N" for a supervisor line.
Agent Automatic Sign-on ID (ASO)	Determines whether the line supports Automatic Agent Sign-on. Valid values include an established Agent ID number or <b>N</b> (none). A valid Agent ID number enables Automatic Agent Sign-on. A value of "N" activates Manual Agent Sign-on.  See "Agent Sign-on" for more information.
Agent Idle Queue Priority (AIP)	Determines the order in which an agent receives calls that ACD distributes with the Ordered Selection call distribution method. Valid values are 0 through 7.  With Top-down Order Selection, the system routes calls to agents with higher priorities first (routes to agents with priority 7 before others). With Bottom-up Ordered Selection, the system routes calls to agents with low priorities first (routes to agents with priority 1 before others). The system does not apply Ordered Selection distribution to agents with priority 0. The system always routes calls to 0-priority agents based on how long they have remained idle.  See "Call Distribution" for more information.  <b>Note</b>  This LINE parameter applies only for DIRN-based call centers. ID-based call centers apply the AGID command's Agent Idle Queue Priority parameter.
Class of Service (COS)	Associates a Class of Service with the line.

Station Parameter	Description
Home ACD Pilot Number (ACD)	<p>Assigns a specific pilot, by number, as the agent's home pilot.</p> <p>See "Reassignment" for more information.</p> <p><b>Note</b></p> <p>The Agent ID's Home ACD Pilot Number parameter overrides this parameter. The Agent ID parameter associates the home pilot to the Agent ID rather than the agent's directory number.</p>





# Chapter 6 Agent Not Ready

Automatic Call Distribution (ACD) provides an Agent Not Ready feature.

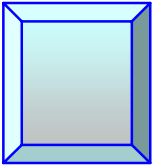
Agent Not Ready is similar to the Agent Unavailable feature, but the agent is an external application that communicates with the PointSpan switch across an Open Application Interface (OAI) channel. The application activates and deactivates the feature. When Agent Not Ready is active, the switch does not route ACD calls to the application. When Agent Not Ready is inactive, the switch routes ACD calls to the application. Typically, Agent Not Ready supports an out dialer in a call center.

## Enable the Agent Not Ready Feature

The following table outlines the process to enable the Agent Not Ready feature.

Stage	Description
1.	Establish OAI connectivity between the external application and the PointSpan switch. See the following for assistance: <ul style="list-style-type: none"> <li>• <i>Ethernet Access and Open Application Interface (OAI) Setup manual (2540-nnn)</i></li> <li>• <i>Open Application Interface Developer Reference manual (2478-nnn)</i></li> <li>• Other Aastra OAI documentation, as appropriate</li> </ul>
2.	Set the Agent Not Ready Allowed parameter for each ACD pilot, which determines whether a specific pilot enables or disables this feature for associated agents (external applications).





# Chapter 7 Agent Sign-on

An Automatic Call Distribution (ACD) agent must sign onto an agent group pilot to receive ACD calls. ACD provides the following methods for an agent to sign on to an agent group pilot.

- Automatic sign-on
- Manual sign-on with identification
- Manual sign-on with identification and password
- Dynamic sign-on
- Roaming sign-on
- Permanent Sign-on

Each of these methods has a unique impact and specific control requirements.

## Automatic Agent Sign-on

ACD provides an Automatic Agent Sign-on feature to enable an agent to sign onto an agent group pilot without entering an identification name (ID) or user password.

## Enable Automatic Agent Sign-on

The Agent Automatic Sign-on ID (ASO) parameter for the agent line (directory number) determines whether an agent can sign onto an agent group pilot automatically without an ID or password. Use a valid Agent ID number as the value for the Agent Automatic Sign-on ID parameter to enable Automatic Agent Sign-on for the line.

## Manual Agent Sign-on with Identification

ACD provides a Manual Agent Sign-on with Identification (ID) feature as an agent sign-on option. An agent with this sign-on option must enter an Agent ID at an agent station to sign onto an agent group pilot.

## Enable Manual Agent Sign-on with Identification

Step	Action
3.	Set the Agent Automatic Sign-on ID (ASO) parameter for the agent line (directory number) to "N" (none).

## Manual Agent Sign-on with Identification and Password

ACD provides a Manual Agent Sign-on with Identification (ID) and Password feature as an agent sign-on option. An agent with this sign-on option must enter an Agent ID and its associated password at an agent station to sign onto an agent group pilot.

### Enable Manual Agent Sign-on with Identification and Password

The following table outlines the process to enable the Manual Agent Sign-on with ID and password feature.

Stage	Description
1.	Set the Agent Automatic Sign-on (ASO) parameter for the agent line (directory number) to "N" (none).
2.	Define the Agent Password (PSW) parameter for an agent ID.

### Dynamic Agent Sign-on

ACD provides a Dynamic Agent Sign-on feature as an agent sign-on option. Dynamic Agent Sign-on enables an agent to manually sign on to different agent group pilots. It provides flexibility in agent allocation, allowing an agent to sign off from one pilot and sign onto a different pilot from an agent station without supervisor involvement.

### Enable Dynamic Agent Sign-on

The following table outlines the process to enable Dynamic Agent Sign-on.

Stage	Description
1.	Establish a standard sign-on capability for an agent.
2.	Ensure that the user group associated with an agent supports Dynamic Agent Sign-on.
3.	Set the Dynamic Agent Sign-on (DAS) parameter for the Class of Service associated with an agent to support Dynamic Agent Sign-on.
4.	If the value of the DAS parameter in the Class of Service is "conditional," set the Dynamic Agent Sign-on (DAS) parameter for the Agent ID to support the feature.
5.	Ensure that appropriate pilots allow agents to sign on dynamically. Set the Dynamic Agent Sign-on (DAS) parameter to "Y" (yes).



**Note**

See appropriate phone documentation for specific instructions for signing onto a pilot dynamically from an agent station.

## Modify a User Group to Support Dynamic Agent Sign-on

Use this procedure to ensure that a user group associated with ACD agents supports Dynamic Agent Sign-on.

Step	Action	Result
1.	At a main Administrative Console command prompt, type <b>UGRP</b> .	The console displays: SELECT COMMAND => UGRP SELECT MODE: DISPLAY, UPDATE, TITLES... =>
2.	Type <b>U</b> .	The console displays: UPDATE MODE: C-Create M-Modify D-Delete... =>
3.	Type <b>M</b> .	The console displays: USER GROUP NUMBER (1-1000) or ?... =>
4.	Type the number for the user group to modify.	The console displays: SELECT SUBCOMMAND or ?... =>
5.	Type <b>CHP</b> (Call Handling Parameters).	If the user group shares call handling parameters with another user group, the console displays:  ** USER GROUP # SHARES CHPs WITH OTHER GROUP CHPs **  DISPLAY THE SHARING USER GROUPS?: Y=Yes; Return=No... =>  If not, the console displays:  SPECIFY FIELD TO MODIFY or - or ?... =>
6.	If the user group does not shares call handling parameters with other groups, go to step 7. Otherwise, press the <Enter> key.	The console displays:  SPECIFY FIELD TO MODIFY or - or ?... =>
7.	Type <b>DAS</b> (Dynamic Agent Sign-on).	The console displays:  DYNAMIC AGENT SIGN-ON: D; U; C or ?... =>

Step	Action	Result								
8.	Type either <b>D</b> , <b>U</b> , or <b>C</b> .	The console displays:  SPECIFY FIELD TO MODIFY OR - OR ?... =>								
	<table border="1"> <thead> <tr> <th>Value</th> <th>Meaning</th> </tr> </thead> <tbody> <tr> <td>D</td> <td>Disabled.  Agents associated with this user group can not sign onto any pilot dynamically.</td> </tr> <tr> <td>C</td> <td>Conditional.  Agents associated with this user group can sign onto pilots dynamically based on the agent's Class of Service. See "Class of Service Parameters for ACD."</td> </tr> <tr> <td>U</td> <td>Unconditional.  All agents associated with this user group can dynamically sign onto any pilot that supports Dynamic Agent Sign-on.</td> </tr> </tbody> </table>		Value	Meaning	D	Disabled.  Agents associated with this user group can not sign onto any pilot dynamically.	C	Conditional.  Agents associated with this user group can sign onto pilots dynamically based on the agent's Class of Service. See "Class of Service Parameters for ACD."	U	Unconditional.  All agents associated with this user group can dynamically sign onto any pilot that supports Dynamic Agent Sign-on.
	Value		Meaning							
	D		Disabled.  Agents associated with this user group can not sign onto any pilot dynamically.							
C	Conditional.  Agents associated with this user group can sign onto pilots dynamically based on the agent's Class of Service. See "Class of Service Parameters for ACD."									
U	Unconditional.  All agents associated with this user group can dynamically sign onto any pilot that supports Dynamic Agent Sign-on.									
9.	Press the <Enter> key.	The console displays all of the parameters and values for the user group, followed by:  DOES UPDATE VERIFY?								
10.	Type <b>Y</b> to save the modified user group parameters.									

## Roaming Agent Sign-on

ACD provides a Roaming Agent feature as an agent sign-on option. The Roaming Agent feature enables an agent to relocate an ACD voice line (directory number) from one ACD station to another. Because ACD reports use an agent's identification number (Agent ID) and directory number, they can track the agent's activity no matter where the agent's actual telephone is located. Roaming Agent is ideal for call center environments that need to easily relocate agents physically.

When an agent relocates an ACD line from one station to another, the system assigns it to the line select button of the new station. The agent's line remains assigned to the new station until one of the following occurs:

1. The system automatically removes the agent line from the station, because the value of the Line Remove by Roaming Agent parameter in the associated Class of Service is "Y."

or

2. A user removes the line manually.

## Enable Roaming Agent Sign-on

The following table outlines the process to enable the Roaming Agent feature.

Stage	Description
1.	Establish one of the manual sign-on methods for an agent.  <div style="background-color: #e0e0e0; padding: 2px;"><b>Note</b></div> Agents that have Roaming Agent capability cannot also have the Automatic Agent Sign-on capability.
2.	Set the following related Class of Service parameters: <ul style="list-style-type: none"> <li>• Line Remove by Roaming Agent (RAM)</li> <li>• Roaming Agent (ROM)</li> </ul>
3.	Unless you set the Line Remove by Roaming Agent parameter in the associated Class of Service to "Y," define system parameters to allow manual removal of agent lines from ACD stations.
4.	Set the following related Agent ID parameters: <ul style="list-style-type: none"> <li>• Roaming Agent (RAG)</li> <li>• Voice Directory Number (AVL)</li> </ul>

### Note

See appropriate phone documentation for instructions to relocate an ACD line from one ACD station to another and to manually remove a roaming agent line from a station.

## Modify a User Group for Manual Removal of Roaming Agent Line

Use this procedure to define the length for a feature code that removes roaming agent lines associated with a user group. (By activating the feature code from the keypad of an Agent station, a user removes the roaming agent line.)

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>UGRP</b> .	The console displays: SELECT COMMAND => UGRP SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES... =>
2.	Type <b>U</b> .	The console displays: UPDATE MODE: C-Create M-Modify D-Delete... =>
3.	Type <b>M</b> .	The console displays: USER GROUP NUMBER (1-1000) or ?... =>
4.	Type the number for the user group to modify.	The console displays: SELECT SUBCOMMAND or ?... =>
5.	Type <b>FDD</b> (First Digit Disposition).	The console displays: Specify Field to Modify or - or ?... =>
6.	Type <b>5</b> (to select the first digit of numeric feature codes).	The console displays: 1st Digit 5 Disposition Code or ?... =>
7.	Type <b>NMFT</b> (Numeric Feature Code Digits).	The console displays: Number of Numeric Feature Code Digits: 1-4... =>
8.	Type <b>1, 2, 3, or 4</b> to define the number of digits for the feature code that removes roaming agent lines associated with the user group.	The console displays: Specify Field to Modify or - or ?... =>
9.	Press the <Enter> key.	The console displays all of the parameters and values for the user group, followed by: DOES UPDATE VERIFY?
10.	Type <b>Y</b> to save the modified user group parameters.	

## Assign a Feature Code for Manual Removal of Roaming Agent Line

Use this procedure to define the feature code that removes a roaming agent line from an agent station. By activating the feature code from the station keypad, a user removes the roaming agent line.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>NFIT</b> .	The console displays: SELECT COMMAND => NFIT SELECT MODE: PRINT, DISPLAY, UPDATE... =>
2.	Type <b>U</b> .	The console displays: Type: A=Add; C=Chg; R=Rem; D=Dsp; Rtn; or ?... =>
3.	Type <b>A</b> (add a feature code).	The console displays: Feature Code (1-4 digit number) or ?... =>
4.	Type the feature code that removes a roaming agent line from an ACD agent station. Match the number of digits that the user group defines for the code (see "Modify a User Group for Manual Removal of Roaming Agent Line").	The console displays: Feature Mnemonic or ?... =>
5.	Type <b>RVLN</b> (Remove Voice Line).	The console displays: Type: A=Add; C=Chg; R=Rem; D=Dsp; Rtn; or ?... =>
6.	Press the <Enter> key.	The console displays the feature code parameters, followed by: DOES UPDATE VERIFY?
7.	Type <b>Y</b> to save the feature code and make it available for use on stations.	

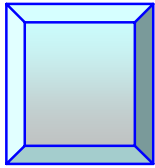
## Permanent Agent Sign-on

ACD provides a Permanent Agent Sign-on feature. With Permanent Agent Sign-on, an agents for an ACD pilot are signed on permanently. The only way to sign off an agent on the pilot is to place the port for the agent into maintenance out of service (MOS) mode. The Permanent Agent Sign-on capability is typically available to support external systems, such as an integrated voice response (IVR) unit, that cannot sign on or off. Such systems must remain signed on at all times.

## Enable Permanent Agent Sign-on

Step	Action
1.	Set the Permanent Agent Sign-on (PAS) parameter for each appropriate ACD pilot.





## Chapter 8 Agent Station Display

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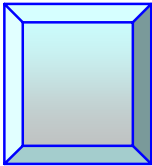
Automatic Call Distribution (ACD) supports the display of incoming call information on agent stations. Agent stations can display destination information (the billable number or agent's directory lookup name) for each incoming call. The system uses either the current pilot or a previous pilot to determine this information. Primary pilots typically display destination information for the current pilot. Overflow pilots, however, often display information that identifies the primary pilot from which a call arrives.

### Enable the Agent Station Display Feature

To enable the Agent Station Display feature and determine how calls to an ACD pilot display information, set the Agents Incoming Calls Display (MOD) parameter for each pilot.







# Chapter 9 Agent Statistics

Automatic Call Distribution (ACD) provides an Agent Statistics feature, which enables an agent station with alphanumeric display to show statistics for an agent. When a station supports the Agent Statistics feature, an agent can display the following information on their station by pressing the Agent Statistics feature button:

- Agent name and extension
- Online duration
- Percentage of time available to receive calls
- Percentage of time answering ACD calls
- Percentage of time in Wrap-up state
- Percentage of time in Hold state
- Percentage of time in Work state
- Percentage of time on incoming calls
- Percentage of time on outgoing calls
- Percentage of time on internal calls
- Total number of ACD calls
- Average ACD call duration
- Total number of incoming calls
- Total number of internal calls

## Enable the Agent Statistics Feature

The following table outlines the process to enable the Agent Statistics feature.

Stage	Description
1.	Define the statistics to be displayed and their format.
2.	Ensure that appropriate button templates for agents include the Agent Statistics feature button.

Stage	Description
3.	<p>Assign an appropriate button template (with the Agent Statistics feature button) to stations for agents who will use the feature.</p> <p><b>Note</b></p> <p>You can not modify an existing agent station (using the Line command) to add support for Agent Statistics. You must delete the station (line) and create it again with an appropriate button template.</p>

## Define the Format for Agent Statistics

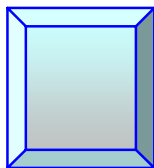
Use this procedure to select the statistics that the Agent Statistics feature displays and to define the format for those statistics.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>UGRP</b> .	<p>The console displays:</p> <pre>SELECT COMMAND =&gt; UGRP SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES =&gt;</pre>
2.	Type <b>U</b> .	<p>The console displays:</p> <pre>UPDATE MODE: C-Create M-Modify D-Delete =&gt;</pre>
3.	Type <b>M</b> .	<p>The console displays:</p> <pre>USER GROUP NUMBER or ?... =&gt;</pre>
4.	Type the number for the user group to modify.	<p>The console displays:</p> <pre>SELECT SUBCOMMAND or ? =&gt;</pre>
5.	Type <b>CHP</b> (Call Handling Parameters)	<p>If the user group shares call handling parameters with other user groups, the console displays:</p> <pre>** USER GROUP # SHARES CHPs WITH OTHER USER GROUP CHPs  DISPLAY THE SHARING USER GROUPS?: Y=Yes Return=No...=&gt;</pre> <p>If not, the console displays:</p> <pre>SPECIFY FIELD TO MODIFY or - or ?...=&gt;</pre>
6.	If the user group does not share call handling parameters with other groups, go to step 7. Otherwise, press the <Enter> key.	<p>The console displays:</p> <pre>SPECIFY FIELD TO MODIFY or - or ?...=&gt;</pre>

Step	Action	Result						
7.	Type <b>AST</b> (Agent Statistics Type)	The console displays: ACD AGENT STATS BUTTON STATISTICS TYPE: A; C; or ?... =>						
8.	Type either <b>A</b> or <b>C</b> . <table border="1" data-bbox="493 474 940 632"> <thead> <tr> <th>Value</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Accumulated Statistics</td> </tr> <tr> <td>C</td> <td>Current Statistics</td> </tr> </tbody> </table>	Value	Description	A	Accumulated Statistics	C	Current Statistics	The console displays: SPECIFY FIELD TO MODIFY or - or ?...=>
Value	Description							
A	Accumulated Statistics							
C	Current Statistics							
9.	Press the <Enter> key.	The console displays all of the user group parameters, followed by: DOES UPDATE VERIFY?						
10.	Type <b>Y</b> to save the user group with the new agent statistics type.	The console displays: SELECT SUBCOMMAND or ? =>						
11.	Type <b>CHP</b> (Call Handling Parameters).	If the user group shares call handling parameters with other user groups, the console displays:  ** USER GROUP # SHARES CHPs WITH OTHER USER GROUP CHPs  DISPLAY THE SHARING USER GROUPS?: Y=Yes Return=No...=>  If not, the console displays: SPECIFY FIELD TO MODIFY or - or ?...=>						
12.	If the user group does not share call handling parameters with other groups, go to step 13. Otherwise, press the <Enter> key.	The console displays: SPECIFY FIELD TO MODIFY or - or ?...=>						
13.	Type <b>ASF</b> (Agent Statistics Format)	The console displays: ACD AGENT STATS BUTTON STATISTICS FORMAT: P; M; or ?... =>						

Step	Action	Result						
14.	Type either <b>P</b> or <b>M</b> . <table border="1" data-bbox="493 317 938 611"> <thead> <tr> <th data-bbox="493 317 618 369">Value</th> <th data-bbox="618 317 938 369">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="493 369 618 491">P</td> <td data-bbox="618 369 938 491">Show statistics as percentages of time online</td> </tr> <tr> <td data-bbox="493 491 618 611">M</td> <td data-bbox="618 491 938 611">Show statistics as actual times online (in <i>hour:minute</i> format)</td> </tr> </tbody> </table>	Value	Description	P	Show statistics as percentages of time online	M	Show statistics as actual times online (in <i>hour:minute</i> format)	The console displays: SPECIFY FIELD TO MODIFY or - or ?...=>
Value	Description							
P	Show statistics as percentages of time online							
M	Show statistics as actual times online (in <i>hour:minute</i> format)							
15.	Press the <Enter> key.	The console displays all of the user group parameters, followed by: DOES UPDATE VERIFY?						
16.	Type <b>Y</b> to save the user group with the new agent statistics format.							





## Chapter 10

# Agent Unavailable

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Automatic Call Distribution (ACD) provides an Agent Unavailable agent feature. With the Agent Unavailable feature, an agent can prevent ACD from routing new calls to their station. It gives agents the flexibility to manage their time when they need to take care of other duties or actions.

The Agent Unavailable feature supports the following functions:

- Initial agent unavailable sign on mode
- Work state timer
- Agent Unavailable timer
- Maximum number of manual transitions from Unavailable state to Work state

### Initial Agent Unavailable Sign-On Mode

When an agent signs on to an ACD Pilot, the system can automatically place the agent into an idle, work, or agent unavailable state (based on the value of the Initial Sign-on Mode parameter). As an option, the system can also provide a pre-defined reason code for the agents that it places in an agent unavailable state. When supporting an initial agent unavailable state, the system also includes a timer that defines how long an agent can remain unavailable. After an agent remains unavailable for longer than this duration, the system automatically logs the agent off. Support for agent unavailable on initial sign-on applies to all answer modes, including:

- Manual answer
- Auto-answer

### Work Timer

PointSpan switches can integrate Agent Unavailable and Work functionality. Typically, the Work feature enables an agent to manually prevent her ACD station from accepting more ACD calls. The can remain in the work state indefinitely until removed forcibly by a supervisor (see "Force") or until a work timer expires. The Time for Agent Work parameter for either the pilot or the associated Class of Service defines this timer. For details, see "Pilot Parameters for Work" and "Class of Service Parameters for Work."

When the time that an agent has remained in the Work state matches the value of the work timer, the system either:

- Places the agents into an Agent Unavailable state (with an optional, pre-defined reason code); the function, interval, and reason code uniformly applies to all agents in the same Agent Group pilot or Class of Service.

*or*

- Signs the agent offline.

**Note**

If the agent presses the Wrap-up/Work button while on an ACD or Non-ACD active call, the system does not start the timer until the agent disconnects and the Work state begins. Table 11 describes system responses when a agent enters a Work state during an active call.

**Table 11. System Response to Work During Active Call**

<b>Responses in ACD Line and Another Line</b>	<b>Agent on ACD call When Work is activated</b>	<b>Agent on Non-ACD call When Work is activated</b>
Taking ACD call before agent hangs up		
➤ ACD line	No	No
➤ Another ACD line	No	No
➤ Another Non-ACD Line	Only take non-ACD calls	Only take non-ACD calls
OAI work begin event is sent	When agent hangs up	When agent hangs up
Agent work statistics begin	When agent hangs up	When agent hangs up
Agent work timer (if any) starts	When agent hangs up	When agent hangs up

This function acts on agents that enter the Work state without regard to the previous state (whether talk, dial, or idle). This feature acts on all agents that enter the Work state manually or through the initial agent sign-on mode.

**Agent Unavailable Timer**

Typically, an agent remains in an Agent Unavailable state until the agent:

- Presses the Agent Unavailable feature button on their station.
- Presses the Wrap-up/Work feature button on their station.
- Dials the Agent Unavailable feature code on their station.
- Logs off of the ACD pilot.

As an option, the system can include an Agent Unavailable timer. The Time for Agent Unavailable (UTV) parameter for either the pilot or the associated Class of Service defines this timer. See "Pilot Parameters for Agent Unavailable" and "Class of Service Parameters for Agent Unavailable" for details.

The Agent Unavailable timer defines the maximum amount of time that an agent can remain in the Unavailable State. The timer starts when an agent enters the Agent Unavailable state from initial sign-on or Work timer expiration. When the time that an agent has remained in the Agent Unavailable state matches the value of the Agent Unavailable timer, the system automatically logs the agent off.

If the initial agent sign-on mode places an agent into the Agent Unavailable state, the agent's station displays the reason code. The reason does not display on an agent's station if the system places the agent into Agent Unavailable state after the Work timer expires.

**Note**

If the Work timer expires while an agent is on a Non-ACD active call, the Agent Unavailable timer does not start until the agent disconnects and the Agent Unavailable state begins. Table 12 describes system responses when an agent enters an Agent Unavailable state during an active call.

**Table 12. System Response to Agent Unavailable During Active Call**

<b>Responses in the ACD Line and Another Line</b>	<b>Agent on an ACD Call when Agent Unavailable is activated</b>	<b>Agent on a Non-ACD Call when Agent Unavailable is Activated</b>
Taking ACD call before agent gangs up		
➤ ACD line	No	No
➤ Another ACD line	No	No
➤ Another non-ACD line	Only take non-ACD calls	Only take non-ACD calls
OAI Agent Unavailable Begin event is sent	When agent hangs up	When agent hangs up
Agent Unavailable Statistics Begin	When agent hangs up	When agent hangs up
Agent Unavailable timer (if any) starts	N/A	When agent hangs up

If agents need more time than allowed for Agent Unavailable, they can press the Wrap-up/Work button before the Agent Unavailable timer expires to change their state from Agent Unavailable to Work. The system restarts the Work timer (if there is one).

**Maximum Number of Manual Transitions from Unavailable to Work**

The system can prevent an agent from staying indefinitely in Work or Agent Unavailable states. A Maximum Times Wrap/Work Allowed (WPM) parameter defines the number of consecutive times that an agent can press the Wrap-up/Work button to restart the Work timer. An agent can restart the Work timer by pressing the Wrap-up/Work button either an *unlimited* number of times or a finite number of times (from 1 to 9). When the number of times an agent pushes the Wrap-up/Work button while in Agent Unavailable state exceeds the maximum number, the agent state does not change.

The Agent Unavailable timer function and interval uniformly applies to all agents in the same agent group or Class of Service. This feature acts on all agents that enter the Agent Unavailable state manually or through the initial agent sign-on mode.

Figure 1 represents the agent unavailable sign on functionality.

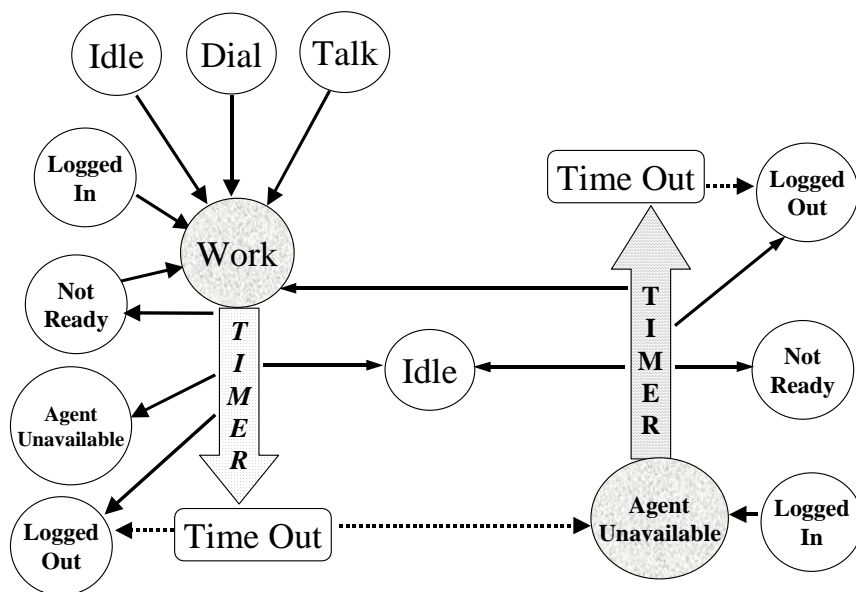


Figure 1. State Transition Diagram for Work and Agent Unavailable with Timer

## Pilot Parameters for the Agent Unavailable Feature

Several ACD pilot parameters support the Agent Unavailable feature.

Table 13 presents pilot parameters that support Agent Unavailable in alphabetical order. It also shows the system console's three-letter abbreviation for each parameter.



**Table 13. Pilot Parameters for Agent Unavailable**

<b>Pilot Parameter for the Agent Unavailable Feature</b>	<b>Description</b>										
<p>Agent State After Time Expired</p>	<p>Defines the state that the system will apply for any agent who remains in Work longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 491 1450 653"> <thead> <tr> <th data-bbox="824 491 1036 548">Value</th> <th data-bbox="1036 491 1450 548">Agent State After Work</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 548 1036 604">U</td> <td data-bbox="1036 548 1450 604">Agent Unavailable</td> </tr> <tr> <td data-bbox="824 604 1036 653">O</td> <td data-bbox="1036 604 1450 653">Agent Offline</td> </tr> </tbody> </table> <p>If you select "U" (Agent Unavailable) for this parameter, the system prompts you to define the following additional parameters:</p> <ul style="list-style-type: none"> <li>• Unavailable Reason Code Table</li> <li>• Unavailable Reason Code Number</li> <li>• Time for Agent Unavailable</li> </ul>	Value	Agent State After Work	U	Agent Unavailable	O	Agent Offline				
Value	Agent State After Work										
U	Agent Unavailable										
O	Agent Offline										
<p>Agent Unavailable (AUN)</p>	<p>Determines whether the pilot supports the Agent Unavailable feature. Agent Unavailable allows an agent in the pilot to prevent ACD from routing new calls to their station. It gives agents flexibility in managing their time.</p> <table border="1" data-bbox="824 1115 1450 1646"> <thead> <tr> <th data-bbox="824 1115 1008 1171">Value</th> <th data-bbox="1008 1115 1450 1171">Unavailable Agent Mode</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1171 1008 1255">N (Not allowed)</td> <td data-bbox="1008 1171 1450 1255">The pilot does not support the Agent Unavailable feature.</td> </tr> <tr> <td data-bbox="824 1255 1008 1373">A (Allowed)</td> <td data-bbox="1008 1255 1450 1373">The pilot supports the Agent Unavailable feature and does not require or accept a reason code.</td> </tr> <tr> <td data-bbox="824 1373 1008 1528">O (Optional)</td> <td data-bbox="1008 1373 1450 1528">The pilot supports the Agent Unavailable feature. Although it does not require a reason code, it will accept one.</td> </tr> <tr> <td data-bbox="824 1528 1008 1646">M (Mandatory)</td> <td data-bbox="1008 1528 1450 1646">The pilot supports the Agent Unavailable feature and requires a reason code.</td> </tr> </tbody> </table> <p>When you select either "O" or "M" for this parameter, the system prompts you to define an Unavailable Reason Code Table Number parameter.</p>	Value	Unavailable Agent Mode	N (Not allowed)	The pilot does not support the Agent Unavailable feature.	A (Allowed)	The pilot supports the Agent Unavailable feature and does not require or accept a reason code.	O (Optional)	The pilot supports the Agent Unavailable feature. Although it does not require a reason code, it will accept one.	M (Mandatory)	The pilot supports the Agent Unavailable feature and requires a reason code.
Value	Unavailable Agent Mode										
N (Not allowed)	The pilot does not support the Agent Unavailable feature.										
A (Allowed)	The pilot supports the Agent Unavailable feature and does not require or accept a reason code.										
O (Optional)	The pilot supports the Agent Unavailable feature. Although it does not require a reason code, it will accept one.										
M (Mandatory)	The pilot supports the Agent Unavailable feature and requires a reason code.										

Pilot Parameter for the Agent Unavailable Feature	Description																
Initial Agent Sign-on Mode (ISM)	<p>Defines a default sign-on mode for agents. When an agent first signs on, they will be in this mode until they actively change their state.</p> <table border="1" data-bbox="824 415 1448 695"> <thead> <tr> <th>Value</th> <th>Sign-on Mode</th> </tr> </thead> <tbody> <tr> <td>ID</td> <td>Idle; Automatic Answer remains in previous state</td> </tr> <tr> <td>WO</td> <td>Work; Automatic Answer remains in previous state</td> </tr> <tr> <td>AI</td> <td>Idle; Enables Automatic Answer</td> </tr> </tbody> </table> <table border="1" data-bbox="824 747 1448 1026"> <thead> <tr> <th>Value</th> <th>Sign-on Mode</th> </tr> </thead> <tbody> <tr> <td>AW</td> <td>Work; Enables Automatic Answer</td> </tr> <tr> <td>UN</td> <td>Agent Unavailable; Automatic Answer remains in previous state</td> </tr> <tr> <td>AU</td> <td>Agent Unavailable; Enables Automatic Answer</td> </tr> </tbody> </table> <p>When you define Agent Unavailable as the sign-on mode, the system prompts you to define the following pilot parameters:</p> <ul style="list-style-type: none"> <li>• Unavailable Reason Code Table</li> <li>• Unavailable Reason Code Number</li> </ul>	Value	Sign-on Mode	ID	Idle; Automatic Answer remains in previous state	WO	Work; Automatic Answer remains in previous state	AI	Idle; Enables Automatic Answer	Value	Sign-on Mode	AW	Work; Enables Automatic Answer	UN	Agent Unavailable; Automatic Answer remains in previous state	AU	Agent Unavailable; Enables Automatic Answer
Value	Sign-on Mode																
ID	Idle; Automatic Answer remains in previous state																
WO	Work; Automatic Answer remains in previous state																
AI	Idle; Enables Automatic Answer																
Value	Sign-on Mode																
AW	Work; Enables Automatic Answer																
UN	Agent Unavailable; Automatic Answer remains in previous state																
AU	Agent Unavailable; Enables Automatic Answer																
Maximum Times Wrap/Work Allowed (WPM)	<p>Defines the maximum number of consecutive times that an agent can activate Work. The system resets the Wrap/Work count for an agent whenever they answer an incoming ACD call. Valid values are <b>1</b> through <b>9</b> and <b>U</b> (unlimited).</p>																



Pilot Parameter for the Agent Unavailable Feature	Description								
<p>Time for Agent Unavailable (UTV)</p>	<p>Defines the maximum amount of time an agent can remain in the Unavailable state after being in the Work state longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 449 1450 1094"> <thead> <tr> <th data-bbox="824 449 1036 506">Value</th> <th data-bbox="1036 449 1450 506">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 506 1036 625">Time, from 5 to 600 seconds</td> <td data-bbox="1036 506 1450 625">Sets a specific maximum time for Agent Unavailable after a Work timeout.</td> </tr> <tr> <td data-bbox="824 625 1036 810">C</td> <td data-bbox="1036 625 1450 810">Uses the value of the Time for Agent Unavailable (UTV) parameter in the Class of Service (CLOS) for agents in this pilot.</td> </tr> <tr> <td data-bbox="824 810 1036 1094">N (None)</td> <td data-bbox="1036 810 1450 1094">The pilot has no maximum time for Agent Unavailable after a Work timeout. An agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.</td> </tr> </tbody> </table>	Value	Work Time Setting	Time, from 5 to 600 seconds	Sets a specific maximum time for Agent Unavailable after a Work timeout.	C	Uses the value of the Time for Agent Unavailable (UTV) parameter in the Class of Service (CLOS) for agents in this pilot.	N (None)	The pilot has no maximum time for Agent Unavailable after a Work timeout. An agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.
Value	Work Time Setting								
Time, from 5 to 600 seconds	Sets a specific maximum time for Agent Unavailable after a Work timeout.								
C	Uses the value of the Time for Agent Unavailable (UTV) parameter in the Class of Service (CLOS) for agents in this pilot.								
N (None)	The pilot has no maximum time for Agent Unavailable after a Work timeout. An agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.								
<p>Time for Agent Work (WTV)</p>	<p>Defines the maximum amount of time an agent in the pilot can remain in the Work state.</p> <table border="1" data-bbox="824 1268 1450 1682"> <thead> <tr> <th data-bbox="824 1268 1036 1325">Value</th> <th data-bbox="1036 1268 1450 1325">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1325 1036 1409">Time, from 5 to 600 seconds</td> <td data-bbox="1036 1325 1450 1409">Sets a specific maximum time for Work.</td> </tr> <tr> <td data-bbox="824 1409 1036 1562">C</td> <td data-bbox="1036 1409 1450 1562">Uses the value of the Time for Agent Work (WTV) parameter in the Class of Service (CLOS) for agents in this pilot.</td> </tr> <tr> <td data-bbox="824 1562 1036 1682">N (None)</td> <td data-bbox="1036 1562 1450 1682">The pilot has no maximum time for Work. An agent can remain in Work indefinitely.</td> </tr> </tbody> </table> <p data-bbox="824 1713 1450 1816">If you select any value other than "N" for this parameter, the system prompts you to define the Agent State After Time Expired parameter.</p>	Value	Work Time Setting	Time, from 5 to 600 seconds	Sets a specific maximum time for Work.	C	Uses the value of the Time for Agent Work (WTV) parameter in the Class of Service (CLOS) for agents in this pilot.	N (None)	The pilot has no maximum time for Work. An agent can remain in Work indefinitely.
Value	Work Time Setting								
Time, from 5 to 600 seconds	Sets a specific maximum time for Work.								
C	Uses the value of the Time for Agent Work (WTV) parameter in the Class of Service (CLOS) for agents in this pilot.								
N (None)	The pilot has no maximum time for Work. An agent can remain in Work indefinitely.								

Pilot Parameter for the Agent Unavailable Feature	Description
<p>Unavailable Reason Code Number (for Agent Work)</p>	<p>Defines the reason code for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294267295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code than the Initial Agent Sign-on Mode feature.</p>
<p>Unavailable Reason Code Number (for Initial Agent Sign-on)</p>	<p>Defines the reason code for initial agent sign-on. It is only available when Initial ACD Sign-on Mode is either "AW" or "UN" (Agent Unavailable). Valid values are from 1 to 4294267295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code than the Agent Work Allowed feature.</p>
<p>Unavailable Reason Code Table (for Agent Work)</p>	<p>Defines a reason code table for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294967295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code table than either the Agent Unavailable or Initial Agent Sign-on Mode features.</p>
<p>Unavailable Reason Code Table (for Initial Agent Sign-on)</p>	<p>Defines the reason code table for initial agent sign-on when the Initial ACD Sign-on Mode is either "AW" or "UN" (Agent Unavailable). Valid values are from 1 to 4294267295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code table than either the Agent Unavailable or Agent Work Allowed features.</p>



Pilot Parameter for the Agent Unavailable Feature	Description
Unavailable Reason Code Table Number (for Agent Unavailable)	<p>Defines a reason code table for the Agent Unavailable feature. Valid values are from 1 to 4294967295. This parameter is only available when Agent Unavailable is "M" or "O."</p> <p><b>Note</b></p> <p>This parameter can use a different reason code table than either the Initial Agent Sign-on Mode or Agent Work Allowed features.</p>

### Class of Service Parameters for the Agent Unavailable Feature

Several Class of Service (CLOS) parameters support the Agent Unavailable feature.

Table 14 presents the CLOS parameters that support the Agent Unavailable feature in alphabetical order. It also shows the system console's three-letter abbreviation for each parameter.

**Table 14. Class of Service Parameters for Agent Unavailable**

CLOS Parameter for the Agent Unavailable Feature	Description						
Agent State After Time Expired (WTO)	<p>Defines the state that the system will apply for any agent who remains in Work longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 1220 1450 1381"> <thead> <tr> <th>Value</th> <th>Agent State After Work</th> </tr> </thead> <tbody> <tr> <td>U</td> <td>Agent Unavailable</td> </tr> <tr> <td>O</td> <td>Agent Offline</td> </tr> </tbody> </table> <p>If you select "U" (Agent Unavailable) for this parameter, the system prompts you to define the following additional parameters:</p> <ul style="list-style-type: none"> <li>• Unavailable Reason Code Table</li> <li>• Unavailable Reason Code Number</li> <li>• Time for Agent Unavailable</li> </ul>	Value	Agent State After Work	U	Agent Unavailable	O	Agent Offline
Value	Agent State After Work						
U	Agent Unavailable						
O	Agent Offline						

CLOS Parameter for the Agent Unavailable Feature	Description						
<p>Time for Agent Unavailable (UTV)</p>	<p>Defines the maximum amount of time an agent can remain in the Unavailable state after being in the Work state longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 449 1446 940"> <thead> <tr> <th data-bbox="833 459 1036 506">Value</th> <th data-bbox="1044 459 1438 506">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="833 516 1036 621">Time, from 5 to 600 seconds</td> <td data-bbox="1044 516 1438 621">Sets a specific maximum time for Agent Unavailable after a Work timeout.</td> </tr> <tr> <td data-bbox="833 632 1036 930">N (None)</td> <td data-bbox="1044 632 1438 930">The Class of Service has no maximum time for Agent Unavailable after a Work timeout. An associated agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.</td> </tr> </tbody> </table>	Value	Work Time Setting	Time, from 5 to 600 seconds	Sets a specific maximum time for Agent Unavailable after a Work timeout.	N (None)	The Class of Service has no maximum time for Agent Unavailable after a Work timeout. An associated agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.
Value	Work Time Setting						
Time, from 5 to 600 seconds	Sets a specific maximum time for Agent Unavailable after a Work timeout.						
N (None)	The Class of Service has no maximum time for Agent Unavailable after a Work timeout. An associated agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.						
<p>Time for Agent Work (WTV)</p>	<p>Defines the maximum amount of time an agent with this Class of Service can remain in the Work state.</p> <table border="1" data-bbox="824 1115 1446 1409"> <thead> <tr> <th data-bbox="833 1125 1036 1171">Value</th> <th data-bbox="1044 1125 1438 1171">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="833 1182 1036 1266">Time, from 5 to 600 seconds</td> <td data-bbox="1044 1182 1438 1266">Sets a specific maximum time for Work.</td> </tr> <tr> <td data-bbox="833 1276 1036 1402">N (None)</td> <td data-bbox="1044 1276 1438 1402">The Class of Service has no maximum time for Work. An associated agent can remain in Work indefinitely.</td> </tr> </tbody> </table> <p>If you select any value other than "N" for this parameter, the system prompts you to define the Agent State After Time Expired parameter.</p>	Value	Work Time Setting	Time, from 5 to 600 seconds	Sets a specific maximum time for Work.	N (None)	The Class of Service has no maximum time for Work. An associated agent can remain in Work indefinitely.
Value	Work Time Setting						
Time, from 5 to 600 seconds	Sets a specific maximum time for Work.						
N (None)	The Class of Service has no maximum time for Work. An associated agent can remain in Work indefinitely.						
<p>Unavailable Reason Code Number</p>	<p>Defines the reason code for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294267295.</p>						
<p>Unavailable Reason Code Table</p>	<p>Defines a reason code table for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294967295.</p>						



## Enable the Agent Unavailable Feature

The following table outlines the process to enable the Agent Unavailable feature.

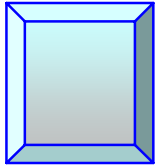
Stage	Description
1.	Set the following related ACD Pilot parameters: <ul style="list-style-type: none"> <li>• Agent State After Time Expired</li> <li>• Agent Unavailable (AUN)</li> <li>• Initial Agent Sign-on Mode (ISM)</li> <li>• Maximum Times Wrap/Work Allowed (WPM)</li> <li>• Time for Agent Unavailable (UTV)</li> <li>• Time for Agent Work (WTV)</li> <li>• Unavailable Reason Code Number (for Agent Work)</li> <li>• Unavailable Reason Code Number (for Initial Agent Sign-on)</li> <li>• Unavailable Reason Code Table (for Agent Work)</li> <li>• Unavailable Reason Code Table (for Initial Agent Sign-on)</li> <li>• Unavailable Reason Code Table Number (for Agent Unavailable)</li> </ul>
2.	Set the following related Class of Service parameters: <ul style="list-style-type: none"> <li>• Agent State After Time Expired (WTO)</li> <li>• Time for Agent Unavailable (UTV)</li> <li>• Time for Agent Work (WTV)</li> <li>• Unavailable Reason Code Number</li> <li>• Unavailable Reason Code Table</li> </ul>
3.	Ensure that button templates for agents include the Agent Unavailable feature button.
4.	Assign an appropriate button template (with the Agent Unavailable feature button) to stations for agents who will use the feature.  <b>Note</b>  You cannot modify an existing agent station (using the Line command) to add support for the Agent Unavailable feature. You must delete the station (line) and create it again with an appropriate button template.

### Note

See appropriate phone documentation for instructions to use the Agent Unavailable feature from an agent station.







# Chapter 11

## Audible Queue Status

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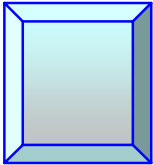
Automatic Call Distribution (ACD) provides an Audible Queue Status supervisor feature. The Audible Queue Status feature, associated with the Calls in Queue feature, activates an audible alert (a ring-ping) when the number of calls in queue exceed the Queue Lamp Threshold (QLT). A supervisor hears the alert a second time when the number of calls falls below the QLT.

### Enable the Audible Queue Status Feature

The following table outlines the process to enable the Audible Queue Status feature.

Stage	Description
1.	Enable the Calls in Queue feature.
2.	Set the Audible Queue Status Feature (AQS) parameter for appropriate pilots.





# Chapter 12

## Automatic Answer

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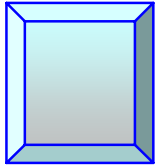
Automatic Call Distribution (ACD) provides an Automatic Answer agent feature, also called *Hands Free*. Automatic Answer enables an agent with a headset to answer ACD calls without having to press the station's hook switch.

### Enable Automatic Answer

The following table outlines the process to enable the Automatic Answer (Hands Free) agent feature.

Stage	Description
1.	Add the Hands Free Auto-Answer button to appropriate button templates.
2.	Assign an appropriate button template (with the Hands Free Auto-Answer feature button) to stations for agents who will use the feature.  <div style="background-color: #e0e0e0; padding: 5px; margin-bottom: 10px;"><b>Note</b></div> You can not modify an existing agent station (using the Line command) to add support for the Automatic Answer feature. You must delete the station (line) and create it again with an appropriate button template.





## Chapter 13 Call Alert Option

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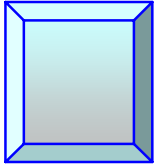
Automatic Call Distribution (ACD) provides a Call Alert Option agent feature, which defines the means by which ACD announces an incoming call at an agent station. The four options are:

- Standard ring (one standard ring)
- Ring-ping (quick, short ring)
- System feature ring (three quick rings)
- No ring (agent line flashes)

### Enable the Call Alert Option Feature

- To enable the Call Alert Option feature, set the Call Alert Type (CAR) parameter for appropriate ACD pilots.





## Chapter 14 Call Deflection

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Automatic Call Distribution (ACD) provides a Call Deflection capability that routes calls to a quick conclusion when a pilot has too many calls in queue or any call has been in a queue too long. Destinations for call deflection include:

- An alternate pilot
- Voice mail
- Recording device
- Answering service
- Busy signal

The term *Dynamic Call Deflection* is synonymous.

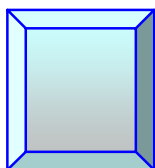
### Enable Call Deflection

To enable the Call Deflection capability, set the following parameters for each appropriate ACD pilot:

- Call Deflection Destination (CDD)
- Longest Queue Duration (LQD) - to trigger call deflection
- Maximum Queue Size (QMX) - to trigger call deflection
- Additional Deflection Destination (DPT)
- Longest Queue Duration (LQD) - to trigger call deflection to an alternate destination
- Maximum Queue Size (QMX) - to trigger call deflection to an alternate destination







## Chapter 15 Call Distribution

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Automatic Call Distribution (ACD) provides a core Call Distribution capability that defines the method ACD uses to route each call to an idle agent on line:

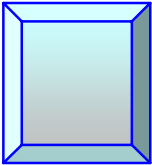
- *Longest Idle*: ACD routes each call to the available agent who has been idle the longest.
- *Ordered (Top Down)*: ACD routes each call to the available agent with the lowest idle queue priority value (ranging from a low of 1 to a high of 7).
- *Ordered (Bottom Up)*: ACD routes each call to the available agent with the highest idle queue priority value (ranging from a low of 1 to a high of 7).

### Enable Call Distribution

The following table outlines the process to enable the Call Distribution capability.

Stage	Description
1.	Set the following parameters for each appropriate ACD pilot: <ul style="list-style-type: none"> <li>• Call Distribution Method (CDM)</li> <li>• Ordered Method (if CDM is "Ordered")</li> </ul>
2.	Set the ACD Queuing Priority Level (SQP) parameter for each Class of Service associated with ACD agents.
3.	If the Pilot Member Type parameter for a call center is set to "I" (ID-based): Set the Agent Idle Queuing Priority (AIP) parameter for each agent identification number (Agent ID).
4.	If the Pilot Member Type parameter for a call center is set to "D" (DIRN-based): Set the Agent Idle Queue Priority parameter for each agent line (station).





# Chapter 16

## Call Forward No Answer

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Automatic Call Distribution (ACD) provides a Call Forward No Answer capability that handles calls that an agent in a pilot does not answer. Forwarding options include:

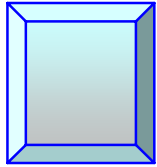
- The system forwards the call in accordance with call forwarding parameters for the involved agent station.
- The system leaves the agent on line, then queues the call to the same pilot again.
- The system continues to ring the involved agent's station.
- The system signs the agent off, then queues the call to the same pilot again.

### Enable the Call Forward No Answer Capability

The following table outlines the process to enable the Call Forward No Answer capability for ACD.

Stage	Description
1.	Define the standard call forwarding options for each agent station (FONE or Line).
2.	Set the following parameters for each appropriate ACD pilot: <ul style="list-style-type: none"> <li>• Call Forward No Answer Time (FNR)</li> <li>• Ring No Answer Forward Treatment (RNF)</li> </ul>





## Chapter 17 Call Guides

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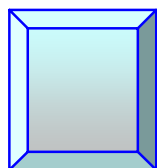
Automatic Call Distribution (ACD) provides a Call Guide capability. Each ACD steering pilot uses call guides to define how it processes calls, including how it routes calls to agents. Each call guide contains a series of instructions, similar to a script, that specify the processing steps for the pilot.

A single steering pilot can use up to four call guides and an additional night call guide. Each steering pilot can contain its own Call Route Scheduling parameters to determine when each call guide is in effect. See "Call Route Scheduling" for more information.

### Use Call Guides

To fully understand and enable the ACD Call Guides, see the PointSpan *ACD Call Guide User Manual* (2545-*nnn*).





## Chapter 18 Call Recording

Automatic Call Distribution (ACD) Supports a Call Recording feature. With this feature, an agent can manually initiate call recording, which is particularly valuable when an agent is dealing with a hostile caller or an emergency situation, such as a bomb threat.

### Note

Call recording requires a recording device that is not standard PointSpan equipment.

The term *Emergency Call Recording* is synonymous.

## Enable Call Recording

The following table outlines the process to enable the Call Recording agent feature.

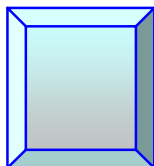
Step	Action
1.	Establish Open Application Interface (OAI) connectivity between the external recording device and the PointSpan switch.
2.	Set the following parameters for each Class of Service associated with agent lines that will use call recording: <ul style="list-style-type: none"> <li>• Call Recording Allowed (CRD)</li> <li>• Continuous Call Recording (CCR)</li> </ul>
3.	Ensure that appropriate button templates for agents include the Call Recording (CREC) feature button.
4.	Assign an appropriate button template (with the Call Recording feature button) to stations for agents who will use the feature. <p><b>Note</b></p> <p>You cannot modify an existing agent station (using the Line command) to support Call Recording. You must delete the station (line) and create it again with an appropriate button template.</p>

### Note

See appropriate phone documentation for instructions to use the Call Recording feature from an agent station.







## Chapter 19

# Call Route Scheduling

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With Call Route Scheduling, a PointSpan switch can activate different call guides based on time of day (TOD), day of week (DOW), and day of year (DOY) tables. The TOD and DOW tables address the timing needs of standard daily call center operations, including breaks, lunch hours, peak times, and weekends. The DOY table accommodates holidays and exceptions (such as annual events) that have different requirements and call activity.

An ACD steering pilot can contain up to four main call guides and one night call guide. Each steering pilot contains its own Call Route Scheduling parameters that determine which of the pilot's call guides is active at any time.

A pilot includes a night call guide specifically to support periods outside normal hours of operation. For example, the standard hours of operation for X Corp's call center are Monday through Friday, 8:00 am to 5:00 pm. X Corp activates their night call guide from 5:00 pm until 8:00 am every Monday through Friday and all day every Saturday and Sunday.

The four main call guides enable a pilot to support anticipated differences in work loads. For example, call volumes at X Corp's call center regularly increase after noon every Friday. X Corp's steering pilot includes a standard call guide for typical operations and a second call guide with additional agent groups for Friday afternoons. X Corp also plans a special promotional activity every Monday. Their steering pilot includes a third call guide with special routing to handle the unique requirements of the Monday promotions.

### Note

Every steering pilot includes one main call guide and one night call guide to define how the pilot routes calls. A steering pilot includes more than one main call guide, however, *only* to support Call Route Scheduling. The system does *not* limit Branch to Call Guide or Call Guide Call steps to targeting call guides in the same pilot; any call guide can branch to or call *any* of the other call guides in the system database.

### Note

A pilot numbers its main call guides 1 through 4. These numbers, however, do not match the call guide numbers that the system database assigns to call guides (through the ACDC command). A pilot can, for example, use the system's call guide 24 as any one of its four main call guides. Your ACD design plan should record the system's call guide numbers for each pilot. For details, see "ACD Design Principles."

## Time of Day Scheduling

A PointSpan switch database can include up to 12 TOD schedules, each with up to six defined daily periods. For example, the following TOD schedule activates call guide 1 from 8:00 am until 5:00 pm and activates the night call guide from 5:00 pm until 8:00 am.

TOD ENTRY 1

PERIOD	TIME	TYPE
1	00:00	NIGHT SERVICE
2	08:00	CG 1
3	17:00	NIGHT SERVICE

## Day of Week Scheduling

A PointSpan switch database can include a DOW schedule that assigns a different call guide or TOD schedule to each day of the week. For example, the following DOW schedule assigns TOD schedule 1 to every day except Thursday and Sunday, assigns Call Guide 2 for Thursdays, and the Night call guide for Sundays.

DAY OF WEEK	TYPE	TOD ENTRY	CG NUMBER
MON	TOD	1	-
TUE	TOD	1	-
WED	TOD	1	-
THU	CG	-	2
FRI	TOD	1	-
SAT	TOD	1	-
SUN	NIGHT	-	-

## Day of Year Scheduling

A PointSpan switch database can include a DOY schedule that changes which call guide the system activates based on holidays and other exceptional days based on specific date. For example, the following DOY schedule activates a special holiday call guide (call guide 4) on November 26, December 25, and January 1. It activates TOD schedule 3 on November 12 (an exceptional schedule day) and Call Guide 3 on December 26 (another exceptional day). The system activates call guides based on the DOW schedule for every other day during the year.

DAY OF YEAR	TYPE	TOD ENTRY	CG NUMBER
HOLIDAY	CG	-	4
NON-HOL	DOW	-	-
11/12	TOD	3	-
12/26	CG	3	-



Step	Action	Result
1.	At the main Administrative Console prompt, type <b>ACD</b> .	The console displays: SELECT COMMAND => ACD  SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES, CHANGE, ADMIN =>
2.	Type <b>U</b> .	The console displays: SELECT MODE: C-Create; M-Modify; D-Delete... =>
3.	Type <b>M</b> .	The console displays: PILOT DIRECTORY NUMBER or ?... =>
4.	Type the number for the ACD pilot to modify.	The console displays: USER GROUP... =>
5.	Type the number of the user group associated with the ACD pilot.	The console displays: Specify ACD Field to Modify or - or ?... =>
6.	Type <b>CRS</b> (Call Route Scheduling).	If Call Route Scheduling is already enabled on the system, the console displays: ENABLE CRS ROUTING (Y/N)... Y =>  If Call Route Scheduling is not already enabled on the system, the console displays: ENABLE CRS ROUTING (Y/N)... N =>  <b>Note</b>  Call Route Scheduling may not be enabled the first time you activate the capability. It will always be enabled when you reactivate or deactivate Call Route Scheduling (otherwise, it could not have been active in the past).
7.	If Call Route Scheduling is not already enabled on the system, go to step 8.  If Call Route Scheduling is already enabled on the system, go to step 11.	

Step	Action	Result
8.	Type <b>Y</b> .	The console displays: TABLE CHANGE PERFORMED CRS TRANSLATION: TOD,DOW,DOY; ? or Return=END... =>
9.	Press the <Return> key.	The console displays: ACD CTRL TREATMENT: TOD,DOW, DOY,FRC,UNF or ?... =>
10.	Go to step 13.	
11.	Type <b>Y</b> .	The console displays: CHANGE ACD CONTROL INFORMATION...Y/N... =>
12.	Type <b>Y</b> .	The console displays: ACD CTRL TREATMENT: TOD,DOW, DOY,FRC,UNF or ?... =>
13.	To deactivate Call Route Scheduling, go to step 11. To activate Call Route Scheduling, go to step 17.	
14.	Type <b>FRC</b> to deactivate Call Route Scheduling. See "Call Route Scheduling Parameters" for complete details.	The console displays: FORCE TO CALL GUIDE (1-4 or (N)IGHT SERVICE)... =>
15.	Type a number from <b>1</b> to <b>4</b> (to select one of the pilot's main call guides) or type <b>N</b> (to select the pilot's night call guide).	The console displays: Specify ACD Field to Modify or - or ?... =>
16.	Go to step 18.	
17.	Type an appropriate ACD CTRL (Control) Treatment value, such as <b>UNF</b> , to activate Call Route Scheduling. See "Call Route Scheduling Parameters" details.	The console displays: Specify ACD Field to Modify or - or ?... =>
18.	Press the <Enter> key.	The console displays all of the parameters for the ACD steering pilot, followed by: DOES UPDATE VERIFY?
19.	Type <b>Y</b> to save the modified pilot parameters, including the activation or deactivation of Call Route Scheduling.	

## Build or Modify Call Route Scheduling Tables

Use this procedure to build Time of Day (TOD), Day of Week (DOW), and Day of Year (DOY) tables. Each ACD steering pilot has its own TOD, DOW, and DOY tables. You must build Call Route Scheduling tables for each pilot in the following order:

- TOD tables (up to 12)
- DOW table
- DOY table

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>ACD</b> .	The console displays: SELECT COMMAND => ACD SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES, CHANGE, ADMIN =>
2.	Type <b>U</b> .	The console displays: SELECT MODE: C-Create; M-Modify; D-Delete... =>
3.	Type <b>M</b> .	The console displays: PILOT DIRECTORY NUMBER or ?... =>
4.	Type the number for the ACD pilot to modify.	The console displays: USER GROUP... =>
5.	Type the number of the user group associated with the ACD pilot.	The console displays: Specify ACD Field to Modify or - or ?... =>

Step	Action	Result
6.	Type <b>CRS</b> (Call Route Scheduling).	<p>If Call Route Scheduling is already enabled on the system, the console displays:</p> <pre>ENABLE CRS ROUTING (Y/N)... Y =&gt;</pre> <p>If Call Route Scheduling is not already enabled on the system, the console displays:</p> <pre>ENABLE CRS ROUTING (Y/N)... N =&gt;</pre> <p><b>Note</b></p> <p>Call Route Scheduling may not be enabled the first time you activate the capability. It will always be enabled when you reactivate or deactivate Call Route Scheduling (otherwise, it could not have been active in the past).</p>
7.	<p>If Call Route Scheduling is already enabled on the system, go to step 8.</p> <p>If Call Route Scheduling is not already enabled on the system, go to step 11.</p>	
8.	Type <b>Y</b> .	<p>The console displays:</p> <pre>CHANGE ACD CONTROL INFORMATION...Y/N... =&gt;</pre>
9.	Type <b>N</b> .	<p>The console displays:</p> <pre>CRS TRANSLATION: TOD,DOW,DOY; or Return = END... =&gt;</pre>
10.	Go to Step 12.	
11.	Type <b>Y</b> .	<p>The console displays:</p> <pre>TABLE CHANGE PERFORMED CRS TRANSLATION: TOD,DOW,DOY; or Return = END... =&gt;</pre>
12.	Type <b>TOD</b> (Time of Day).	<p>The console displays:</p> <pre>TOD TABLE ENTRY (1-12) or ? or Return=END... =&gt;</pre>
13.	Type a number from 1 to 12 to indicate the TOD schedule to create or modify.	<p>The console displays:</p> <pre>TOD PERIOD INFORMATION or ? or Return=END... =&gt;</pre>

Step	Action	Result
14.	Type a TOD period definition in the appropriate form. See "Call Route Scheduling Parameters" for details.	The console displays: TOD PERIOD INFORMATION or ? or Return=END... =>
15.	Repeat step 14 until you have entered all TOD period entries for the TOD schedule. Then press the <Enter> key.	The console displays the entire TOD schedule, followed by: DOES UPDATE VERIFY?... =>
16.	Type <b>Y</b> to save the TOD schedule to the switch database.	The console displays: TABLE CHANGE PERFORMED TOD TABLE ENTRY (1-12) or ? or Return=END... =>
17.	Repeat steps 13 through 16 until you have created as many as 12 TOD schedules for this pilot. Then press the <Enter> key.	The console displays: CRS TRANSLATION: TOD,DOW,DOY; or Return = END... =>
18.	Type <b>DOW</b> (Day of Week).	The console displays: DAY OF WEEK or ? or Return=END... =>
19.	Type a Day of Week entry in the appropriate form. See "Call Route Scheduling Parameters" for details.	The console displays: DAY OF WEEK or ? or Return=END... =>
20.	Repeat step 19 until you have defined a Day of Week entry for every day of the week. By default, the system assigns the night call guide to any day of the week you do not define. Then press the <Enter> key.	The console displays the DOW schedule, followed by: DOES UPDATE VERIFY?
21.	Type <b>Y</b> to save the DOW schedule to the switch database.	The console displays: TABLE CHANGE PERFORMED CRS TRANSLATION: TOD,DOW,DOY; or Return = END... =>
22.	Type <b>DOY</b> (Day of Year).	The console displays: HOLIDAY DATE or ? or Return=END... =>
23.	Type a Holiday Date in the appropriate form. See "Call Route Scheduling Parameters" for details.	The console displays: HOLIDAY DATE or ? or Return=END... =>
24.	Repeat step 23 until you have selected all dates of the year to treat as holidays. Then press the <Enter> key.	The console displays: HOLIDAY TREATMENT or ? or Return=END... =>



Step	Action	Result
25.	Type a Holiday Treatment in the appropriate form. See "Call Route Scheduling Parameters" for details.	The console displays: NON-HOLIDAY TREATMENT or ?... =>
26.	Type a Non-holiday Treatment in the appropriate form. See "Call Route Scheduling Parameters" for details.	The console displays: EXCEPTION DATE or ? or Return=END... =>
27.	Type an Exception Date in the appropriate form. See "Call Route Scheduling Parameters" for details.	The console displays: EXCEPTION TREATMENT or ?... =>
28.	Type an Exception Treatment in the appropriate form. See "Call Route Scheduling Parameters" for details.	The console displays: EXCEPTION DATE or ? or Return=END... =>
29.	Repeat steps 27 and 28 until you have defined all of the exception dates and the corresponding treatments for each. Then press the <Enter> key.	The console displays the complete DOY schedule, followed by: DOES UPDATE VERIFY? =>
30.	Type <b>Y</b> to save the DOY schedule to the switch database.	

### Ending Conditions

The ACD steering pilot includes Call Route Scheduling tables.

## Call Route Scheduling Parameters

Table 15 shows ACD pilot parameters that control the Call Route Scheduling capability for a specific ACD steering pilot.

**Table 15. Call Route Scheduling Parameters**

Call Route Scheduling Parameter	Description
Enable CRS Routing	Enables or disables Call Route Scheduling for the ACD steering pilot. "Y" enables the capability. "N" disables the capability.
CRS Translation: TOD, DOW, DOY	Access one of the following types of schedules: <ul style="list-style-type: none"> <li>• Time of Day (TOD)</li> <li>• Day of Week (DOW)</li> <li>• Day of Year (DOY)</li> </ul>

Call Route Scheduling Parameter	Description
TOD Table Entry	Selects the number of a Time of Day schedule for the pilot, from 1 to 12.
TOD Period Information	<p>Defines a specific period in a Time of Day schedule. TOD period definitions are in the following form:            First Begin Time, Next Begin Time, CG</p> <p>Define each time in the form HH:MM, where HH is the hour (24-hour time) and MM is the minute.</p> <p>Next beginning times are optional.</p> <p>For CG, type either "N" (to indicate the pilot's night call guide) or a number from 1 to 4 (to select one of the pilot's four main call guides).</p> <p><b>Note</b></p> <p>A pilot's main call guide numbers (always 1 through 4) do not match the call guide numbers that the system database assigns to a call guide (through the ACDC command). A pilot can, for example, use the system's call guide 24 as any one of its four main call guides. Your ACD design plan should record the system's call guide numbers for each pilot. For details, see "ACD Design Principles" in the <i>ACD Administration Procedures</i> manual (2542-<i>nnn</i>).</p> <p><b>Examples</b></p> <p>Entry 09:15, 13:30, 2 sets the TOD schedule to activate the pilot's second call guide at 9:15 am and again at 1:30 pm. It includes a second beginning time because another entry activates a different call guide some time after 9:15.</p> <p>Entry 14:00, N sets the TOD schedule to activate the pilot's night call guide at 2:00 pm.</p> <p><b>Note</b></p> <p>The first time period in an TOD schedule must be 00:00 (midnight).</p>

Call Route Scheduling Parameter	Description
<p>Day of Week</p>	<p>Defines the call guide activation schedule for one of the days of the week. Each DOW entry is in the form <code>Day, Type, #</code>.</p> <p>For <code>Day</code>, use a three-letter abbreviation for a day of the week (<code>MON, TUE, WED, THU, FRI, SAT, or SUN</code>). For <code>Type</code>, use either <code>CG</code> (call guide), <code>TOD</code> (Time of Day schedule), or <code>N</code> (night call guide). If type is "CG," use a number from 1 to 4 (to select one of the pilot's four main call guides) for <code>#</code>. If type is "TOD," use the number of one of the pilot's TOD schedules for <code>#</code>. If type is "N," do not include a number.</p> <p>A DOW schedule either activates a single call guide for an entire day or changes between call guides throughout the day in accordance with a TOD schedule. A DOW schedule is only in effect, however, in accordance with the system's Day of Year (DOY) schedule.</p> <p>By default, the system assigns the pilot's night call guide for any day of the week you don't specify.</p> <p><b>Examples</b></p> <p>Entry <code>MON, TOD, 2</code> sets the pilot to activate its second Time of Day schedule every Monday.</p> <p>Entry <code>TUE, CG, 3</code> sets the pilot to activate its third call guide every Tuesday. (The pilot's third call guide remains active all day every Tuesday.)</p> <p>Entry <code>SUN, N</code> sets the pilot to activate its night call guide every Sunday. (The pilot's night call guide remains active all day every Sunday.)</p>
<p>Holiday Date</p>	<p>Defines all of the specific dates on which the pilot will use its Holiday Treatment to activate call guides. Holiday dates are in the form <code>MM/DD</code>, where <code>MM</code> is the numerical value for the month (beginning with 0 or 1) and <code>DD</code> is the numerical value for the day (beginning with 0, 1, 2, or 3). Use a comma to separate two or more holiday dates.</p> <p><b>Examples</b></p> <p>Entry <code>01/01</code> defines January 1 as a holiday.</p> <p>Entry <code>01/01, 05/29, 12/25</code> defines January 1, May 29, and December 25 as holidays.</p>

Call Route Scheduling Parameter	Description
<p>Holiday Treatment</p>	<p>Defines how the pilot activates call guides on any date that the DOY schedule indicates as a holiday. A Holiday Treatment either activates a single call guide each holiday or changes between call guides throughout each holiday in accordance with a TOD or DOW schedule.</p> <p>Holiday Treatments are in the form <code>TYPE, #</code>. For <code>TYPE</code>, use either <code>CG</code> (call guide), <code>N</code> (night call guide), <code>TOD</code> (Time of Day Schedule), or <code>DOW</code> (Day of Week). If type is "CG," use a number from 1 to 4 (to select one of the pilot's four main call guides) for #. If type is "TOD," use the number of one of the pilot's TOD schedules for #. If type is "N" or "DOW," do not include a number.</p> <p><b>Examples</b></p> <p>Entry <code>CG, 4</code> sets the pilot to use its fourth call guide all day on any date that the DOY schedule indicates as a holiday.</p> <p>Entry <code>TOD, 2</code> sets the pilot to use its second TOD schedule on any date that the DOY schedule indicates as a holiday.</p> <p>Entry <code>DOW</code> sets the pilot to use its DOW schedule on any date that the DOY schedule indicates as a holiday.</p>



Call Route Scheduling Parameter	Description
<p>Non-holiday Treatment</p>	<p>Defines how the pilot activates call guides on any date that the DOY schedule indicates as a non-holiday. In a DOY schedule, any date that is not specifically defined as a holiday or an exception automatically gets the Non-holiday treatment.</p> <p>A Non-holiday Treatment either activates a single call guide each non-holiday or changes between call guides throughout each non-holiday in accordance with a TOD or DOW schedule.</p> <p>Non-holiday Treatments are in the form <code>TYPE , #</code>. For <code>TYPE</code>, use either <code>CG</code> (call guide), <code>N</code> (night call guide), <code>TOD</code> (Time of Day Schedule), or <code>DOW</code> (Day of Week). If type is "CG," use a number from 1 to 4 (to select one of the pilot's four main call guides) for #. If type is "TOD," use the number of one of the pilot's TOD schedules for #. If type is "N" or "DOW," do not include a number.</p> <p><b>Examples</b></p> <p>Entry <code>CG , 4</code> sets the pilot to use it fourth call guide all day on any date that the DOY schedule does not indicate as a holiday or an exception.</p> <p>Entry <code>TOD , 2</code> sets the pilot to use its second TOD schedule on any date that the DOY schedule does not indicate as a holiday or an exception.</p> <p>Entry <code>DOW</code> sets the pilot to use its DOW schedule on any date that the DOY schedule does not indicate as a holiday or an exception.</p>
<p>Exception Date</p>	<p>Defines a specific date on which the pilot will apply an exception treatment to activate call guides. Exception dates are in the form <code>MM/DD</code>, where <code>MM</code> is the numerical value for the month (beginning with 0 or 1) and <code>DD</code> is the numerical value for the day (beginning with 0, 1, 2, or 3). Use a comma to separate two or more exception dates.</p> <p><b>Examples</b></p> <p>Entry <code>03/29</code> defines March 29 as an exception date.</p> <p>Entry <code>02/27,03/29,05/29,09/20</code> defines February 27, March 29, May 29, and September 20 as exception dates.</p>

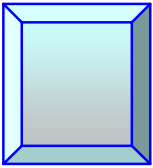
Call Route Scheduling Parameter	Description
Exception Treatment	<p>Defines how the pilot activates call guides on a corresponding exception date. You assign one exception treatment for each exception date. An exception treatment either activates a single call guide each exception day or changes between call guides throughout each exception day in accordance with a TOD schedule.</p> <p>Exception treatments are in the form <code>Type , #</code>. For <code>Type</code>, use either <code>CG</code> (call guide), <code>N</code> (night call guide), <code>TOD</code> (Time of Day Schedule), or <code>DOW</code> (Day of Week). If type is "CG," use a number from 1 to 4 (to select one of the pilot's four main call guides) for #. If type is "TOD," use the number of one of the pilot's TOD schedules for #. If type is "N" or "DOW," do not include a number.</p> <p><b>Examples</b></p> <p>Entry <code>CG , 4</code> sets the pilot to use its fourth call guide all day on the corresponding exception date.</p> <p>Entry <code>TOD , 2</code> sets the pilot to use its second TOD schedule on the corresponding exception date.</p>



Call Route Scheduling Parameter	Description												
ACD CTRL (Control) Treatment	<p>Activates or deactivates Call Route Scheduling. Allows you to deactivate the capability while you create or update Call Route Scheduling parameters. While Call Route Scheduling is inactive, the system uses an existing call guide continuously. After you save new or modified Call Route Scheduling parameters to the switch database, the ACD CTRL Treatment parameter allows you to activate them.</p> <p>The following table defines the possible values for this parameter.</p> <table border="1" data-bbox="824 667 1450 1787"> <thead> <tr> <th data-bbox="824 667 1013 720">Value</th> <th data-bbox="1013 667 1450 720">Meaning</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 720 1013 940">TOD,#</td> <td data-bbox="1013 720 1450 940">Activates Call Route Scheduling, but instructs the system to begin by applying a specific TOD schedule. For #, use a number from 1 to 12 to select one of the pilot's TOD schedules.</td> </tr> <tr> <td data-bbox="824 940 1013 1161">DOW</td> <td data-bbox="1013 940 1450 1161">Activates Call Route Scheduling, but instructs the system to begin by applying a specific DOW schedule. The system immediately applies appropriate DOW exceptions.</td> </tr> <tr> <td data-bbox="824 1161 1013 1381">DOY</td> <td data-bbox="1013 1161 1450 1381">Activates Call Route Scheduling, but instructs the system to begin by applying a specific DOY schedule. The system immediately applies appropriate DOY exceptions.</td> </tr> <tr> <td data-bbox="824 1381 1013 1570">FRC</td> <td data-bbox="1013 1381 1450 1570">Deactivates Call Route Scheduling. Defines a specific call guide that the system applies continuously until you select a different ACD CTRL treatment.</td> </tr> <tr> <td data-bbox="824 1570 1013 1787">UNF</td> <td data-bbox="1013 1570 1450 1787">Activates Call Route Scheduling. The system applies appropriate changes to call guide control at the <i>next</i> scheduled change based on the Call Route Scheduling parameters.</td> </tr> </tbody> </table> <p data-bbox="824 1818 1432 1885">See "Activate or Deactivate Call Route Scheduling" for a procedure.</p>	Value	Meaning	TOD,#	Activates Call Route Scheduling, but instructs the system to begin by applying a specific TOD schedule. For #, use a number from 1 to 12 to select one of the pilot's TOD schedules.	DOW	Activates Call Route Scheduling, but instructs the system to begin by applying a specific DOW schedule. The system immediately applies appropriate DOW exceptions.	DOY	Activates Call Route Scheduling, but instructs the system to begin by applying a specific DOY schedule. The system immediately applies appropriate DOY exceptions.	FRC	Deactivates Call Route Scheduling. Defines a specific call guide that the system applies continuously until you select a different ACD CTRL treatment.	UNF	Activates Call Route Scheduling. The system applies appropriate changes to call guide control at the <i>next</i> scheduled change based on the Call Route Scheduling parameters.
Value	Meaning												
TOD,#	Activates Call Route Scheduling, but instructs the system to begin by applying a specific TOD schedule. For #, use a number from 1 to 12 to select one of the pilot's TOD schedules.												
DOW	Activates Call Route Scheduling, but instructs the system to begin by applying a specific DOW schedule. The system immediately applies appropriate DOW exceptions.												
DOY	Activates Call Route Scheduling, but instructs the system to begin by applying a specific DOY schedule. The system immediately applies appropriate DOY exceptions.												
FRC	Deactivates Call Route Scheduling. Defines a specific call guide that the system applies continuously until you select a different ACD CTRL treatment.												
UNF	Activates Call Route Scheduling. The system applies appropriate changes to call guide control at the <i>next</i> scheduled change based on the Call Route Scheduling parameters.												







## Chapter 20 Call Waiting Termination

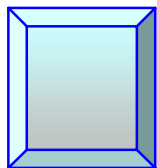
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Automatic Call Distribution (ACD) provides a Call Waiting Termination capability. Each ACD pilot can enable or disable this feature to determine whether the system will route a call to an agent station in the pilot when the station is busy with an active ACD call.

### Enable Call Waiting Termination

To enable the Call Waiting Termination capability for an ACD Pilot, set the Call Waiting Termination Allowed (CWE) parameter for the pilot to "Y." (The system disables Call Waiting Termination for a pilot when this parameter for the pilot is "N.")





## Chapter 21 CallNet

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Automatic Call Distribution (ACD) provides a CallNet routing capability. A CallNet (CNET) call guide step supports the overflow of ACD calls from one switch to an agent group pilot on another switch. A directory number for an agent pilot associated with a Satellite Directory Group (SDGP) defines the CallNet overflow destination. CallNet enables a switch to overflow calls to one or more remote switches while maintaining calls in queue for agents on the local switch.

For more information, including details on CallNet parameters, see "CallNet Step" in the PointSpan *ACD Call Guide User Manual (2545-nnn)*.

### ANI and CPN Transmission to CallNet Destination

A CallNet call guide step can send the Automatic Number Identification (ANI) and Calling Party Number (CPN) of a queued ACD call to a CallNet destination. The CallNet step's "Send ANI/CPN to Destination" parameter, set to either Y (yes) or N (no), controls this capability.

When the system processes a CallNet step that enables the transmission of ANI and CPN information, it first selects an ACD call that is already in queue. The system does not select a call unless conditions meet all dynamic overflow restrictions, if any. Also, the call can not be one that the system has already queued *with ANI information* to a CallNet destination. After selecting an appropriate call, the system initiates an ANI-associated CallNet system call, sending the ANI and CPN information in call setup signaling.

Despite its selection as an ANI-associated system call, the ACD call remains available for answer by all agent groups to which it has been queued. Any agent group to which the ACD call has been queued can answer the call. The CallNet destination that received ANI information can also answer the call. Other CallNet destinations can not.

When a remote CallNet agent answers the call, the system removes the call from queue. When any agent other than a remote CallNet agent answers the call, the system cancels the CallNet system call.

#### Note

A CallNet step enables ANI transmission to a CallNet *destination*. After processing a CallNet step that enables ANI transmission, the system sends ANI information to that destination *every time* it makes a CallNet system call to that destination, not only when it processes the specific CallNet step.

### Effect of CallNet Super Groups on ANI Transmission

An Agent/CallNet Super Group step groups two or more CallNet steps (creating a super group). A switch treats all CallNet destinations in a super group as a single large group. The system analyzes all of the CallNet destinations in a super group before beginning an ANI-associated CallNet system call. If all of the CallNet destinations in a super group

have reached their maximum capacity for CallNet system calls (as defined in the destination's Satellite Directory Group parameters), the system queues the ACD call to each CallNet destination in the super group. It neither initiates a CallNet system call nor forwards ANI information to the destinations. If, however, at least one of the CallNet destinations in a super group has not reached its maximum capacity for CallNet system calls, the system initiates the system call, sending ANI information to the destination. When more than one of the CallNet destinations in a super group is available, the system selects the destination with the shortest estimated time until answer. The system applies the following formula for each destination and compares the results:

$$\text{Estimated Time Until Answer} = (\text{Number of active CallNet system calls at the destination}) \times (\text{PCI \% for the destination})$$

The Percentage for Calls to Interflow (PCI) is a Satellite Directory group parameter.

**Note**

When a call guide includes two or more ANI-enabled CallNet steps that are not in a super group, the system cannot ensure proportional distribution. Including CallNet steps that do not enable ANI transmission in a super group has no effect (because the system does not include those CallNet steps in calculations and can not initiate ANI-associated CallNet system calls for those destinations).

**System Variables that Support Sending ANI and CPN to CallNet Destinations**

The following system variables support this capability:

- CPNSCRN
- CPNPRES
- CPNPLAN
- CPNTYPE
- CPNDGTS
- CPNIDGTS

See "System Variable Call Guide Parameters" for details.

**Enable CallNet**

The following table outlines the process to enable the ACD CallNet capability.

Stage	Description
1.	Establish a Satellite Directory Group (SDGP) that supports ACD CallNet calls.
2.	Develop call guides for ACD pilots that use the CallNet step, as appropriate. For more information, including procedures to create and modify call guides, see the PointSpan <i>ACD Call Guide User Manual (2545-nnn)</i> .



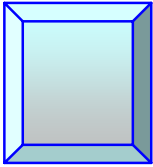
## Enable Satellite Directory Group to Support ACD CallNet Calls

Use this procedure to modify a Satellite Directory Group to support CallNet steps in call guides. A CallNet step must specify an appropriate Satellite Directory Group associated with intended CallNet destinations.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>SDGP</b> .	The console displays: SELECT COMMAND => SDGP SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES... =>
2.	Type <b>U</b> .	The console displays: UPDT MODE: C-Create; M-Modify; D-Delete... =>
3.	Type <b>M</b> .	The console displays: SATELLITE DIRECTORY NUMBER... =>
4.	Type the number of the Satellite Directory Group that will direct CallNet calls to destinations on a remote switch.	The console displays: Specify SDGP Field to Modify or - or ?... =>
5.	Type <b>MIN</b> .	The console displays: MINIMUM OF QUEUED CALLS (1-65535)... =>
6.	Type the minimum number of pending calls that the Satellite Directory Group will route to a CallNet destination. This parameter ensures that the system always routes at least a few calls to an available remote CallNet destination, preventing idle times and making CallNet agents available for calls that might otherwise remain in queue.	The console displays: Specify SDGP Field to Modify or - or ?... =>
7.	Type <b>MAX</b> .	The console displays: MAXIMUM OF QUEUED CALLS (1-65535)... =>
8.	Type the maximum number of calls that the Satellite Directory Group will route to a CallNet destination.	The console displays: Specify SDGP Field to Modify or - or ?... =>
9.	Type <b>PCI</b> (Percent CallNet Interflow).	The console displays: % OF QUEUED CALLS TO CallNet: (1-100)... =>

Step	Action	Result
10.	<p>Type a percentage value that sets the maximum percentage of all ACD calls that can be pending (queued) at a CallNet destination. CallNet destinations with higher PCI values receive proportionally more calls.</p> <p>The system multiplies this value with the total number of calls queued to a CallNet destination to calculate shortest estimated time until answer.</p>	<p>The console displays:</p> <pre>Specify SDGP Field to Modify or - or ?... =&gt;</pre>
11.	<p>Press the &lt;Return&gt; key.</p>	<p>The console displays the parameters for the Satellite Directory Group, followed by:</p> <pre>DOES UPDATE VERIFY?</pre>
12.	<p>Type <b>Y</b> to save the parameters to the switch database.</p>	





## Chapter 22 Calls in Queue

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Automatic Call Distribution (ACD) provides a Calls in Queue feature for agents and supervisors. The Calls in Queue feature supports queue depth indicators on agent and supervisor stations. Stations with queue lamp indicators show the following:

- Queue lamp off = no calls in queue
- Queue lamp flashing slowly = Calls in queue are fewer than the Queue Lamp Threshold (QLT)
- Queue lamp fluttering = Number of calls in queue exceed the QLT

Stations with an alphanumeric display show the number of calls in queue and the number of agents currently on line.

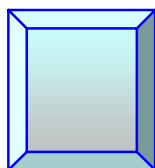
### Enable the Calls in Queue Feature

To enable the ACD Calls in Queue feature, set the following parameters for each appropriate ACD pilot:

- Queue Lamp Threshold (QLT)
- Update Lamps After Sign-off (ULS)







## Chapter 23

# CDR Events for ACD

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Automatic Call Distribution (ACD) provides two Call Detail Record (CDR) event recording capabilities:

- CDR Agent Event
- CDR Pilot Event

### CDR Agent Event

ACD provides a CDR Agent Event capability. When this capability is enabled for a pilot, the system records ACD event information to an ACD Agent Event CDR for each agent in the pilot. The system records state change events, such as agent sign-on and sign-off, when the event occurs. It records other events with statistical calculations, such as the total duration of ACD calls, at time intervals based on the ACD CDR Event Period system parameter (the default period is hourly). At the quarter-hour time boundary defined by the ACD CDR Event Period, the system accumulates all the statistical durations and counts, records them to a new ACD Agent Event CDR for each agent, then clears the statistics.

An ACD Agent Event CDR includes the following statistics:

- Agent Sign-on (time)
- Agent Sign-off (time)
- Agent Idle Duration
- Agent Available Duration
- Agent Work Duration
- Agent Wrap-up Duration
- Number of ACD Calls Answered
- Total Duration of ACD Calls
- Number of Held Calls
- Total Duration of Held Calls
- Number of Unanswered ACD Calls
- Number of Transferred ACD Calls
- Number of Outgoing Calls
- Total Duration of Outgoing Calls
- Number of Incoming Calls
- Total Duration of Incoming Calls

- Number of Internal Calls
- Total Duration of Internal Calls

## CDR Pilot Event

ACD provides a CDR Pilot Event capability. When this capability is enabled for a pilot, the system records ACD event information to an ACD Pilot Event CDR for the pilot. The system records state change events, such as agent sign-on and sign-off, when the event occurs. It records other events with statistical calculations, such as the total duration of ACD calls, at time intervals based on the ACD CDR Event Period system parameter (the default period is hourly). At the quarter-hour time boundary defined by the ACD CDR Event Period, the system accumulates all the statistical durations and counts, records them to a new ACD Pilot Event CDR for the pilot, then clears the statistics.

An ACD Pilot Event CDR includes the following statistics:

- All Agents Busy Duration
- ACD Supervisor Call Force Duration
- ACD Supervisor Manual Overflow Duration
- Number of Calls Offered to Pilot
- Number of Calls Deflected
- Number of Calls Queued
- Total Duration of Queued Calls
- Number of Calls Abandoned
- Total Number of Calls Answered - Normal and All Overflow
- Number of Calls Answered - Normal Only
- Number of Calls Answered - Manual Overflow
- Number of Calls Answered - Automatic Overflow
- Number of Calls Answered - Manual CallNet Overflow
- Number of Calls Answered - Automatic CallNet Overflow
- Total Queue Duration of Answered Calls
- Number of Calls Answered within Pilot Target Time
- Number of Calls Reaching Final Disposition
- Number of Calls Transferred
- Longest Single Call Queue Duration

## Enable CDR Agent Event

The following table outlines the process to enable the ACD CDR Agent Event capability.

Stage	Description
1.	Set the ACD CDR Event Period system parameter to define the time boundary for ACD CDR event records.
2.	Set the CDR Agent Event Enabled (AGE) parameter for each appropriate ACD pilot to "Y." (When this parameter's value is "N," the system does not produce ACD CDR Agent Event records.)

## Enable CDR Pilot Event

The following table outlines the process to enable the ACD CDR Pilot Event capability.

Stage	Description
1.	Set the ACD CDR Event Period system parameter to define the time boundary for ACD CDR event records.
2.	Set the CDR Pilot Event Enabled (PLE) parameter for each appropriate ACD pilot to "Y." (When this parameter's value is "N," the system does not produce ACD CDR Pilot Event records.)

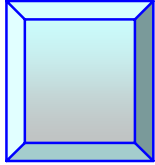
## Set the ACD CDR Event Period

Use this procedure to set the time boundary for the system's generation of ACD CDR event records.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>SPAR</b> .	The console displays: SELECT COMMAND => SPAR SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES... =>
2.	Type <b>U</b> .	The console displays: ENTER UPDATE MODE or ?... =>
3.	Type <b>U</b> (Updatable System Parameters).	The console displays: SPECIFY SYSTEM PARAMETERS TO MODIFY or - or ?... =>
4.	Type <b>EPD</b> (ACD CDR Event Time Period).	The console displays: ACD CDR EVENT PERIOD or ?... =>

Step	Action	Result
5.	Type a 15-minute interval value from <b>15</b> to <b>240</b> (15, 30, 45, 60, 75, 90, 105, 120, 135, 150, 165, 180, 195, 210, 225, or 240) to determine the quarter-hour boundary for the system's generation of ACD CDR event records.	The console displays:  SPECIFY SYSTEM PARAMETERS TO MODIFY or - or ?... =>
6.	Press the <Enter> key.	The system displays a complete list of updateable system parameters and their values, followed by:  DOES UPDATE VERIFY?
7.	Type <b>Y</b> to save the new ACD CDR Event Time Period value.	





## Chapter 24

# Destination Information Transfer

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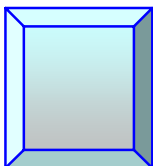
Automatic Call Distribution (ACD) provides a Destination Information Transfer capability to determine what destination information the system transfers with an exiting call. Subsequent destinations, such as agent stations (for display) and voice mail systems, use this information. Options for destination information include:

- Destination information for an exiting call based on the current pilot
- Destination information for an exiting call based on the destination number provided by the exiting step (such as a Forward Call or CallNet step) in the active call guide
- Destination information for an exiting call based on the current pilot

### Enable Destination Information Transfer

To enable the Destination Information Transfer capability, set the Destination ID on Exit (DST) parameter for each appropriate ACD pilot.





## Chapter 25 Digit Collection

Automatic Call Distribution (ACD) provides a Digit Collection capability as a primary part of Integrated Voice Services (IVS). Digit Collection involves getting input from callers, usually in the form of dual-tone multi-frequency (DTMF) digits. It requires a digit collection template, a construct that defines the characteristics of the caller input to be collected. Each Get Digits step in a call guide uses a digit collection template. Different Get Digits steps can share the same digit collection template.

For more information, see the following:

- The "Get Digits Step" and "Digit Collection" in the *PointSpan ACD Call Guide User Manual (2545-*nnn*)*.
- The *PointSpan IVC Card Features and Support* guide (2489-*nnn*).

### Enable Digit Collection


The following table outlines the process to enable the Digit Collection capability.

Stage	Description
1.	Develop appropriate digit collection templates.
2.	Develop call guides for ACD pilots that use Get Digits steps, as appropriate. For more information, including procedures to create and modify call guides, see the <i>PointSpan ACD Call Guide User Manual (2545-<i>nnn</i>)</i> .

### Create a Digit Collection Template

Use this procedure to create a digit collection template.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDC</b> .	The console displays: SELECT COMMAND => ACDC  SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES =>
2.	Type <b>U</b> .	The console displays:  UPDATE MODE: C-Create; M-Modify; D-Delete ... =>

Step	Action	Result
3.	Type <b>C</b> .	The console displays: SELECT SUBCOMMAND or ? ... =>
4.	Type <b>T</b> (Digit Collection Template).	The console displays: TEMPLATE NUMBER, A, U, or ? ... =>
5.	Type the number for this digit collection template.	The console displays: ENTER TITLE:... =>
6.	Type an appropriate name for this digit collection template.	The console displays: USER GROUP NUMBER (1-600)... =>
7.	Type an appropriate user group number for this digit collection template.	The console displays: NUMBER TYPE: I=Integer, D=Digit String, ?... =>
8.	Respond appropriately at this and subsequent prompts. See "Digit Collection Template Parameters" for descriptions of the parameters and their valid values.	After you respond to the prompt for an Interdigit Time, the console displays all of the digit collection template parameters, followed by: DOES UPDATE VERIFY =>
9.	Type <b>Y</b> to save the digit collection template.   <b>Caution!</b>  If you type <b>N</b> , the system will not save the digit collection template. Even if the template is not complete or 100% accurate, saving it makes it available for future edits (see "Modify a Digit Collection Template"). If you do not save the template, you must create it again from the beginning.	



## Modify a Digit Collection Template

Use this procedure to modify the parameters of an existing digit collection template.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDC</b> .	The console displays: SELECT COMMAND => ACDC SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES =>
2.	Type <b>U</b> .	The console displays: UPDATE MODE: C-Create; M-Modify; D-Delete ... =>
3.	Type <b>M</b> .	The console displays: SELECT SUBCOMMAND or ? ... =>
4.	Type <b>T</b> (Digit Collection Template).	The console displays: TEMPLATE NUMBER, A, U, or ? ... =>
5.	Type the number for this digit collection template.  <b>Note</b>  Type A to see all of the assigned digit collection template numbers. Type U to see all of the numbers still available for digit templates.	The console displays: Specify TEMPLATE Field to Modify or - or ?... =>

Step	Action	Result																
6.	Type an appropriate code to make a change to the template.	According to your selection, the console displays prompt for you to change parameters.																
	<table border="1"> <thead> <tr> <th>Code</th> <th>Parameter to Change</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>All template parameters</td> </tr> <tr> <td>FDT</td> <td>First Digit Wait Time</td> </tr> <tr> <td>IDT</td> <td>Interdigit Wait Time</td> </tr> <tr> <td>MND</td> <td>Minimum Number of Digits</td> </tr> <tr> <td>MXD</td> <td>Maximum Number of Digits</td> </tr> <tr> <td>RTD</td> <td>Return Terminator Digit</td> </tr> <tr> <td>TRM</td> <td>Terminator Digit(s)</td> </tr> </tbody> </table>		Code	Parameter to Change	-	All template parameters	FDT	First Digit Wait Time	IDT	Interdigit Wait Time	MND	Minimum Number of Digits	MXD	Maximum Number of Digits	RTD	Return Terminator Digit	TRM	Terminator Digit(s)
	Code		Parameter to Change															
	-		All template parameters															
	FDT		First Digit Wait Time															
	IDT		Interdigit Wait Time															
	MND		Minimum Number of Digits															
	MXD		Maximum Number of Digits															
	RTD		Return Terminator Digit															
	TRM		Terminator Digit(s)															
<table border="1"> <thead> <tr> <th>Code</th> <th>Parameter to Change</th> </tr> </thead> <tbody> <tr> <td>TTL</td> <td>Template Title</td> </tr> <tr> <td>UG</td> <td>User Group</td> </tr> </tbody> </table>	Code	Parameter to Change	TTL	Template Title	UG	User Group												
Code	Parameter to Change																	
TTL	Template Title																	
UG	User Group																	
7.	Type appropriate responses to all prompts. See "Digit Collection Template Parameters" for descriptions of the parameters and their valid values.	After you respond to the prompts, the console displays all of the digit collection template parameters, followed by:  DOES UPDATE VERIFY =>																
8.	Type <b>Y</b> to save your changes.																	

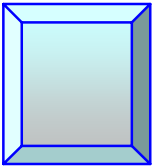
## Digit Collection Template Parameters

Several PointSpan database parameters define the characteristics of the digits that a Get Digits step collects from a caller. Table 16 presents the digit collection template parameters in alphabetical order.

Table 16. Digit Collection Template Parameters

Digit Collection Parameter	Description								
Digit Validation	<p data-bbox="824 338 1414 401">Specifies one of the following methods to validate the caller input.</p> <table border="1" data-bbox="824 426 1450 905"> <thead> <tr> <th data-bbox="824 426 1024 478">Method</th> <th data-bbox="1024 426 1450 478">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 478 1024 667">Digit</td> <td data-bbox="1024 478 1450 667">Validates each digit individually, one-by-one. A Valid Digits for Digit <i>N</i> parameter defines the valid values for each digit based on its place (<i>N</i>) in the digit string.</td> </tr> <tr> <td data-bbox="824 667 1024 856">Range</td> <td data-bbox="1024 667 1450 856">Validates an integer value against a defined range. The Minimum Numeric Value and Maximum Numeric Value parameters set the valid range for the integer.</td> </tr> <tr> <td data-bbox="824 856 1024 905">None</td> <td data-bbox="1024 856 1450 905">Does not validate caller digits.</td> </tr> </tbody> </table> <p data-bbox="833 947 911 989"><b>Note</b></p> <p data-bbox="824 1024 1398 1056">The Range method is only available for integers.</p>	Method	Description	Digit	Validates each digit individually, one-by-one. A Valid Digits for Digit <i>N</i> parameter defines the valid values for each digit based on its place ( <i>N</i> ) in the digit string.	Range	Validates an integer value against a defined range. The Minimum Numeric Value and Maximum Numeric Value parameters set the valid range for the integer.	None	Does not validate caller digits.
Method	Description								
Digit	Validates each digit individually, one-by-one. A Valid Digits for Digit <i>N</i> parameter defines the valid values for each digit based on its place ( <i>N</i> ) in the digit string.								
Range	Validates an integer value against a defined range. The Minimum Numeric Value and Maximum Numeric Value parameters set the valid range for the integer.								
None	Does not validate caller digits.								
First Digit Wait Time	<p data-bbox="824 1077 1442 1171">Defines the maximum time that the system will wait for the first input digit before advancing to the next step in a call guide. Valid values include:</p> <ul data-bbox="824 1182 1430 1430" style="list-style-type: none"> <li data-bbox="824 1182 1052 1213">• 0 to 60 seconds</li> <li data-bbox="824 1224 1430 1318">• N, which specifies the wait time as the value of the Normal Inter-digit Time (NIT) user group parameter.</li> <li data-bbox="824 1329 1430 1430">• F, which specifies the wait time as the value of the Fast Inter-digit Time (NIT) user group parameter.</li> </ul>								
Interdigit Wait Time	<p data-bbox="824 1455 1450 1549">Defines the maximum time that the system will wait for each input digit after the first before advancing to the next step in a call guide. Valid values include:</p> <ul data-bbox="824 1560 1430 1808" style="list-style-type: none"> <li data-bbox="824 1560 1052 1591">• 0 to 60 seconds</li> <li data-bbox="824 1602 1430 1696">• N, which specifies the wait time as the value of the Normal Inter-digit Time (NIT) user group parameter.</li> <li data-bbox="824 1707 1430 1808">• F, which specifies the wait time as the value of the Fast Inter-digit Time (NIT) user group parameter.</li> </ul>								

<b>Digit Collection Parameter</b>	<b>Description</b>
Maximum Number of Digits	Defines the maximum number of digits that the system will accept for the digit string or integer. Valid ranges are 0-30 for a digit string or 0-10 for an integer.
Maximum Numeric Value	Defines the greatest valid value for an integer, from 0 to 2,147,483,647.
Minimum Number of Digits	Defines the minimum number of digits that the system will accept for the digit string or integer. Valid ranges are 0-30 for a digit string or 0-10 for an integer.
Minimum Numeric Value	Defines the least valid value for an integer, from 0 to 2,147,483,647.
Number Type	Specifies whether to treat caller input as a digit string or an integer.
Return Terminator Digit	Specifies whether to include the terminator digit in the digit string or integer value.
Terminator Digit or Digits	Defines the single digit or combination of digits that will end digit collection. Valid terminator digits include 0-9, the star (*) key, and the pound (#) key. Having no terminator digit is also valid.
Valid Digits for Digit <i>N</i>	Defines the values (from 0 to 9) that are valid for the digit, based on its order ( <i>N</i> ) in the digit string. The system requires this parameter for each place in the digit string up to the maximum number of digits. Valid value for digit strings also include the star (*) key and the pound (#) key.



## Chapter 26 Directory Lookup

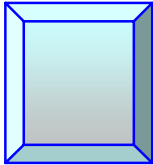
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Automatic Call Distribution (ACD) provides a Directory Lookup capability. When Directory Lookup is enabled, the system uses the Directory Lookup tables to include agent names with agent identifiers (IDs) on ACD reports. When Directory Lookup is not enabled, ACD reports include only agent IDs.

### Enable Directory Lookup

To enable the Directory Lookup capability, set the Use Directory Lookup (DLS) parameter for each appropriate ACD pilot to "Y." Setting this parameter to "N" disables the feature.





# Chapter 27

## Do Not Disturb

Automatic Call Distribution (ACD) provides a Do Not Disturb agent feature. When Do Not Disturb is active, the system forwards all calls to the station to another destination (such as another line or voice mail). The pilot's Ring No Answer Forward Treatment parameter determines the destination. A station in the Do Not Disturb state can place outbound calls.

Typically, an agent activates the Do Not Disturb state by pressing a feature button on the agent station. An ACD pilot, however, can automatically place an agent station into the Do Not disturb state when the agent signs off.

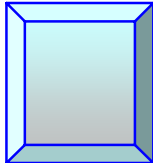
### Enable the Do Not Disturb Feature

The following table outlines the process to enable the Do Not Disturb agent feature.

Stage	Description
1.	Implement the Call Forward No Answer feature.
2.	To allow agents to manually activate the Do Not Disturb feature, ensure that appropriate button templates for agents include the Do Not Disturb feature button.
3.	Assign an appropriate button template (with the Do Not Disturb feature button) to stations for agents who will control the feature manually.  <div style="background-color: #cccccc; padding: 2px;"><b>Note</b></div> <p>You cannot modify an existing agent station (using the Line command) to add support for the Do Not Disturb feature. You must delete the station (line) and create it again with an appropriate button template.</p>
4.	To enable ACD pilots to automatically place agent stations into the Do Not Disturb mode when agents sign off, set the Automatic Do Not Disturb When Offline (ADN) parameter for each appropriate pilot.







# Chapter 28 Feature Control

Automatic Call Distribution (ACD) provides a Feature Control supervisor feature. Feature Control enables a supervisor to control which ACD features are available to an agent. With the proper station configuration, a supervisor can:

- Sign on for an agent (place the agent online)
- Sign off for an agent (place the agent offline)
- Activate or deactivate the Work state for an agent station
- Activate or deactivate the Automatic Answer (Hands Free) feature for an agent station.

## Enable Feature Control

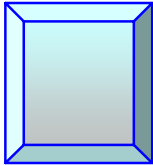
The following table outlines the process to enable the Feature Control capability on supervisor stations.

Stage	Description
1.	<p>Establish agent stations with the appropriate features and capabilities.</p> <p><b>Note</b></p> <p>A supervisor can not control agent features that an agent station does not already support.</p>
2.	<p>Ensure that button templates for appropriate supervisors include the following feature buttons:</p> <ul style="list-style-type: none"> <li>• Agent Line Sign-on and Sign-off (OFFL)</li> <li>• Automatic Answer Hands Free (HFAA)</li> <li>• Wrap/Work (WRAP)</li> </ul>
3.	<p>Assign an appropriate button template (with the OFFL, HFAA, and WRAP feature buttons) to stations for supervisors who will control these ACD features on agent stations.</p> <p><b>Note</b></p> <p>You can not modify an existing supervisor station (using the Line command) to add Feature Control buttons that it did not already have. You must delete the station (line) and create it again with an appropriate button template.</p>

**Note**

See appropriate phone documentation for instructions to use the Feature Control capability on a supervisor station.





# Chapter 29

## Force

Automatic Call Distribution (ACD) provides a Force feature for supervisors. Force enables a supervisor to manually suspend Wrap and Work capabilities for all agents in an ACD pilot. It makes agent stations that are in a Work or Wrap state immediately available to receive calls.

### Enable the Force Feature

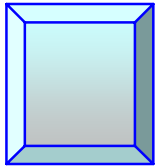
The following table outlines the process to enable the Force supervisor feature.

Stage	Description
1.	Establish agent stations with the Work and Wrap-up capabilities.
2.	Ensure that appropriate button templates for supervisors include the Force (FRCE) feature button.
3.	Assign an appropriate button template (with the Force feature button) to stations for supervisors who will use the feature.  <div style="background-color: #cccccc; padding: 2px;"><b>Note</b></div> <p>You can not modify an existing supervisor station (using the Line command) to support the Force feature. You must delete the station (line) and create it again with an appropriate button template.</p>

#### Note

See appropriate phone documentation for instructions to use the Force feature on supervisor stations.





## Chapter 30

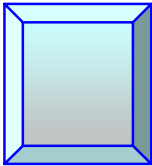
# Integrated Voice Services

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Automatic Call Distribution (ACD) provides an Integrated Voice Services™ (IVS) feature. IVS provides interactive voice response (IVR) functions without expensive IVR hardware. IVR functions include the generation of pre-recorded messages and prompts for caller input. Callers usually provide input through dual-tone multi-frequency (DTMF) tones, which IVS collects and analyzes.

For complete details, including an overall process and detailed procedures to implement IVS, see the PointSpan *IVC Card Features and Support* guide (2489-*nnn*).





# Chapter 31 Intelligent Queuing

Automatic Call Distribution (ACD) provides an Intelligent Queuing capability as part of the Integrated Voice Services (IVS) feature. With Intelligent Queuing, the system gives each caller an anticipated wait time before an agent will answer the call. Intelligent Queuing helps a caller decide whether or not to continue to hold. If the wait time is short, they may stay on longer than they would if they did not know the wait time.

The system calculates and maintains the following Intelligent Queuing information:

- The pilot queue depth when a new call enters a pilot
- The estimated time until answer for a new call entering a pilot
- The current pilot queue depth (allowing Intelligent Queuing to maintain changes to queue depth during a call)
- The estimated time until answer for a call that is still in queue (allowing Intelligent Queuing to update the estimated time until answer for each call)
- An average Queue Passage Rate for each pilot (extrapolated over one hour periods)

## Enable Intelligent Queuing

The following table outlines the process to enable Intelligent Queuing.

Stage	Description
1.	Establish an Intelligent Queuing Sample Interval for each pilot. See "Create an ACD Pilot," "Modify an ACD Pilot," and "ACD Pilot Parameters" in the PointSpan <i>ACD Administration Procedures</i> manual (2542- <i>nnn</i> ).
2.	Configure the associated Prefix Digit Table (PDT) to outpulse the following: <ul style="list-style-type: none"> <li>• The pilot queue depth when a new call enters a pilot</li> <li>• The estimated time until answer for a new call entering a pilot</li> <li>• The current pilot queue depth (allowing Intelligent Queuing to maintain changes to queue depth during a call)</li> <li>• The estimated time until answer for a call that is still in queue (allowing Intelligent Queuing to update the estimated time until answer for each call)</li> <li>• An average Queue Passage Rate for each pilot (extrapolated over one hour periods)</li> </ul>
3.	Enable the system to maintain the current pilot queue depth. Otherwise, by default, Intelligent Queuing only provides the estimated time for answer for a new call, when it first arrives. The current pilot queue depth allows the system to update the estimated time until answer for calls while they wait in queue.

Stage	Description
4.	Modify appropriate call guides to include the following system variables: <ul style="list-style-type: none"> <li>• PILOTQPR</li> <li>• CALCQUE</li> <li>• CALCETA</li> <li>• CALIQUE</li> <li>• CALIETA</li> </ul>

## Create a Prefix Digit Table that Supports Intelligent Queuing

Use this procedure to create a Prefix Digit Table (PDT) that supports the Intelligent Queuing feature. A PDT is an ACD construct that processes each ACD call and outputs the following:

- The pilot's queue depth (initially and at subsequent intervals)
- The call's estimated time until answer (initially and at subsequent intervals)

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>PDT</b> .	The console displays: SELECT COMMAND => PDT SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES, SEARCH =>
2.	Type <b>U</b> .	The console displays: MODE: C=CREATE; M=MODIFY; D=DELETE; T=TITLE... =>
3.	Type <b>C</b> .	The console displays: PREFIX DIGIT TABLE NUMBER or ?... =>
4.	Type a number for the PDT.	The console displays: ENTER TITLE:..._____ =>
5.	Type a title for the PDT.	The console displays: PDT USAGE: N=ON NET; O=OFF NET... =>
6.	Type <b>N</b> or <b>O</b> , as appropriate.	The console displays PDT information, followed by: INFORMATION TYPE or ?; Return=END... =>
7.	Type <b>ACD</b> .	The console displays: ENTER ACD PARAMETER or ?... =>



Step	Action	Result
8.	Type <b>QPR</b> (Queue Passage Rate).	The console displays PDT information, followed by: INFORMATION TYPE or ?; Return=END... =>
9.	Type <b>IQD</b> (Initial Queue Depth).	The console displays PDT information, followed by: INFORMATION TYPE or ?; Return=END... =>
10.	Type <b>IET</b> (Initial Estimated Time).	The console displays PDT information, followed by: INFORMATION TYPE or ?; Return=END... =>
11.	Type <b>CQD</b> (Current Queue Depth).	The console displays PDT information, followed by: INFORMATION TYPE or ?; Return=END... =>
12.	Type <b>CET</b> (Current Estimated Time).	The console displays PDT information, followed by: INFORMATION TYPE or ?; Return=END... =>
13.	Press the <Enter> key.	The console displays PDT information, followed by: DOES UPDATE VERIFY ? =>
14.	Type <b>Y</b> .	The console saves the new PDT and displays: TABLE CHANGE PERFORMED

## Enable Current Pilot Queue Depth

Use this procedure to enable the system to update the estimated time until answer for calls while they wait in queue. Without the current pilot queue depth enabled, Intelligent Queuing only provides the estimated time for answer when a call first arrives.

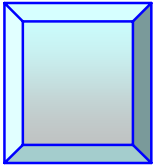
Step	Action	Result
1.	At the main Administrative Console prompt, type <b>SPAR</b> .	The console displays: SELECT COMMAND => SPAR SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES =>
2.	Type <b>U</b> .	The console displays: ENTER UPDATE TYPE or ?... =>
3.	Type <b>U</b> (Updatable System Parameters).	The console displays: SPECIFY SYSTEM PARAMETER TO MODIFY or - or ?... =>
4.	Type <b>CQT</b> to enable Call Current Pilot Queue Depth.	The console displays: ENABLE CALL CURRENT Q DEPTH: Y/N or ?... =>
5.	Type <b>Y</b> .	The console displays: SPECIFY SYSTEM PARAMETER TO MODIFY or - or ?... =>
6.	Press the <Enter> key.	The console displays updatable system parameter settings, followed by: DOES UPDATE VERIFY ? =>
7.	Type <b>Y</b> .	The console saves the new system parameters with the active current pilot queue depth, followed by: TABLE CHANGE PERFORMED

Table 17 describes system variables that are available for use in call guides to support the Intelligent Queuing feature.

**Table 17. Call Guide Variables for Intelligent Queuing**

<b>Variable</b>	<b>Parameters</b>	<b>Type</b>	<b>Use</b>	<b>Description</b>
PILOTQPR	Agent Group Pilot Directory Number or Agent Group Pilot User Group (both optional)	Integer	Read-only	Returns the queue passage rate (number of calls per hour) for a pilot. The optional Directory Number parameter defaults to the called pilot directory number unless otherwise specified. The optional User Group parameter defaults to the pilot's User Group number unless otherwise specified.
CALCQUE		Digit String	Read-only	Returns the call's current queue depth (from 0 to 65535) for the pilot to which a call is queued.
CALCETA		Digit String	Read-only	Returns the current estimated time until answer (from 0 to 65535 seconds) for a call in queue.
CALIQUE		Digit String	Read-only	Returns the pilot queue depth (from 0 to 65535) when a call first queues at a pilot.
CALIETA		Digit String	Read-only	Returns the estimated time until answer (from 0 to 65535 seconds) when a call first queues at a pilot.





# Chapter 32 Manual Overflow

Automatic Call Distribution (ACD) provides a Manual Overflow feature for supervisors. By activating manual overflow, a supervisor routes all calls in a primary pilot's queue to any overflow pilots. Until a supervisor cancels manual overflow, ACD continues to route all calls to overflow pilots. To route calls again to the primary pilot, a supervisor must cancel manual overflow.

Manual Overflow allows supervisors to adjust to unusual conditions. For example, Call Center 1 typically has ten active agents in the primary group. The center's call guide activates overflow when the queue holds more than five calls (one call waiting for every two active calls). On an unusual day, a snow storm hits the area, and only six primary agents make their way to the center. The supervisor can compensate for the staffing problem by manually activating overflow when the queue holds more than three calls (maintaining a ratio of one call waiting for every two active calls).

## Manual Overflow and Call Guide Processing

The ACD capability of PointSpan switches supports a manual overflow feature. When a supervisor activates manual overflow, the system routes all calls in queue to any overflow pilots (as defined in the active call guide). Manual overflow continues automatically until a supervisor cancels it. To route calls again to the primary pilot, a supervisor must cancel manual overflow. Manual overflow, however, only routes calls for Agent Group and CallNet steps that do not include any user-defined variable, a system variable, or a pre-defined function parameters.

Table 18 shows three call guides involved in manual overflow.

**Table 18. Example of Manual Overflow**

Call Guide 100	Call Guide 200	Call Guide 300
Call Guide Call 200	Speak Announcement	Speak Announcement
Agent Group 4000 (no variables)	Last	Agent Group 8000 (no variables)
Agent Group 5000 (includes a variable)		Agent Group 7001 (includes a variable)
Agent Group 6000 (no variables)		Agent Group 7002 (no variables)
Wait 20 seconds		Last
Branch to Call Guide 300		
Last		

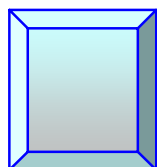
A call arrives for pilot 3000, for which call guide 100 is active. After the system calls call guide 200, an announcement trunk plays an announcement to the caller. During the announcement, a supervisor activates manual overflow for pilot 3000. Call guide 100, still active for pilot 3000, processes the overflow. The Call Guide Call step did not make call guide 200 the active call guide. With call guide 100 still active, manual overflow queues all calls to agent groups 4000 and 6000. The switch does not queue calls to agent group 5000, because that Agent Group step includes a variable. As long as manual overflow is active for pilot 3000, the system queues all calls unconditionally to agent groups 4000 and 6000. Later, a supervisor can cancel manual overflow to queue calls again to pilot 3000.

In another scenario, another call arrives for pilot 3000 while manual overflow is not active. Again, the system calls call guide 200 and an announcement trunk plays an announcement to the caller. After the announcement, call processing returns to step 2 of call guide 100. The system queues calls to agent group 4000, then queues calls to agent groups 5000 and 6000. The system then waits 20 seconds then branches to call guide 300. Because processing *branched*, call guide 300 becomes the active call guide. With 300 as the active call guide, another supervisor activates manual overflow for pilot 3000. Manual overflow queues calls to agent groups 8000 and 7002. The switch does not queue calls to agent group 7001, because that Agent Group step includes a variable.

## Enable Manual Overflow

The following table outlines the process to enable the Manual Overflow feature.

Stage	Description
1.	Implement the ACD automatic (standard) Overflow capability by including Agent Group (AGRP) steps with conditional parameters in appropriate call guides.
2.	Ensure that appropriate button templates for supervisors include the Manual Overflow (OVFL) feature button to allow supervisors to activate manual overflow,.
3.	Assign an appropriate button template (with the Manual Overflow feature button) to stations for supervisors who will use the feature.  <div style="background-color: #e0e0e0; padding: 2px;"><b>Note</b></div> <p>You cannot modify an existing supervisor station (using the Line command) to add support for Manual Overflow. You must delete the station (line) and create it again with an appropriate button template.</p>



## Chapter 33 Monitoring

Automatic Call Distribution (ACD) provides a Monitoring feature for supervisors. The term *Quality Monitoring* is synonymous. With Monitoring, a supervisor can listen to or join an agent's conversation with a caller. See "Monitoring Process" for details on how a supervisor initiates and controls the Monitoring feature.

### Monitoring Modes

Monitoring modes include:

- *Silent Monitoring*: Listen to a conversation between an agent and a caller.
- *Conferencing (Active)*: Join a conversation between an agent and a caller.
- *Split Monitoring*: Speak to just an agent without the caller hearing (for coaching, mentoring, and training).

The Silent Monitor Option (TSM) parameter of a supervisor's Class of Service defines the initial monitoring mode and alternate mode available to that supervisor. If the Trunk Silent Monitor Toggle (MMT) parameter of a supervisor's Class of Service is "N," the supervisor can only monitor calls in the initial monitoring mode. However, if the MMT parameter is "Y," the supervisor can alternate between the initial mode and an alternate monitoring mode, as shown in the Table 19.

**Table 19. Initial and Alternate Monitoring Modes**

Silent Monitor Option	Initial Mode	Alternate Mode
SA (Silent to Conference)	Silent Monitoring	Conferencing
PA (Split to Conference)	Split Monitoring	Conferencing
SP (Silent to Split)	Silent Monitoring	Split Monitoring

### Monitoring Types

In addition to modes, monitoring provides several types:

- Agent Monitoring, based on agent identification number (Agent IDs) or agent directory numbers (DIRNs)
- Agent Group Call Monitoring
- Supervisor Group Call Monitoring
- Application Pilot Call Monitoring
- Dialed Number Identification System (DNIS) Call Monitoring
- Directory Number and Attendant Monitoring

A Monitor Control List defines which monitoring types are available to the supervisor of an ACD pilot and which agents a supervisor can monitor for each type. See "Monitor Control List" for details.

### Monitor Reselect

A supervisor presses the Monitor feature button to begin monitoring and to select an initial monitoring type. The Monitor Reselect feature button, however, allows a supervisor to change the monitoring type. See "Monitoring Process" for details.

### Monitor Next Call

An optional Monitor Next Call feature enables a supervisor to monitor the next incoming call without having to use the Monitor Reselect feature (which repeats the voice prompts to select the monitoring type).

## Monitoring Process

The following table describes the Monitoring process.

Stage	Description																
1.	A supervisor initiates monitoring by pressing the Monitor (MNTR) feature button on their station.																
2.	Based on the monitoring types defined in the Monitor Control List associated with the supervisor's ACD pilot, the system plays one or more prompts. <table border="1" data-bbox="527 1108 1437 1822"> <thead> <tr> <th>Monitoring Type</th> <th>Prompt</th> </tr> </thead> <tbody> <tr> <td>Agent Monitoring by directory number (DIRN)</td> <td>"For agent directory number monitoring, press 1."</td> </tr> <tr> <td>Agent Group Call Monitoring</td> <td>"For agent group call monitoring, press 2."</td> </tr> <tr> <td>Supervisor Group Call Monitoring (Call Monitoring - Team)</td> <td>"For supervisor group call monitoring, press 3."</td> </tr> <tr> <td>Application Pilot Call Monitoring</td> <td>"For application pilot call monitoring, press 4."</td> </tr> <tr> <td>Dialed Number Identification System (DNIS) Monitoring</td> <td>"For DNIS monitoring, press 5."</td> </tr> <tr> <td>Directory Number or Attendant Monitoring (Line/ATDC Monitoring)</td> <td>"For directory number or attendant monitoring, press 6."</td> </tr> <tr> <td>Agent Monitoring by agent identification number (Agent ID)</td> <td>"For agent number monitoring, press 7."</td> </tr> </tbody> </table>	Monitoring Type	Prompt	Agent Monitoring by directory number (DIRN)	"For agent directory number monitoring, press 1."	Agent Group Call Monitoring	"For agent group call monitoring, press 2."	Supervisor Group Call Monitoring (Call Monitoring - Team)	"For supervisor group call monitoring, press 3."	Application Pilot Call Monitoring	"For application pilot call monitoring, press 4."	Dialed Number Identification System (DNIS) Monitoring	"For DNIS monitoring, press 5."	Directory Number or Attendant Monitoring (Line/ATDC Monitoring)	"For directory number or attendant monitoring, press 6."	Agent Monitoring by agent identification number (Agent ID)	"For agent number monitoring, press 7."
Monitoring Type	Prompt																
Agent Monitoring by directory number (DIRN)	"For agent directory number monitoring, press 1."																
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Dialed Number Identification System (DNIS) Monitoring	"For DNIS monitoring, press 5."																
Directory Number or Attendant Monitoring (Line/ATDC Monitoring)	"For directory number or attendant monitoring, press 6."																
Agent Monitoring by agent identification number (Agent ID)	"For agent number monitoring, press 7."																



Stage	Description
3.	<p>The supervisor presses a number from 1 to 7 in response to the Monitoring prompts. The system prompts for more information (if the Monitor Control List supports that monitoring type).</p> <ul style="list-style-type: none"> <li>• If the supervisor presses 1, the system prompts for an agent DIRN.</li> <li>• If the supervisor presses 2, the system prompts for an agent group directory number.</li> <li>• If the supervisor presses 3, the system prompts for an agent team number.</li> <li>• If the supervisor presses 4, the system prompts for an ACD pilot directory number.</li> <li>• If the supervisor presses 5, the system prompts for a DNIS number.</li> <li>• If the supervisor presses 6, the system prompts for an attendant line directory number.</li> <li>• If the supervisor presses 7, the system prompts for an Agent ID.</li> </ul>
4.	A two-beep tone and a lighted Monitoring feature button confirm the beginning of monitoring.
5.	After monitoring begins, a supervisor can press the Monitor Reselect or Monitor Next Call feature buttons, if available, at any time.

## Monitor Control List

ACD uses a Monitor Control List (MCL) to support the Monitoring feature. An MCL determines which monitoring types are available to the supervisor of an ACD pilot and which agents a supervisor can monitor for each monitoring type.

Monitoring Type	Description
Agent Monitoring <i>(Agent Number Monitoring or Agent Directory Number Monitoring)</i>	<p>An MCL supports one of the following options for this monitoring type:</p> <ul style="list-style-type: none"> <li>• Supports monitoring of all agents in the agent group pilot that uses this Monitor Control List.</li> <li>• Supports monitoring of only some agents (as listed in the other monitoring lists).</li> <li>• Prevents Agent Monitoring.</li> </ul> <p>Monitoring begins immediately, even in the middle of an ongoing call.</p>

Monitoring Type	Description
Call Monitoring - Agent Group <i>(Agent Group Call Monitoring)</i>	An MCL supports one of the following options for this monitoring type: <ul style="list-style-type: none"> <li>• Supports monitoring of all agent group pilots in a call center that shares the user group of any pilot that uses this Monitor Control List.</li> <li>• Supports monitoring of only some agent group pilots that share a call center's user group (lists agent groups by directory number and user group).</li> <li>• Prevents Agent Group Call Monitoring.</li> </ul> Monitoring begins when an eligible agent in an agent group answers a new incoming call. The system monitors each call from answer to completion. After a call being monitored ends, monitoring resumes when the same or another eligible agent answers another call.
Call Monitoring - Team <i>(Supervisor Group Call Monitoring)</i>	An MCL supports one of the following options for this monitoring type: <ul style="list-style-type: none"> <li>• Supports monitoring of every agent team in a call center that shares the user group of any pilot that uses this Monitor Control List.</li> <li>• Supports monitoring of only some agent teams in a call center that shares the user group of any pilot that uses this Monitor Control List (lists teams by team number).</li> <li>• Prevents Supervisor Group Call Monitoring.</li> </ul> Monitoring begins when an agent in an eligible team answers a new incoming call. The system monitors each call from answer to completion. After a call being monitored ends, monitoring resumes when the same or another eligible agent answers another call.
Call Monitoring - Pilot <i>(Application Pilot Call Monitoring)</i>	An MCL supports one of the following options for this monitoring type: <ul style="list-style-type: none"> <li>• Supports monitoring of every pilot in the active call guide (including the primary agent group and all overflow agent groups).</li> <li>• Supports monitoring only some pilots in the active call guide (lists pilots by directory number and user group).</li> <li>• Prevents Application Pilot Call Monitoring.</li> </ul> Monitoring begins when an agent in an eligible pilot answers a new incoming call. The system monitors each call from answer to completion. After a call being monitored ends, monitoring resumes when the same or another eligible agent group pilot answers another call.

Monitoring Type	Description
<p>Call Monitoring - DNIS (<i>DNIS Call Monitoring</i>)</p>	<p>An MCL supports one of the following options for this monitoring type:</p> <ul style="list-style-type: none"> <li>• Supports monitoring of all DNIS calls.</li> <li>• Supports monitoring of only some DNIS calls (lists DNIS numbers, each with its associated user group).</li> <li>• Prevents DNIS Call Monitoring.</li> </ul> <p>Monitoring begins when a user answers a new incoming DNIS call. The system monitors each call from answer to completion. After a call being monitored ends, monitoring resumes when the same or another user answers an eligible DNIS call.</p>
<p>Line/ATDC Monitoring (<i>Directory Number and Attendant Monitoring</i>)</p>	<p>An MCL supports one of the following options for this monitoring type:</p> <ul style="list-style-type: none"> <li>• Supports monitoring all lines and attendant consoles associated with the supervisor's Class of Service.</li> <li>• Supports monitoring of only some lines and attendant consoles associated with the supervisor's Class of Service (lists lines by directory number and user group).</li> <li>• Prevents Directory Number and Attendant Monitoring.</li> </ul> <p>Monitoring begins immediately, even in the middle of an ongoing call.</p>

## Enable Monitoring

The following table outlines the process to enable the Monitor feature for supervisors.

Stage	Description
1.	<p>Set the following parameters for each Class of Service associated with supervisor stations that must have the Monitor feature:</p> <ul style="list-style-type: none"> <li>• Monitor Authorization Code Required (MAC)</li> <li>• Monitored Priority (ABM)</li> <li>• Monitoring Priority (ATM)</li> <li>• OAI Application Requested Calls (ARC)</li> <li>• OAI Monitor: Play Monitored DIRN (MOD)</li> <li>• Play Monitor Disconnect Tone (MDT)</li> <li>• Play Monitor Initiated Tone (MIT)</li> <li>• Silent Monitor Option (TSM)</li> <li>• Trunk Silent Monitor Toggle (MMT)</li> </ul>
2.	<p>Ensure that the button templates for supervisors include the following feature buttons, as appropriate:</p> <ul style="list-style-type: none"> <li>• Monitoring (MNTR)</li> <li>• Monitor Next Call (MNNC)</li> <li>• Monitor Reselection (MNRS)</li> </ul>
3.	<ul style="list-style-type: none"> <li>• Assign an appropriate button template (with Monitoring feature buttons) to stations for supervisors who will use the feature.</li> </ul> <p><b>Note</b></p> <p>You can not modify an existing agent station (using the Line command) to add support for the Monitoring feature. You must delete the station (line) and create it again with an appropriate button template.</p>
4.	<p>If required to support Supervisor Group Call Monitoring, define agent teams for Monitor Control Lists.</p>
5.	<p>Create Monitor Control Lists to support the Monitor Reselect capability.</p>
6.	<p>Assign Monitor Control Lists to supervisor stations that will support the Monitoring capability.</p> <p><b>Note</b></p> <p>The Monitor Control List for a supervisor's station must be the same Monitor Control List that the supervisor's ACD pilot uses.</p>

Stage	Description
7.	<ul style="list-style-type: none"> <li>Set the Monitor Control List parameter for appropriate ACD pilots.</li> </ul> <p><b>Note</b></p> <p>The Monitor Control List for a supervisor's station must be the same Monitor Control List that the supervisor's ACD pilot uses.</p>

## Class of Service Parameters for the Monitoring Feature

Several Class of Service parameters support the ACD Monitoring feature. Table 20 presents the CLOS parameters that support Monitoring in alphabetical order. It also shows the system console's three-letter abbreviation for each parameter.

**Table 20. Class of Service Parameters for Monitoring**

ACD-related Class of Service (CLOS) Parameter	Description
Monitor Authorization Code Required (MAC)	Determines whether the system requires an authorization code before allowing a remote system to initiate monitoring. Valid values are <b>Y</b> (yes) and <b>N</b> (no).
Monitored Priority (ABM)	Sets a monitoring priority level for agents associated with this CLOS. An agent line cannot be monitored by any supervisor line with a Monitored Priority value lower than its own Monitoring Priority. Valid values are 0 through 7. Seven (7) is the highest priority. A value of zero (0) allows all supervisor lines to monitor an associated agent line.
Monitoring Priority (ATM)	Sets a monitoring priority level for supervisors associated with this CLOS. A supervisor line cannot monitor any agent line with a Monitored Priority value higher than its own Monitoring Priority. Valid values are 0 through 7. Seven (7) is the highest priority. A value of zero (0) disables monitoring for associated supervisor lines.
OAI Application Requested Calls (ARC)	Determines whether the system enables external Open Application Interface (OAI) applications, such as Centergy Reporting, to monitor ACD agents on the switch. Valid values are <b>Y</b> (yes) and <b>N</b> (no).

ACD-related Class of Service (CLOS) Parameter	Description								
OAI Monitor: Play Monitored DIRN (MOD)	Enables a recording device connected to the switch across an Open Application Interface (OAI) link to associate appropriate directory numbers (DIRNs) with corresponding parts of a recording. This allows users to identify portions of a recording without listening to the entire recording. Valid values are <b>Y</b> (yes) and <b>N</b> (no).								
Play Monitor Disconnect Tone (MDT)	Determines when the system plays a monitor disconnect tone (a zip-zip tone that indicates that one of the parties have disconnected).								
	<table border="1"> <thead> <tr> <th data-bbox="824 678 1049 720">Value</th> <th data-bbox="1057 678 1455 720">Disconnect Tone Conditions</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 730 1049 814">N (None)</td> <td data-bbox="1057 730 1455 814">The system does not play a disconnect tone.</td> </tr> <tr> <td data-bbox="824 814 1049 898">U (Unconditional)</td> <td data-bbox="1057 814 1455 898">The system plays a tone when wither party disconnects.</td> </tr> <tr> <td data-bbox="824 898 1049 1014">C (Conditional)</td> <td data-bbox="1057 898 1455 1014">The system plays a tone only when then monitored party disconnects.</td> </tr> </tbody> </table>	Value	Disconnect Tone Conditions	N (None)	The system does not play a disconnect tone.	U (Unconditional)	The system plays a tone when wither party disconnects.	C (Conditional)	The system plays a tone only when then monitored party disconnects.
	Value	Disconnect Tone Conditions							
	N (None)	The system does not play a disconnect tone.							
U (Unconditional)	The system plays a tone when wither party disconnects.								
C (Conditional)	The system plays a tone only when then monitored party disconnects.								
Play Monitor Initiated Tone (MIT)	Determines whether the system plays a periodic tone while monitoring is in progress. Valid values are <b>Y</b> (yes) or <b>N</b> (no). The Monitoring Notification Tone user group parameter (a call handling parameter) defines the rate of this periodic tone.								

ACD-related Class of Service (CLOS) Parameter	Description										
Silent Monitor Option (TSM)	<p>Determines how the system supports the Monitoring feature for calls associated with this CLOS.</p> <table border="1" data-bbox="824 384 1421 810"> <thead> <tr> <th data-bbox="824 384 1036 436">Value</th> <th data-bbox="1036 384 1421 436">Monitoring Option</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 436 1036 625"><b>SA</b> (Silent to Conference)</td> <td data-bbox="1036 436 1421 625">Enables associated supervisors to switch between silent and active monitoring. Monitoring begins in the silent mode.</td> </tr> <tr> <td data-bbox="824 625 1036 810"><b>PA</b> (Split to Conference)</td> <td data-bbox="1036 625 1421 810">Enables associated supervisors to switch between split and active monitoring. Monitoring begins in the split mode.</td> </tr> </tbody> </table> <table border="1" data-bbox="824 848 1421 1089"> <thead> <tr> <th data-bbox="824 848 1036 900">Value</th> <th data-bbox="1036 848 1421 900">Monitoring Option</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 900 1036 1089"><b>SP</b> (Silent to Split)</td> <td data-bbox="1036 900 1421 1089">Enables associated supervisors to switch between silent and split monitoring. Monitoring begins in the silent mode.</td> </tr> </tbody> </table>	Value	Monitoring Option	<b>SA</b> (Silent to Conference)	Enables associated supervisors to switch between silent and active monitoring. Monitoring begins in the silent mode.	<b>PA</b> (Split to Conference)	Enables associated supervisors to switch between split and active monitoring. Monitoring begins in the split mode.	Value	Monitoring Option	<b>SP</b> (Silent to Split)	Enables associated supervisors to switch between silent and split monitoring. Monitoring begins in the silent mode.
Value	Monitoring Option										
<b>SA</b> (Silent to Conference)	Enables associated supervisors to switch between silent and active monitoring. Monitoring begins in the silent mode.										
<b>PA</b> (Split to Conference)	Enables associated supervisors to switch between split and active monitoring. Monitoring begins in the split mode.										
Value	Monitoring Option										
<b>SP</b> (Silent to Split)	Enables associated supervisors to switch between silent and split monitoring. Monitoring begins in the silent mode.										
Trunk Silent Monitor Toggle (MMT)	Determines whether a supervisor can switch monitoring modes. If not, they can only monitor calls in the initial monitoring mode. Valid values are <b>Y</b> (yes) and <b>N</b> (no).										

### Define an Agent Team for Monitoring

Use this procedure to add agents to a team for inclusion in a Monitor Control List.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>TEAM</b> .	The console displays: SELECT COMMAND => TEAM  SELECT MODE: PRINT, DISPLAY, UPDATE, SEARCH, TITLES... =>
2.	Type <b>U</b> .	The console displays: SELECT MODE: C=CREATE M=MODIFY D=DELETE... =>

Step	Action	Result
3.	Type <b>C</b> .	The console displays: TEAM NUMBER or ?... =>
4.	Type an unassigned team number for the new agent team.	The console displays: ENTER TITLE:... _____ =>
5.	Type an appropriate title for the new agent team.	The console displays: CALL CENTER NUMBER:... =>
6.	Type the number for the call center to which this team will belong.	The console displays: DIRECTORY NUMBER or ?... =>
7.	Type an agent's directory number (Agent DIRN) and user group (in the form <i>dddd,uuuu</i> ) to add an agent to the team.	The console displays: DIRECTORY NUMBER or ?... =>
8.	Repeat step 7 until you are done adding agents to the team. Then press the <Enter> key.	The console displays the agent team information, including a list of all agent DIRNs in the team, followed by: DOES UPDATE VERIFY?
9.	Type <b>Y</b> to save the new agent team in the switch database.	

## Create a Monitor Control List

Use this procedure to create a Monitor Control List to support the ACD Monitoring feature for supervisors.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>MNTR</b> .	The console displays: SELECT COMMAND => MNTR SELECT MODE: PRINT, DISPLAY, UPDATE, SEARCH, TITLES =>
2.	Type <b>U</b> .	The console displays: UPDT MODE: C-Create, M-Modify, D-Delete, P-Copy... =>
3.	Type <b>C</b> .	The console displays: MONITOR CONTROL LIST # or ?... =>



Step	Action	Result
4.	Type an unassigned Monitor Control List number.	The console displays: ENTER TITLE: . . . _____ =>
5.	Type an appropriate title for the new Monitor Control List.	The console displays: CALL CENTER NUMBER: . . . =>
6.	Type the number for the call center that this Monitor Control List will support.	The console displays: AGENT MONITOR or ? . . . =>
7.	Respond appropriately at this and subsequent prompts to define how the Monitor Control List supports the following monitoring types: <ul style="list-style-type: none"> <li>• Agent Monitoring</li> <li>• Agent Group Call Monitoring</li> <li>• Supervisor Group Call Monitoring</li> <li>• Application Pilot Call Monitoring</li> <li>• DNIS Call Monitoring</li> <li>• Directory Number and Attendant Monitoring</li> </ul> See "Monitor Control List Parameters" for descriptions of the parameters and their valid values.	After you respond to the prompt for the LINE/ATDC Monitor List, the console displays all the values for the Monitor Control List, followed by: DOES UPDATE VERIFY? =>
8.	Type <b>Y</b> to save the new Monitor Control List.	

## Monitor Control List Parameters

Several PointSpan database parameters define a Monitor Control List. Table 21 presents the Monitor Control List parameters in alphabetical order.

**Table 21. Monitor Control List Parameters**

<b>Monitor Control List Parameter</b>	<b>Description</b>								
Agent Monitor	<p data-bbox="824 373 1445 504">Defines how the Monitor Control List supports both Agent Number Monitoring (based on Agent ID) and Agent Directory Number Call Monitoring (based on agent DIRN).</p> <table border="1" data-bbox="824 525 1432 1071"> <thead> <tr> <th data-bbox="833 535 1047 577"><b>Value</b></th> <th data-bbox="1047 535 1424 577"><b>Description</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="833 577 1047 703">N (None)</td> <td data-bbox="1047 577 1424 703">This Monitor Control List prevents Agent Monitoring for any pilot that uses it.</td> </tr> <tr> <td data-bbox="833 703 1047 850">A (All Agents)</td> <td data-bbox="1047 703 1424 850">This Monitor Control List enables the supervisor for any pilot that uses it to monitor all agents in the pilot.</td> </tr> <tr> <td data-bbox="833 850 1047 1060">L (Listed Agents)</td> <td data-bbox="1047 850 1424 1060">This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> agents in the pilot (as listed for other monitoring types).</td> </tr> </tbody> </table>	<b>Value</b>	<b>Description</b>	N (None)	This Monitor Control List prevents Agent Monitoring for any pilot that uses it.	A (All Agents)	This Monitor Control List enables the supervisor for any pilot that uses it to monitor all agents in the pilot.	L (Listed Agents)	This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> agents in the pilot (as listed for other monitoring types).
<b>Value</b>	<b>Description</b>								
N (None)	This Monitor Control List prevents Agent Monitoring for any pilot that uses it.								
A (All Agents)	This Monitor Control List enables the supervisor for any pilot that uses it to monitor all agents in the pilot.								
L (Listed Agents)	This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> agents in the pilot (as listed for other monitoring types).								



Monitor Control List Parameter	Description								
<p>Call Monitor: Agent Group List</p>	<p>Defines how the Monitor Control List supports Agent Group Call Monitoring.</p> <table border="1" data-bbox="824 384 1433 1031"> <thead> <tr> <th data-bbox="824 384 1049 436">Value</th> <th data-bbox="1049 384 1433 436">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 436 1049 590"> <p>N (None)</p> </td> <td data-bbox="1049 436 1433 590"> <p>This Monitor Control List prevents Agent Group Call Monitoring for any ACD pilot that uses it.</p> </td> </tr> <tr> <td data-bbox="824 590 1049 779"> <p>All (All Agent Groups)</p> </td> <td data-bbox="1049 590 1433 779"> <p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor all agent group pilots in the call center of the same user group.</p> </td> </tr> <tr> <td data-bbox="824 779 1049 1031"> <p><i>A,agent dirn, user group</i></p> </td> <td data-bbox="1049 779 1433 1031"> <p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> agent group pilots in the call center of the same user group (as listed by directory number and user group).</p> </td> </tr> </tbody> </table>	Value	Description	<p>N (None)</p>	<p>This Monitor Control List prevents Agent Group Call Monitoring for any ACD pilot that uses it.</p>	<p>All (All Agent Groups)</p>	<p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor all agent group pilots in the call center of the same user group.</p>	<p><i>A,agent dirn, user group</i></p>	<p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> agent group pilots in the call center of the same user group (as listed by directory number and user group).</p>
Value	Description								
<p>N (None)</p>	<p>This Monitor Control List prevents Agent Group Call Monitoring for any ACD pilot that uses it.</p>								
<p>All (All Agent Groups)</p>	<p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor all agent group pilots in the call center of the same user group.</p>								
<p><i>A,agent dirn, user group</i></p>	<p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> agent group pilots in the call center of the same user group (as listed by directory number and user group).</p>								
<p>Call Monitor: DNIS List</p>	<p>Defines how the Monitor Control List supports Dialed Number Information Services (DNIS) Call Monitoring.</p> <table border="1" data-bbox="824 1234 1433 1814"> <thead> <tr> <th data-bbox="824 1234 1049 1287">Value</th> <th data-bbox="1049 1234 1433 1287">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1287 1049 1440"> <p>N (None)</p> </td> <td data-bbox="1049 1287 1433 1440"> <p>This Monitor Control List prevents DNIS Call Monitoring for any ACD pilot that uses it.</p> </td> </tr> <tr> <td data-bbox="824 1440 1049 1593"> <p>All (All DNIS numbers)</p> </td> <td data-bbox="1049 1440 1433 1593"> <p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor all DNIS numbers.</p> </td> </tr> <tr> <td data-bbox="824 1593 1049 1814"> <p><i>A,DNIS number, user group</i></p> </td> <td data-bbox="1049 1593 1433 1814"> <p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> DNIS numbers (as listed, each with its associated user group).</p> </td> </tr> </tbody> </table>	Value	Description	<p>N (None)</p>	<p>This Monitor Control List prevents DNIS Call Monitoring for any ACD pilot that uses it.</p>	<p>All (All DNIS numbers)</p>	<p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor all DNIS numbers.</p>	<p><i>A,DNIS number, user group</i></p>	<p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> DNIS numbers (as listed, each with its associated user group).</p>
Value	Description								
<p>N (None)</p>	<p>This Monitor Control List prevents DNIS Call Monitoring for any ACD pilot that uses it.</p>								
<p>All (All DNIS numbers)</p>	<p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor all DNIS numbers.</p>								
<p><i>A,DNIS number, user group</i></p>	<p>This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> DNIS numbers (as listed, each with its associated user group).</p>								

Monitor Control List Parameter	Description								
Call Monitor: Pilot List	<p data-bbox="824 296 1377 359">Defines how the Monitor Control List supports Application Pilot Call Monitoring.</p> <table border="1" data-bbox="824 380 1430 1062"> <thead> <tr> <th data-bbox="824 380 1049 436">Value</th> <th data-bbox="1049 380 1430 436">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 436 1049 590">N (None)</td> <td data-bbox="1049 436 1430 590">This Monitor Control List prevents Application Pilot Call Monitoring for any ACD pilot that uses it.</td> </tr> <tr> <td data-bbox="824 590 1049 810">All (All Pilots)</td> <td data-bbox="1049 590 1430 810">This Monitor Control List enables the supervisor for any pilot that uses it to monitor agents in every pilot in the active call guide (including primary and overflow pilots).</td> </tr> <tr> <td data-bbox="824 810 1049 1062"><i>A,pilot dirn, user group</i></td> <td data-bbox="1049 810 1430 1062">This Monitor Control List enables the supervisor for any pilot that uses it to monitor agents in <i>some</i> of the pilots in the active call guide (as listed by pilot directory number and user group).</td> </tr> </tbody> </table>	Value	Description	N (None)	This Monitor Control List prevents Application Pilot Call Monitoring for any ACD pilot that uses it.	All (All Pilots)	This Monitor Control List enables the supervisor for any pilot that uses it to monitor agents in every pilot in the active call guide (including primary and overflow pilots).	<i>A,pilot dirn, user group</i>	This Monitor Control List enables the supervisor for any pilot that uses it to monitor agents in <i>some</i> of the pilots in the active call guide (as listed by pilot directory number and user group).
Value	Description								
N (None)	This Monitor Control List prevents Application Pilot Call Monitoring for any ACD pilot that uses it.								
All (All Pilots)	This Monitor Control List enables the supervisor for any pilot that uses it to monitor agents in every pilot in the active call guide (including primary and overflow pilots).								
<i>A,pilot dirn, user group</i>	This Monitor Control List enables the supervisor for any pilot that uses it to monitor agents in <i>some</i> of the pilots in the active call guide (as listed by pilot directory number and user group).								
Call Monitor: Team	<p data-bbox="824 1150 1377 1213">Defines how the Monitor Control List supports Supervisor Group Call Monitoring.</p> <table border="1" data-bbox="824 1234 1430 1850"> <thead> <tr> <th data-bbox="824 1234 1049 1291">Value</th> <th data-bbox="1049 1234 1430 1291">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1291 1049 1444">N (None)</td> <td data-bbox="1049 1291 1430 1444">This Monitor Control List prevents Supervisor Group Call Monitoring for any ACD pilot that uses it.</td> </tr> <tr> <td data-bbox="824 1444 1049 1633">All (All Agent Teams)</td> <td data-bbox="1049 1444 1430 1633">This Monitor Control List enables the supervisor for any pilot that uses it to monitor every agent team in the call center.</td> </tr> <tr> <td data-bbox="824 1633 1049 1850"><i>A,agent team #</i></td> <td data-bbox="1049 1633 1430 1850">This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> agent teams in the call center (as listed by team number).</td> </tr> </tbody> </table>	Value	Description	N (None)	This Monitor Control List prevents Supervisor Group Call Monitoring for any ACD pilot that uses it.	All (All Agent Teams)	This Monitor Control List enables the supervisor for any pilot that uses it to monitor every agent team in the call center.	<i>A,agent team #</i>	This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> agent teams in the call center (as listed by team number).
Value	Description								
N (None)	This Monitor Control List prevents Supervisor Group Call Monitoring for any ACD pilot that uses it.								
All (All Agent Teams)	This Monitor Control List enables the supervisor for any pilot that uses it to monitor every agent team in the call center.								
<i>A,agent team #</i>	This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> agent teams in the call center (as listed by team number).								

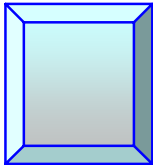
Monitor Control List Parameter	Description								
Line/ATDC Monitor List	<p>Defines how the Monitor Control List supports Directory Number and Attendant Monitoring.</p> <table border="1" data-bbox="824 384 1432 1031"> <thead> <tr> <th data-bbox="824 384 1049 436">Value</th> <th data-bbox="1049 384 1432 436">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 436 1049 590">N (None)</td> <td data-bbox="1049 436 1432 590">This Monitor Control List prevents Directory Number and Attendant Monitoring for any ACD pilot that uses it.</td> </tr> <tr> <td data-bbox="824 590 1049 779">All (All Lines and ATDCs based on CLOS)</td> <td data-bbox="1049 590 1432 779">This Monitor Control List enables the supervisor for any pilot that uses it to monitor any line associated with the supervisor's Class of Service.</td> </tr> <tr> <td data-bbox="824 779 1049 1031"><i>A,line or ATDC dirn, user group</i></td> <td data-bbox="1049 779 1432 1031">This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> of the lines that share the supervisor's Class of Service (as listed by directory number and user group).</td> </tr> </tbody> </table>	Value	Description	N (None)	This Monitor Control List prevents Directory Number and Attendant Monitoring for any ACD pilot that uses it.	All (All Lines and ATDCs based on CLOS)	This Monitor Control List enables the supervisor for any pilot that uses it to monitor any line associated with the supervisor's Class of Service.	<i>A,line or ATDC dirn, user group</i>	This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> of the lines that share the supervisor's Class of Service (as listed by directory number and user group).
Value	Description								
N (None)	This Monitor Control List prevents Directory Number and Attendant Monitoring for any ACD pilot that uses it.								
All (All Lines and ATDCs based on CLOS)	This Monitor Control List enables the supervisor for any pilot that uses it to monitor any line associated with the supervisor's Class of Service.								
<i>A,line or ATDC dirn, user group</i>	This Monitor Control List enables the supervisor for any pilot that uses it to monitor <i>some</i> of the lines that share the supervisor's Class of Service (as listed by directory number and user group).								

### Assign a Monitor Control List to a Supervisor Phone

Use this procedure to associate a Monitor Control List and a supervisor station.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>FONE</b> .	The console displays: SELECT COMMAND => FONE SELECT MODE: PRINT, DISPLAY, UPDATE... =>
2.	Type <b>U</b> .	The console displays: SELECT MODE: C-Create M-Modify or D-Delete... =>
3.	Type <b>M</b> .	The console displays: ENTER PORT NUMBER, LOCATION, or ?... =>

Step	Action	Result
4.	<p>Type the port location for the supervisor station in the form <i>WWW.X.YY.ZZ</i>, where <i>WWW</i> is the cabinet number, <i>X</i> is the shelf number, <i>YY</i> is the slot, and <i>ZZ</i> is the specific port.</p> <p>For example, type <b>2.3.11.9</b> to specify the ninth port of the card in the eleventh slot of the third shelf of the second cabinet.</p>	<p>The console displays:</p> <pre>Specify ITE/STE Field to Modify or - or ?... =&gt;</pre>
5.	Type <b>MCL</b> .	<p>The console displays:</p> <pre>MONITOR CONTROL LIST NUMBER or - or ?... =&gt;</pre>
6.	Type the number of the Monitor Control List to associate with the supervisor station.	<p>The console displays:</p> <pre>Specify ITE/STE Field to Modify or - or ?... =&gt;</pre>
7.	Press the <Return> key.	<p>The console displays all of the parameters for the supervisor station, followed by:</p> <pre>DOES UPDATE VERIFY?... =&gt;</pre>
8.	Type <b>Y</b> to save the new parameters, including the Monitor Control List, for the supervisor station.	



# Chapter 34 Music

Automatic Call Distribution (ACD) supports the capability to play music to callers while they wait in a pilot queue for agent answer, while on hold, during a transfer, or during phrases and other messages.

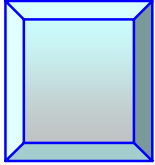
## Enable Music

The following table outlines the process to enable music for ACD.

Stage	Action
1.	<p>Implement the PointSpan system's standard music capabilities (Music on Hold and Music During Transfer). See the following publications for details:</p> <ul style="list-style-type: none"> <li>• PointSpan <i>System Description</i> manual (2498-<i>nnn</i>)</li> <li>• PointSpan <i>System Database Procedures</i> manual (2513-<i>nnn</i>)</li> <li>• Other PointSpan publications as appropriate</li> </ul> <p><b>Note</b></p> <p>Customers may want to connect their own external music source to the PointSpan system to expand the standard music capabilities.</p>
2.	<p>Set the following parameters for each appropriate ACD pilot:</p> <ul style="list-style-type: none"> <li>• Continue Music Until Agent Connects (CTM)</li> <li>• Held/XFER Music Source (MUT)</li> <li>• Pilot Music Source (MUS)</li> </ul>
3.	<p>As an option, set the ACD Integrated Voice Services (IVS) capability to generate music (alone or as part of IVS phrases). See the PointSpan <i>IVC Card Features and Support</i> manual (2489-<i>nnn</i>).</p>
4.	<p>As an option, include music as part of the ACD Whisper Messaging capability.</p>







## Chapter 35

# Network Numbering Plan Support

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Automatic Call Distribution (ACD) can support the optional PointSpan Network Numbering Plan (NNP) capability. With NNP, a PointSpan switch serves as the hub of a sophisticated private network of interconnected switches and other resources. A PointSpan switch combines a three-digit NNP code and a station code to access an on-net directory number on another system in the private network. If all of the facilities on the private network are busy, the PointSpan switch can place the call over the public network. For details on NNP, see the following:

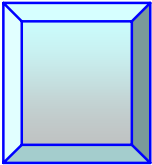
- *PointSpan System Description* manual (2498-*nnn*)
- *PointSpan System Database Procedures* manual (2513-*nnn*)

ACD can (through the Home NNP Number pilot parameter) support Inter-exchange Link (IXL) feature transparency with the NNP capability.

## Enable Network Numbering Plan Support

To enable ACD to support IXL feature transparency with the NNP capability, set the Home NNP Number (HNP) parameter in appropriate ACD pilots.





# Chapter 36 Night Service

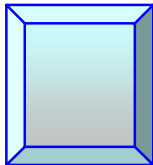
Automatic Call Distribution (ACD) provides a Night Service feature for supervisors. With Night Service, a supervisor can manually activate the pilot's night call guide. A night call guide supports a call center at times when agents are not available. Typically, Call Route Scheduling parameters activate the night call guide during anticipated down times, such as nights and holidays (see "Call Route Scheduling"). With the Night Service feature, however, a supervisor can activate the night call guide in usual circumstances, such as emergency situations, when agents are unexpectedly unavailable.

## Enable Night Service

The following table outlines the process to enable the Night Service feature.

Stage	Description
1.	Set the following parameters for each appropriate ACD pilot: <ul style="list-style-type: none"> <li>• Answer Queued Calls When Night Invoked (ACN)</li> <li>• Overflow Queued Calls When Night Invoked (OCN)</li> <li>• Night Call Guide Number (NCG)</li> </ul>
2.	Ensure that appropriate button templates for supervisors include the Night service (NITE) feature button.
3.	<ul style="list-style-type: none"> <li>• Assign an appropriate button template (with the Night Service feature button) to stations for supervisors who will use the feature.</li> </ul> <p><b>Note</b></p> <p>You can not modify an existing supervisor station (using the Line command) to support the Night Service feature. You must delete the station (line) and create it again with an appropriate button template.</p>





# Chapter 37

## OAI Associated Member

Automatic Call Distribution (ACD) provides an Open Application Interface (OAI) Member capability. This capability allows an ACD pilot to use an OAI channel as a link to an external application, such as:

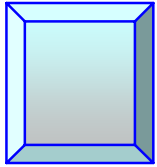
- Centergy Reporting
- A call accounting application
- An integrated voice response (IVR) unit
- A reader board
- A call recording system
- A predictive dialing application
- A voice mail system

### Enable the OAI Associated Member Capability

The following table outlines the process to enable the Open Application Interface (OAI) Member system capability.

Stage	Description
1.	Establish OAI connectivity between the external application and the PointSpan switch. See the following: <ul style="list-style-type: none"> <li>• <i>Ethernet Access and Open Application Interface (OAI) Setup</i> manual (2540-<i>nnn</i>)</li> <li>• <i>Open Application Interface Developer Reference</i> manual (2478-<i>nnn</i>)</li> <li>• Other Aastra Intecom OAI documentation, as appropriate</li> </ul>
2.	Set the following related ACD pilot parameters: <ul style="list-style-type: none"> <li>• OAI Associated Member (OAM)</li> <li>• OAI Application ID</li> <li>• OASI Communication Number</li> </ul>
3.	<ul style="list-style-type: none"> <li>• Set the OAI Associated Member parameter for appropriate supervisor and agent stations.</li> </ul> <p><b>Note</b></p> <p>You <i>can</i> also modify an existing station (using the FONE command) to change the OAI Associated Member parameter.</p>





## Chapter 38 Originator Billing

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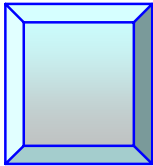
Automatic Call Distribution (ACD) provides an Originator Billing capability. This capability determines whether the system includes the originator as the billable party in a call's Call Detail Record (CDR), even if an agent or the system transfers the call.

### Enable Originator Billing

Set the Originator Billing (OBL) parameters for each ACD pilot to determine whether the system includes the originator as the billable party in the Call Detail Record for any call to the pilot, even if an agent or the system transfers the call.







# Chapter 39 Overflow

Automatic Call Distribution (ACD) provides an Overflow capability to distribute calls in queue to alternative pilots when none of the agents in a primary agent group pilot are available.

### Example

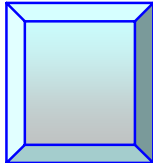
X Corp has a call center with two primary agent group pilots. Agent group pilot 7000 supports life insurance policies and agent group pilot 7500 supports health insurance policies. The active call guide in X Corp's steering pilot routes life insurance calls to pilot 7000, and health insurance calls to pilot 7500. During normal operations, this works excellently. However, sometimes the number of calls to one of these agent group pilots exceeds the pilot's number of available agents. The system places excess calls in queue until an agent becomes available. To ensure that a pilot never gets too many calls waiting in queue, the center includes agent group pilot 7300 as an overflow pilot. Pilot 7300 includes expert agents from both pilot 7000 and pilot 7500. When calls in queue to either pilot 7000 or 7500 exceed a threshold set by parameters in the associated Agent Group call guide step, the system routes excess calls to agent group pilot 7300. Idle agents in the overflow pilot handle these excess calls sooner than primary agents would.

## Enable the Overflow Capability

The following table outlines the process to enable the Overflow capability.

Stage	Description
1.	As appropriate, develop call guides that use Agent Group (AGRP) steps with conditional parameters to control overflow.
2.	As appropriate, set the Overflow Queued Calls When Night Invoked (OCN) parameter for each ACD pilot.





# Chapter 40

## Play IVS Phrase

With the Play IVS Phrase feature, a user of an Automatic Call Distribution (ACD) station (such as an agent or supervisor) can listen to Integrated Voice Services (IVS) phrases that are stored on an Integrated Voice Controller (IVC) card. A user enters the phrase group and phrase Identification number to select a phrase.

### Play an IVS Phrase

Use this procedure from an ACD station to play an IVS phrase.

Step	Action	Result
1.	Pick up the station handset and do one of the following: <ul style="list-style-type: none"> <li>• Press the Play IVS Phrase feature button on the station (if available)</li> <li>• Dial the 1-4-digit Play IVS Phrase feature code; follow any 1-3-digit code with the pound (#) key.</li> <li>• Dial a 4-digit Play IVS Phrase feature directory number (FDRN)</li> </ul>	The system lights a Play IVS Phrase button lamp (if available) and plays a zip tone to prompt for more input.
2.	Dial a valid phrase group number.	The system plays a zip tone to prompt for more input.  <b>Note</b>  If the phrase group is not valid, the system turns off the Play IVS Phrase button lamp and plays a reorder tone (a fast busy).
3.	Dial a valid phrase ID number.	The system plays a zip-tone, the message, and another zip-tone (to indicate the end of the message).  <b>Note</b>  If the phrase ID is not valid, the system turns off the Play IVS Phrase button lamp and plays a reorder tone (a fast busy).

Step	Action	Result
4.	Do one of the following: <ul style="list-style-type: none"> <li>• Press the pound (#) key to repeat the phrase</li> <li>• Dial another phrase ID number to hear a different message in the same phrase group</li> <li>• Hang up and repeat steps 1-4 to hear messages in another phrase group</li> <li>• Hang up (to end the Play IVS Phrase feature)</li> </ul>	

## Enable Play IVS Phrase

The following table outlines the process to enable the Play IVS Phrase feature.

Step	Action
1.	Configure voice lines to play IVS phrases.
2.	Add a Play IVS Phrase feature button to the button template used by appropriate stations with feature buttons.
3.	Assign a numeric feature code or a feature directory number (FDRN) to allow stations without feature button to play IVS phrases.

## Modify a Voice Line to Play an IVS Phrase

Use this procedure to configure a line to play IVS phrases.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>LINE</b> .	The console displays: SELECT COMMAND => LINE SELECT MODE: PINRT, DISPLAY, UPDATE, LOGGING =>
2.	Type <b>U</b> .	The console displays: UPDT MODE: C-Create M-Modify D-Delete P-Copy... =>
3.	Type <b>M</b> .	The console displays: DIRECTORY NUMBER or ?... =>

Step	Action	Result
4.	Type the directory number for the line to modify.	The console displays: USER GROUP... =>
5.	Type the number of the User Group associated with the line.	The console displays: DIRECTORY TYPE...VOICE LINE Specify VLIN Field to Modify or - or ?... =>
6.	Type <b>DIA</b> (Diagnostics).	The console displays: STATION DIAGNOSTICS ALLOWED: Y=YES N=NO... =>
7.	Type <b>Y</b> to allow station diagnostics (and to support the Play IVS Phrase feature) on the line.	The console displays: Specify VLIN Field to Modify or - or ?... =>
8.	Press the <Enter> key.	The console displays all of the parameters for the line, followed by: DOES UPDATE VERIFY ? =>
9.	Type <b>Y</b> .	The system saves the line parameters with a configuration that supports the Play IVS Phrase feature.

## Add a Play IVS Phrase Button to a Button Template

Use this procedure to add a feature control button to appropriate stations that use the Play IVS Phrase feature.

### Initial Conditions

A button template for the intended stations already exists.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>BTNS</b> .	The console displays: SELECT COMMAND => BTNS SELECT MODE: PRINT, DISPLAY, UPDATE, SEARCH, TITLES =>
2.	Type <b>U</b> .	The console displays: SELECT MODE: C-Create M-Modify or D-Delete... =>
3.	Type <b>M</b> .	The console displays: SPECIFY TEMPLATE NUMBER:... =>

Step	Action	Result
4.	Type the number of the button template to modify.	The console displays: Specify BTNS Field to Modify or - or ?... =>
5.	Type <b>BTN</b> .	The console displays: BUTTON NUMBER TO MODIFY: Return=END... =>
6.	Type the number of the button to modify on the template.	The console displays: BTN- <i>MN</i> TYPE: S=Sel; U=Unas; Feature or ?... =>
7.	Type <b>PIVS</b> (Play IVS Phrase).	The console displays: BUTTON NUMBER TO MODIFY: Return=END... =>
8.	Press the <Enter> key.	The console displays: Specify BTNS Field to Modify or - or ?... =>
9.	Press the <Enter> key.	The console displays the button template configuration, followed by: DOES UPDATE VERIFY?
10.	Type <b>Y</b> .	The system saves the button template with the Play IVS Phrase feature button.

## Assign a Feature Code to Play IVS Phrases

Use this procedure to create a numeric feature code that allows users of stations without feature buttons to play IVS phrases.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>NFIT</b> (the Numeric Feature Interpret Table command).	The console displays: SELECT COMMAND => NFIT SELECT MODE: PRINT, DISPLAY, UPDATE =>
2.	Type <b>U</b> .	The console displays: Type: A=Add; C=Chg; R=Rem; D=Dsp; Rtn; or ?... =>
3.	Type <b>A</b> .	The console displays: Feature Code (1-4 digit number) or ?... =>

Step	Action	Result
4.	Type a 1-4-digit feature code.  <b>Note</b>  A user must end any 1-3 digit-code with a pound (#) to activate the Play IVS Phrase feature.	The console displays:  Feature Mnemonic or ?... =>
5.	Type <b>PIVS</b> (Play IVS Phrase).	The console displays:  Type: A=Add; C=Chg; R=Rem; D=Dsp; Rtn; or ?... =>
6.	Press the <Enter> key.	The console displays the Numeric Feature Interpret Table, followed by:  DOES UPDATE VERIFY?
7.	Type <b>Y</b> .	The system saves the Play IVS Phrase feature code.

## Assign a Feature Directory Number to Play IVS Phrases

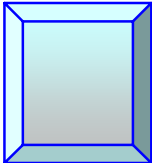
Use this procedure to create a feature directory number (FDRN) that allows users of stations without feature buttons to play IVS phrases.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>DIRN</b> .	The console displays:  SELECT COMMAND => DIRN  SELECT MODE: PRINT, DISPLAY, UPDATE, LOGGING, SEARCH, VACANT =>
2.	Type <b>U</b> .	The console displays:  UPDT MODE: C-Create M-Modify D-Delete P-Copy... =>
3.	Type <b>C</b> .	The console displays:  Directory Number or ?... =>
4.	Type a four-digit directory number.	The console displays:  ENTER DIRECTORY TYPE: or ?... =>
5.	Type <b>FDRN</b> .	The console displays:  FEATURE or ?... =>

<b>Step</b>	<b>Action</b>	<b>Result</b>
6.	Type <b>PIVS</b> (Play IVS Phrase).	The console displays directory number information, followed by: DOES UPDATE VERIFY?
7.	Type <b>Y</b> .	The system saves the Play IVS Phrase feature directory number.







# Chapter 41

## Queue Depth

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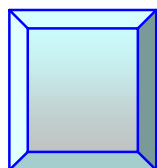
Automatic Call Distribution (ACD) provides a Queue Depth feature for agents and supervisors. When an agent or supervisor presses a Queue Depth (QUEU) feature button on an ACD station with an alphanumeric display, the station indicates the number of agents on line and the number of calls in queue.

### Enable the Queue Depth Feature

The following table outlines the process to enable the Queue Depth feature.

Stage	Description
1.	Add the Queue Depth (QUEU) feature button to appropriate button templates.
2.	Assign an appropriate button template (with the Queue Depth feature button) to stations for agents and supervisors who will use the feature.  <b>Note</b>  You can not modify an existing agent station (using the Line command) to add support for the Queue Depth feature. You must delete the station (line) and create it again with an appropriate button template.





## Chapter 42 Reassignment

Automatic Call Distribution (ACD) provides a Reassignment feature that enables a supervisor to move one or more agents from one group to another. A supervisor can manually move agents through the Agent Continuous Status report. See "Move Agents from the Agent Continuous Status Report."

External applications, such as Centergy Reporting, can also reassign agents. See the *Centergy Manager Supervisor Guide (2470-nnn)* or the *Centergy Manager Administrator Guide (2503-nnn)* for instructions.

### Enable Reassignment

The following table outlines the process to enable the Reassignment feature.

Stage	Description
1.	Set the Return Agents to Home Group on Sign-off (RAH) parameter for each ACD agent group pilot.
2.	If the Pilot Member Type parameter for a call center is set to "I" (ID-based), set the Home Pilot Number (PLT) parameter for each agent identification number (Agent ID).
3.	If the Pilot Member Type parameter for a call center is set to "D" (DIRN-based), set the Home ACD Pilot Number parameter for each agent line (station).

### Move Agents from an Agent Continuous Status Report

Use this procedure to move one or more agents from one agent group pilot to another.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>
3.	Type <b>C</b> (Continuous Agent Status with Move Capability).	The console displays: TIMED REFRESH INTERVAL: 10-60 SECONDS... =>

Step	Action	Result
4.	Type a number of seconds from 10 to 60 to define how frequently the system updates the statistics in the Agent Continuous Status report.	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
5.	Type a pilot directory number and user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	The console displays the Agent Continuous Status report for the pilot, followed by: "Timed" Refresh; @=Abort; M=Move Agent; Rtn=Imm Refresh... =>
6.	Type <b>M</b> (Move Agent)	The console displays: MOVE AGENT or ? or Return=END... =>
7.	Type an agents directory number and user group followed by the target pilot number and user group, in the form ( <i>agent dirn,user group,pilot number,user group</i> ). For example, type <b>3510,1,4000,1</b> to move agent 3510 to pilot number 4000.	The console continues to display the Agent Continuous Status report for the pilot, followed by: "Timed" Refresh; @=Abort; M=Move Agent; Rtn=Imm Refresh... =>
8.	Repeat steps 6 and 7 as needed to reassign additional agents. Type @ to stop displaying the Agent Continuous Status report.	

### Ending Conditions

Agents who a supervisor reassigns to a new pilot remain in that new pilot until either:

- The supervisor manually moves them *again* to another pilot.

**Or**

- The system automatically returns them to their home pilots (based on the Return Agents to Home Group on Sign-off parameter of the pilot they are in when they sign off).



The following sections associate specific ACD reports with aspects of call center management. See the "General Analysis Guidelines" section for each report to see how it specifically answers important call center management questions.

Table 22 lists ACD reports that can help you allocate call center resources.

**Table 22. Resource Allocation Analysis**

Question	Applicable Reports
Does the center have enough agents?	Pilot Number Current report
Is the center supported by enough trunks?	Pilot Number Current report Agent Percentage report
Is the ratio of agents in primary and overflow pilots correct?	Agent Current Status report Pilot Number Current report
Does the system need any more auxiliary announcements? How Many?	Call Profile report (Overflow and Abandoned calls)
Are calls being distributed to agents properly and efficiently?	Agent Percentage report Agent Average report

Table 23 lists ACD reports that help you analyze training requirements.

**Table 23. Training and Development Analysis**

Question	Applicable Reports
Are agents providing immediate assistance to callers?	Agent Average report Agent Percentage report
Which agents need more training?	Agent Average report Agent Percentage report Agent Call Source Tracking by Originating Pilot Number report
Are agent trainees ready?	Agent Call Source Tracking by Originating Pilot Number report Agent Average report Agent Percentage report
Can agents handle more calls?	Agent Call Source Tracking by Originating Pilot Number report Agent Average report Agent Percentage report

Table 24 lists ACD reports that can help you analyze the design and operations of your ACD pilots.

**Table 24. ACD Pilot Performance Analysis**

<b>Question</b>	<b>Applicable Reports</b>
Do some specific groups have high numbers of overflow calls?	Agent Current Status report
How many overflow calls does a pilot have?	Agent Call Source Tracking by Originating Pilot Number report Agent Current Status report
Are agents handling too many overflow calls, rather than handling calls to their primary pilot?	Agent Call Source Tracking by Originating Pilot Number report
When should supervisors use manual overflow?	Call Profile report (Overflow and Abandoned calls)
What is the best queue depth before a pilot routes calls to an overflow pilot?	Call Profile report (Abandoned calls)
When should the supervisor use the Force feature (to take agents out of Wrap-up and Work states)?	Agent Average report Agent Percentage report Call Profile report (Calls in queue and abandoned calls) Pilot Number Current report
When are the center's peak busy periods?	Pilot Number Hourly report
How can available agents be located during busy periods?	Agent Current Status report

Table 25 lists ACD reports that can help you understand how effectively agents are handling calls.

**Table 25. Agent Performance Analysis**

<b>Question</b>	<b>Applicable Reports</b>
Who are the most effective agents?	Agent Average report Agent Percentage report Agent Call Source Tracking by Originating Pilot Number report
Which agents are not performing well?	Agent Average report Agent Percentage report Agent Call Source Tracking by Originating Pilot Number report

Question	Applicable Reports
Are agents staying in Work too long, not answering calls when they are available, or otherwise using the system inappropriately?	Agent Average report Agent Percentage report Agent Current Status report
Should agents use the Automatic Answer (hands free) feature?	Agent Average report
Are some agents either talking too long or ending calls to abruptly?	Agent Average report

Table 26 lists ACD reports that can help you evaluate the general effectiveness of the center in meeting customer needs.

**Table 26. Customer Satisfaction and Quality Analysis**

Question	Applicable Reports
Is the center answering calls within the target service level?	Pilot Number Current report
What should the target service level be?	Call Profile report (abandoned calls)
How can the center increase the percentage of calls answered within the target time?	Pilot Number Current report Agent Average report Agent Percentage report Agent Current Status report
How many calls is the center losing?	Pilot Number Current report
How quickly are callers abandoning calls?	Call Profile report (abandoned calls)
How long does it take for a caller to reach an agent?	Pilot Number Current report Call Profile report (calls in queue and abandoned calls)
Are callers being bounced around or is the first agent able to help them?	Agent Average report Agent Percentage report

## Agent Average Report

The ACD Agent Average report includes statistical averages for agents of the same group (those who share calls to a specific pilot number). It includes a name (if available) and an identification number (agent ID) for each agent. The statistics are historical, beginning from the last time Agent Report statistics were cleared. Each row provides statistics for a single agent. The last row provides a summary line that reflects the agent group's overall activity and productivity. It supports historical review and analysis of each agent's participation in pilot activities.



Table 27 describes the statistical fields of an ACD Agent Average report.

**Table 27. Statistical Fields of an ACD Agent Average Report**

<b>Field (Statistic)</b>	<b>Description</b>
Total Pilot # Active Time	The total time in which the pilot has not been in night service since this report was last cleared.
Dir. Number	The directory number of the ACD line on which a given agent last signed on.
Agent ID	A unique number that identifies a agent.
Online Time	The total time that a given ACD line has been in the online state. Online time includes the time that an agent is actively handling calls, in wrap-up, or in work.
Unans Calls	The number of calls that ACD routed to the agent that the agent did not answer within the time specified in the "call forward no answer" parameter.
Xfrd Calls	The number of calls that an agent initially received then transferred.
# ACD Calls + Avg	The top line shows the total number of ACD calls that the agent answered. The bottom line shows an average duration, based on the formula:  Total ACD Call Duration / Total Number of ACD Calls
Auto Wrap Avg	The average time per call handled that the agent spent in the wrap-up state, based on the formula:  Total Wrap-up Duration / Total Number of ACD Calls
Avail Avg	The average time that the agent was available to answer calls, based on the formula:  Online Time - (ACD Call Duration + Wrap Duration + Work Duration) / Total Number of ACD Calls Answered
# Hold Calls + Avg	The top line shows the number of times the agent activated call hold. The bottom line shows the average call hold duration for the agent, based on the formula:  Total Call Hold Duration / Number of Calls Placed in Call Hold State
# Outg ACD + Avg	The top line shows the number of calls to an outgoing trunk that originated at the ACD line. The bottom line shows the average duration of outgoing calls, based on the formula:  Total Duration of Outgoing Calls / Total Number of Outgoing Calls

Field (Statistic)	Description
# Incm Calls + Avg	<p>The top line shows the number of non-ACD calls received by the ACD line. The bottom line shows the average duration of incoming non-ACD calls, based on the formula:</p> $\text{Total Duration of Incoming Calls} / \text{Total Number of Incoming Calls}$
# Intr Calls + Avg	<p>The top line shows the number of internal calls that the ACD line either originated or received. The bottom line shows the average duration of internal calls, based on the formula:</p> $\text{Total Duration of Internal Calls} / \text{Total Number of Internal Calls}$

### General Analysis Guidelines

Consider the following when reviewing and analyzing an ACD Agent Average Report:

- A comparison of an agent's time online to the total number of ACD calls that the agent handled indicates the agent's general performance level.
- An agent may be ready to handle more calls or more difficult calls if:
  - The agent's number of ACD calls match that agent's number of incoming calls
  - The agent has no unanswered calls
  - The agent has no transferred calls
- An agent who handles a relatively low number of ACD calls may require additional training or experience.
- High numbers of outgoing, incoming, and internal calls may indicate one or more of the following:
  - The agent may be avoiding ACD calls
  - The agent may need more training
  - The agent may be performing unusual or special tasks (such as returning customer calls)
- High numbers of unanswered calls may indicate that an agent was either not at their station or was otherwise unavailable, but did not place the line in a work or unavailable state.
- High numbers of transferred calls may indicate a need for more training.
- High overall automatic wrap averages may indicate a need to decrease the maximum wrap-up time (WPM) for the pilot; see "ACD Pilot Parameters" in the *ACD Administration Procedures* manual (2542-*nnn*).
- If a pilot has high numbers of unanswered calls, consider implementing the Automatic Answer (hands free) feature for agents.

## Run an Agent Average Report

Use this procedure to generate an ACD Agent Average Report.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>
3.	Type <b>A</b> (Agent report).	The console displays: REPORT TYPE: A, P, CS, or ?... =>
4.	Type <b>A</b> (Agent Average report).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
5.	Type a pilot directory number and user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	The console displays an Agent Average Report with statistics for the pilot you selected, followed by: REPORT TYPE: A, P, CS, or ?... =>
6.	Repeat steps 4 and 5 to select a different report type and pilot. Otherwise, press the <Enter> key to stop displaying the report.	

## Agent Call Source Tracking by Originating Pilot Number Report

The ACD Agent Call Source Tracking by Originating Pilot Number report tracks all calls to a pilot. This report shows the total number of calls to the pilot and the average duration of those calls. It indicates which agent groups (by pilot number) and agents (by name and ID) responded to calls to the pilot (and to any associated overflow pilots).

Table 28 describes the statistical fields of an ACD Agent Call Source Tracking by Originating Pilot Number report.

**Table 28. Statistical Fields of an ACD Agent Call Source Tracking by Originating Pilot Number Report**

<b>Field (Statistic)</b>	<b>Description</b>
Total Pilot # Active Time	The total time in which the pilot has been in active service (not night service) since this report was last cleared.
Dir. Number	The directory number of the ACD line on which the given agent last signed on.
Agent ID	The unique number that identifies the agent.
Agent Name	A name for the agent (if available).
Orig Pilot	The originating pilot number that routed calls to the specific agent. This field also includes any overflow pilots associated with the primary originating pilot.
# ACD Calls	The total number of ACD calls from the originating pilot and each overflow pilot that the agent answered.
Avg Call Duration	The average duration of the calls from the specific pilot (in the Orig Pilot column) that the agent answered, based on the formula:  Total Duration of Calls / Number of Calls
Agent Total # Calls	The total number of ACD calls from the originating pilot and all overflow pilots (the sum of all calls in the "# ACD Calls" column) that the agent answered.
Agent Total Avg	The average duration of all ACD calls from the originating pilot and all overflow pilots that the agent answered, based on the formula:  Total Duration of Calls / Number of ACD Calls Answered

**General Analysis Guidelines**

Consider the following when reviewing and analyzing an ACD Agent Call Source Tracking by Originating Pilot Number report:

- Call activity for primary pilots should typically exceed activity for overflow pilots. High numbers of call to overflow pilots may indicate a need for more agents in the primary pilot group.
- An agent may be ready to handle more calls or more difficult calls if they are handling a higher number of calls with lower average call durations than other agents.
- Agent trainees with low call durations are good candidates for assignment to primary and overflow pilots.

- An agent's average call duration for a pilot that is much greater than the overall average call duration for the pilot may indicate that the agent needs training on handling calls to that pilot.

## Run an Agent Call Source Tracking Report

Use this procedure to generate an ACD Agent Call Source Tracking Report.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR  SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>
3.	Type <b>A</b> (Agent report).	The console displays: REPORT TYPE: A, P, CS, or ?... =>
4.	Type <b>CS</b> (Agent Call Source Tracking report).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
5.	Type a pilot directory number and user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	The console displays an Agent Call Source Tracking Report with statistics for the pilot you selected, followed by: REPORT TYPE: A, P, CS, or ?... =>
6.	Repeat steps 4 and 5 to select a different report type and pilot. Otherwise, press the <Enter> key to stop displaying the report.	

## Agent Percentage Report

The ACD Agent Percentage report includes statistics for agents within the same agent group (those who share calls to a specific pilot number). It divides the total time for each agent across various call center activities (time handling ACD calls, time in wrap, time on hold, and more). It includes a name (if available) and an identification number (agent ID) for each agent. Each row provides statistics for a single agent. The last row provides a summary line that reflects the agent group's overall activity and productivity. This report supports historical review and analysis of each agent's participation in pilot activities.

Table 29 describes the statistical fields of an ACD Agent Percentage report.

**Table 29. Statistical Fields of an ACD Agent Percentage Report**

<b>Field (Statistic)</b>	<b>Description</b>
Total Pilot # Active Time	The total time in which the pilot has not been in night service since this report was last cleared.
Dir. Number	The directory number of the ACD line on which a given agent last signed on.
Agent ID	A unique number that identifies a agent.
Agent Name	The name of the agent (if available)
Online Time	The total time that a given ACD line has been in the online state. Online time includes the time that an agent is actively handling calls, in wrap-up, or in work.
ACD Calls	The percentage of total online time that the agent spent on ACD calls, based on the formula:  Total ACD Call Duration / Total Online Time
Auto Wrap	The percentage of total online time that the agent spent in the wrap-up state, based on the formula:  Total Wrap-up Duration / Total Online Time
Work	The percentage of total online time that the agent spent in the work state, based on the formula:  Total Work Duration / Total Online Time
Avail	The percentage of total online time that the agent spent in the available (idle) state, based on the formula:  Online Time - (ACD Call Duration + Wrap Duration + Work Duration) / Total Online Time
Outgo Calls	The percentage of total time that the agent spent on calls to an outgoing trunk that originated at the ACD line, based on the formula:  Total Duration of Outgoing Calls / Total Online Time
Incom Calls	The percentage of total time that the agent spent on non-ACD calls received by the station, based on the formula:  Total Duration of Incoming Calls / Total Online Time

Field (Statistic)	Description
Intrn Calls	The percentage of total time that the agent spent on internal calls that the ACD line either originated or received, based on the formula:  Total Duration of Internal Calls / Total Online Time
Time Hold	The percentage of total time that the agent spent in the Call Hold State, based on the formula:  Total Duration of Call Hold / Total Online Time

### General Analysis Guidelines

Consider the following when reviewing and analyzing an ACD Agent Percentage report:

- The ACD Calls, Auto Wrap, Work, and Avail fields are 100% of an agent's time.
- A comparison of an agent's individual statistics with values in the summary line indicates that agent's effectiveness relative to the agent group as a whole.
- A comparison of the ACD calls and Avail fields may indicate efficiency, either of individual agents or of the agent group as a whole.
- High Wrap, Work, or Time Hold values for an agent may suggest a need for more training.
- High Wrap or Work values may suggest a need to enable supervisors to use the Force feature, which automatically takes agents out of Wrap-up and Work and makes them available to answer calls.
- An agent who spends a large percentage of time handling outgoing, incoming (non-ACD), or internal calls may be using the system inappropriately to avoid handling calls.
- A low availability % for any agent warrants further investigation. Why is an agent less available than others?
- A high availability % for the pilot as a whole (on the summary line) may indicate that the trunk may be underused.

## Run an Agent Percentage Report

Use this procedure to generate an ACD Agent Percentage Report.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays:  SELECT COMMAND => ACDR  SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>

Step	Action	Result
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>
3.	Type <b>A</b> (Agent report).	The console displays: REPORT TYPE: A, P, CS, or ?... =>
4.	Type <b>P</b> (Agent Percentage report).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
5.	Type a pilot directory number and user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	The console displays an Agent Percentage Report with statistics for the pilot you selected, followed by: REPORT TYPE: A, P, CS, or ?... =>
6.	Repeat steps 4 and 5 to select a different report type and pilot. Otherwise, press the <Enter> key to stop displaying the report.	

## Agent Current Status Report

The ACD Current Status report indicates the current (non-historical, present, real-time) status of all the agents for a specific pilot. Listing agents by directory number, agent identification number, and name, this report reflects the present status for each agent. The top of the report displays current statistics for the pilot as a whole.

Table 30 describes the statistical fields of an ACD Agent Current Status report.

**Table 30. Statistical Fields of an ACD Agent Current Status Report**

Field (Statistic)	Description
Calls Queued	Provides the number of ACD calls currently in queue that originated to the pilot (PILOT = N). It also provides the total number of ACD calls currently in queue, including all overflow calls from other pilots (AGENT = N).
Longest	The longest time that any call currently in the queue has been waiting for answer by an agent in this pilot.
# Online Agents	The number of agents in this pilot who are currently online (signed on).
# Offline Agents	The number of agents in this pilot who are currently offline (signed off).



<b>Field (Statistic)</b>	<b>Description</b>
# Idle	The number of agents in this pilot who are currently idle (and available to answer the next ACD call).
# Wrapup	The number of agents in this pilot who are currently in the automatic wrap-up state.
# Work	The number of agents in this pilot who are currently in the manual work state.
# Hold	The number of agents in this pilot who are currently in the hold state.
# BsyACD	The number of agents in this pilot who are currently handling an ACD call.
# DNDstb	The number of agents in this pilot who are currently in the do-not-disturb state.
# Outgo	The number of agents in this pilot who are currently on an ACD call that originated from an ACD line.
# Incmig	The number of agents in this pilot who are currently on a non-ACD call that an ACD line received.
# Intrnl	The number of agents in this pilot who are currently on an internal call that an ACD line either originated or received.
# Unaval	The total number of unavailable agents.
# Notrdy	The total number of agents who are not ready to receive and handle ACD calls.
# Of Available Agent Statistic Blocks	<p>The number of agent statistic blocks for agent sign-on. When the percentage reaches 70% or more, the system displays the following:</p> <p>WARNING: XX% OF AGENT STATISTIC BLOCKS USED. AT 100% AGENTS WILL NOT BE ALLOWED TO SIGN ON UNTIL STATISTICS ARE CLEARED.</p> <p>When the percentage of blocks used reaches 100%, the system displays the following:</p> <p>WARNING: AGENT STATISTIC BLOCKS ALLOCATED. MUST CLEAR STATISTICS BEFORE ADDITIONAL AGENTS ALLOWED TO SIGN ON.</p>

Field (Statistic)	Description																						
Arithmetic Mean for:	<p>The arithmetic mean time is a calculation that uses statistics from an ACD Profile report for a specified pilot number. Every time the system updates a statistic, it also recalculates the arithmetic mean time. This report provides means for the following:</p> <ul style="list-style-type: none"> <li>• Average abandon time (ABN=)</li> <li>• Average answer time (ANS=)</li> <li>• Average queue duration (QUE=)</li> <li>• Average overflow time (OVF=)</li> <li>• Duration since statistics last cleared (DUR=)</li> </ul> <p><b>Note</b></p> <p>Each of these fields will show "*****" until at least five instances of a certain call event have occurred.</p>																						
DIRN	The directory number of the ACD line on which the given agent last signed on.																						
Agent ID	The unique number that identifies the agent.																						
Agent Name	A name for the agent (if available).																						
Status	<p>The current status of an agent's ACD line:</p> <table border="1" data-bbox="789 1079 1308 1787"> <thead> <tr> <th data-bbox="789 1079 1003 1136">Display</th> <th data-bbox="1003 1079 1308 1136">Meaning</th> </tr> </thead> <tbody> <tr> <td data-bbox="789 1136 1003 1188">-OFFL-</td> <td data-bbox="1003 1136 1308 1188">Offline</td> </tr> <tr> <td data-bbox="789 1188 1003 1272">IDLE</td> <td data-bbox="1003 1188 1308 1272">Idle and available for an ACD call</td> </tr> <tr> <td data-bbox="789 1272 1003 1325">WRAPUP</td> <td data-bbox="1003 1272 1308 1325">Wrap-up (automatic)</td> </tr> <tr> <td data-bbox="789 1325 1003 1377">WORK</td> <td data-bbox="1003 1325 1308 1377">Work (manual)</td> </tr> <tr> <td data-bbox="789 1377 1003 1430">HOLD</td> <td data-bbox="1003 1377 1308 1430">Hold</td> </tr> <tr> <td data-bbox="789 1430 1003 1482">BSYACD</td> <td data-bbox="1003 1430 1308 1482">Handling an ACD call</td> </tr> <tr> <td data-bbox="789 1482 1003 1535">DNDSTB</td> <td data-bbox="1003 1482 1308 1535">Do-not-disturb</td> </tr> <tr> <td data-bbox="789 1535 1003 1619">OUTGO</td> <td data-bbox="1003 1535 1308 1619">On a call originated by the ACD line</td> </tr> <tr> <td data-bbox="789 1619 1003 1734">INCMIG</td> <td data-bbox="1003 1619 1308 1734">On a non-ACD call received by the ACD line</td> </tr> <tr> <td data-bbox="789 1734 1003 1787">INTRNL</td> <td data-bbox="1003 1734 1308 1787">On an internal call</td> </tr> </tbody> </table>	Display	Meaning	-OFFL-	Offline	IDLE	Idle and available for an ACD call	WRAPUP	Wrap-up (automatic)	WORK	Work (manual)	HOLD	Hold	BSYACD	Handling an ACD call	DNDSTB	Do-not-disturb	OUTGO	On a call originated by the ACD line	INCMIG	On a non-ACD call received by the ACD line	INTRNL	On an internal call
Display	Meaning																						
-OFFL-	Offline																						
IDLE	Idle and available for an ACD call																						
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HOLD	Hold																						
BSYACD	Handling an ACD call																						
DNDSTB	Do-not-disturb																						
OUTGO	On a call originated by the ACD line																						
INCMIG	On a non-ACD call received by the ACD line																						
INTRNL	On an internal call																						



## General Analysis Guidelines

Consider the following when reviewing and analyzing an ACD Agent Current Status report:

- Unlike the other ACD reports, the information in the ACD Agent Current Status is valuable immediately. Analyze this real-time report quickly to help you make immediate changes, such as moving agents from one pilot to another.
- High numbers of queued calls for the pilot may indicate a need for more agents.
- If the Calls Queued field indicates a large number of overflow calls (that is, the AGNT= value exceeds the PILOT= value), consider adding agents to the pilot that is the source of the overflow.
- If the number of overflowed calls is greater than the number of calls answered *and* some agents are idle, consider moving one or more of the idle agents to the pilot that is the source of the overflow.
- Comparing an individual agent's statistics against the arithmetic mean for the pilot as a whole can help you evaluate the agent's performance.
- If a pilot with several agents in Wrapup or Work state is the source of overflow calls, consider applying the Force feature, which immediately returns the agents to an idle state, available to handle new ACD calls.

## Run an Agent Current Status Report

Use this procedure to run an ACD Agent Current Status report.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>
3.	Type <b>S</b> (Agent Status).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
4.	Type a pilot directory number and user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	The console displays the Agent Current Status report for the pilot, followed by: ACD PILOT #,USER GROUP # or - or ?... =>
5.	Repeat step 4 to run an Agent Current Status report for a different pilot.	

## Agent Continuous Status Report

The ACD Continuous Status Report is identical to the ACD Agent Current Status report, except that it updates automatically every 10 to 60 seconds.

### Note

You can manually move agents from one pilot to another from this report. For instructions, see "Move Agents from the Agent Continuous Status Report."

## Run an Agent Continuous Status Report

Use this procedure to run an ACD Agent Continuous Status report.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>
3.	Type <b>C</b> (Continuous Agent Status with Move Capability).	The console displays: TIMED REFRESH INTERVAL: 10-60 SECONDS... =>
4.	Type a number of seconds from 10 to 60 to define how frequently the system updates the statistics in the Agent Continuous Status report.	The console displays: ACD PILOT #, USER GROUP # or - or ?... =>
5.	Type a pilot directory number and user group in the form ( <i>pilot dirn, user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	The console displays the Agent Continuous Status report for the pilot, followed by: "Timed" Refresh; @=Abort; M=Move Agent; Rtn=Imm Refresh... =>
6.	Type the <Return> key at any time to update the statistics immediately. Type @ to stop displaying the Agent Continuous Status report.	

## Dialed Number Identification System Report

The ACD Dialed Number Identification System (DNIS) report provides statistical data for all DNIS calls to a call center since the statistics were last cleared. It tracks DNIS calls over periods from several hours to many days.

Table 31 describes the statistical fields of an ACD DNIS report.

**Table 31. Statistical Fields of an ACD DNIS Report**

Field (Statistic)	Description
DNIS Dgts	Identifies a DNIS number.
Calls Offered	The total number of calls to the DNIS number.
Aband Calls	The total number of calls to the DNIS number that a caller ended (abandoned) before an agent answered.
Final Disp Calls	The total number of calls to the DNIS number that reached final disposition (the end of an active call guide), whether handled by an agent or otherwise.
Ans Calls + Avg	The top value is the total number of calls to the DNIS number that agents answered. The bottom value is the average time until answer, in the form MM:SS, based on the formula:  Queue Duration for Answered DNIS Calls / Number of Answered DNIS Calls
Answered - Norm	The number of calls to the DNIS number that agents in the initial pilot answered (this number excludes overflow calls that agents answered).
Answered - Auto Ovfl	The number of calls to the DNIS number that agents answered after ACD routed them to an overflow pilot.
Answered - Manul Ovfl	The number of DNIS calls that agents answered after a supervisor activated manual overflow.
Trgt % Ans < Tgt	The top value reflects the Target Answer Time threshold. The bottom value shows the percentage of calls to the DNIS number that agents answered within each pilot's Target Answer Time threshold, based on the formula:  DNIS Calls Answered Before Target Answer Time / Total Number of Answered DNIS Calls

Field (Statistic)	Description
Qued Calls + Avg	The top value is the number of calls to the DNIS number that ACD placed in queue because no agent was available when they arrived.  The bottom value is the average length of time, in the form MM:SS, that a call remained in queue, based on the formula:  Total Duration of Calls in Queue / Total Number of Calls in Queue
Qued Longst	The longest duration, in the form MM:SS, that a call to the DNIS number remained in queue.
Xfrd Calls	The number of times that calls to the DNIS number were transferred.
Report Dura HH:MM	The total duration (interval) for this report, from the time a user last cleared the statistics until ACD generated this report. The time is in the form HH:MM.

## Run a DNIS Report

Use this procedure to generate an ACD DNIS Report.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR  SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>
3.	Type <b>D</b> (DNIS report).	The console displays: USER GROUP NUMBER or ?... =>
4.	Type the user group number associated with the DNIS number for the report.	The console displays: DNIS NUMBER or ?... =>
5.	Type the DNIS number for the report.	The console displays a DNIS Report with statistics for the DNIS number you selected, followed by: DNIS NUMBER or ?... =>
6.	Repeat steps 4 and 5 to select a different number for another DNIS report. Otherwise, press the <Enter> key to stop displaying the report.	

## Pilot Number Current Report

The ACD Pilot Number Current report provides statistical data for all calls to a pilot since the statistics were last cleared. It tracks a pilot over periods from several hours to many days.

Table 32 describes the statistical fields of an ACD Pilot Number Current report.

**Table 32. Statistical Fields of an ACD Pilot Number Current Report**

Field (Statistic)	Description
Pilot Dir (Ugp)	The top value gives the pilot number. The bottom value, in parentheses, is the user group.
Calls Offered (Deflc)	The top value is the sum of ACD calls to the pilot that were either abandoned, reached final disposition, were answered, or were deflected. The bottom value, in parentheses, is the specific number of ACD calls to the pilot that were deflected.
Aband Calls	The total number of ACD calls to the pilot that a caller ended (abandoned) before an agent answered.
Final Disp Calls	The total number of ACD calls to the pilot that reached final disposition (the end of an active call guide), whether handled by an agent or otherwise.
Ans Calls + Avg	The top value is the total number of calls to the pilot that agents answered (including calls initially directed to the pilot and calls directed to the pilot as an overflow pilot). The bottom value is the average time until answer, in the form MM:SS, based on the formula:  $\frac{\text{Total Queue Duration for Answered Calls}}{\text{Total Number of Answered Calls}}$
Answered - Norm	The number of calls initially directed to the pilot that agents answered (this number excludes overflow calls that agents answered).
Answered - Auto Ovfl	The number of calls that agents answered after ACD's automatic overflow function routed them to this pilot.
Answered - Manul Ovfl	The number of calls that agents answered after a supervisor activated manual overflow to route them to this pilot.
Trgt % Ans < Tgt	The top value is the target answer time, the number of seconds set as a threshold for agents to answer calls to this pilot. This threshold is an ACD pilot parameter. The bottom value shows the percentage of calls to this pilot that agents answered within this threshold, based on the formula:  $\frac{\text{Calls Answered Before Target Answer Time}}{\text{Total Number of Answered Calls}}$

Field (Statistic)	Description
Qued Calls + Avg	The top value is the number of calls that ACD placed in queue because no agent was available when they arrived. The bottom value is the average length of time, in the form MM:SS, that a call remained in queue, based on the formula:  Total Duration of Calls in Queue / Total Number of Calls in Queue
Qued Longst	The longest duration, in the form MM:SS, that a call remained in queue.
Xfrd Calls	The number of successful call transfers after answer.
Report Dura HH:MM	The total duration (interval) for this report, from the time a user last cleared the statistics for the pilot until ACD generated this report. The time is in the form HH:MM.

### General Analysis Guidelines

Consider the following when reviewing and analyzing an ACD Pilot Number Current report:

- This report is useful to understand the system's daily operations.
- Any patterns in the incoming calls to a pilot can help determine scheduling requirements.
- Increased numbers of abandoned calls at particular times or particular days may indicate a need for additional staffing for those periods.
- If most abandoned calls are associated with a particular pilot, that agent group may need additional training.
- High numbers of overflow calls may indicate a need for additional agents in the primary pilot group.
- A percentage of calls answered less than 100% may indicate either a need for more agents or a need to increase the target answer time (in ACD pilot parameters).
- High numbers of call deflections may indicate a need for more trunks.
- High numbers of call deflections with high numbers of calls in queue may indicate a need to decrease wrap-up and work times.
- High numbers of call deflections with low numbers of calls in queue may indicate a need for more agents.
- Low numbers of call deflections with high numbers of calls in queue may indicate a need for more agents.

### Run a Pilot Number Current Report

Use this procedure to generate an ACD Pilot Number Current Report.



Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>
3.	Type <b>P</b> (Pilot Number report).	The console displays: REPORT: C=Current A=Accumulated H=Hourly... =>
4.	Type <b>C</b> (Current report).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
5.	Type a pilot directory number and user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	The console displays a Pilot Number Current Report with statistics for the pilot you selected, followed by: REPORT: C=Current A=Accumulated H=Hourly... =>
6.	Repeat steps 4 and 5 to select a different report type and pilot. Otherwise, press the <Enter> key to stop displaying the report.	

## Pilot Number Accumulated Report

The ACD Pilot Number Accumulated report provides statistical data for all calls to a pilot since the statistics were last cleared. It tracks a pilot over periods from several hours to many days.

Table 33 describes the statistical fields of an ACD Pilot Number Accumulated report.

**Table 33. Statistical Fields of an ACD Pilot Number Accumulated Report**

Field (Statistic)	Description
Pilot Dir (Ugp)	The top value gives the pilot number. The bottom value, in parentheses, is the user group.
Calls Offered (Deflc) Calls Offered (continued)	The top value is the sum of ACD calls to the pilot that were either abandoned, reached final disposition, were answered, or were deflected.  The bottom value, in parentheses, is the specific number of ACD calls to the pilot that were deflected.

<b>Field (Statistic)</b>	<b>Description</b>
Aband Calls	The total number of ACD calls to the pilot that a caller ended (abandoned) before an agent answered.
Final Disp Calls	The total number of ACD calls to the pilot that reached final disposition (the end of an active call guide), whether handled by an agent or otherwise.
Ans Calls + Avg	The top value is the total number of calls to the pilot that agents answered (including calls initially directed to the pilot and calls directed to the pilot as an overflow pilot). The bottom value is the average time until answer, in the form MM:SS, based on the formula:  Total Queue Duration for Answered Calls / Total Number of Answered Calls
Answered - Norm	The number of calls initially directed to the pilot that agents answered (this number excludes overflow calls that agents answered).
Answered - Auto Ovfl	The number of calls that agents answered after ACD's automatic overflow function routed them to this pilot.
Answered - Manul Ovfl	The number of calls that agents answered after a supervisor activated manual overflow to route them to this pilot.
Trgt % Ans < Tgt	The top value is the target answer time, the number of seconds set as a threshold for agents to answer calls to this pilot. This threshold is an ACD pilot parameter. The bottom value shows the percentage of calls to this pilot that agents answered within this threshold, based on the formula:  Calls Answered Before Target Answer Time / Total Number of Answered Calls
Qued Calls + Avg	The top value is the number of calls that ACD placed in queue because no agent was available when they arrived. The bottom value is the average length of time, in the form MM:SS, that a call remained in queue, based on the formula:  Total Duration of Calls in Queue / Total Number of Calls in Queue
Qued Longst	The longest duration, in the form MM:SS, that a call remained in queue.
Xfrd Calls	The number of successful call transfers after answer.

Field (Statistic)	Description
Report Dura HH:MM	The total duration (interval) for this report, from the time a user last cleared the statistics for the pilot until ACD generated this report. The time is in the form HH : MM.

## General Analysis Guidelines

Consider the following when reviewing and analyzing an ACD Pilot Number Accumulated report:

- This report is useful to understand the system's daily operations.
- Any patterns in the incoming calls to a pilot can help determine scheduling requirements.
- Increased numbers of abandoned calls at particular times or particular days may indicate a need for additional staffing for those periods.
- If most abandoned calls are associated with a particular pilot, that agent group may need additional training.
- High numbers of overflow calls may indicate a need for additional agents in the primary pilot group.
- A percentage of calls answered less than 100% may indicate either a need for more agents or a need to increase the target answer time (in ACD pilot parameters).
- High numbers of call deflections may indicate a need for more trunks.
- High numbers of call deflections with high numbers of calls in queue may indicate a need to decrease wrap-up and work times.
- High numbers of call deflections with low numbers of calls in queue may indicate a need for more agents.
- Low numbers of call deflections with high numbers of calls in queue may indicate a need for more agents.

## Run a Pilot Number Accumulated Report

Use this procedure to generate an ACD Pilot Number Accumulated Report.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>

Step	Action	Result
3.	Type <b>P</b> (Pilot Number report).	The console displays: REPORT: C=Current A=Accumulated H=Hourly... =>
4.	Type <b>A</b> (Accumulated report).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
5.	Type a pilot directory number and user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	The console displays a Pilot Number Accumulated Report with statistics for the pilot you selected, followed by: REPORT: C=Current A=Accumulated H=Hourly... =>
6.	Repeat steps 4 and 5 to select a different report type and pilot. Otherwise, press the <Enter> key to stop displaying the report.	

## Pilot Number Hourly Report

The ACD Pilot Number Accumulated report provides statistical data for all calls to a pilot since the statistics were last cleared. It tracks calls to the pilot, in one hour intervals, over a single day.

Table 34 describes the statistical fields of an ACD Pilot Number Hourly report.

**Table 34. Statistical Fields of an ACD Pilot Number Hourly Report**

Field (Statistic)	Description
Time Period	The hourly interval to which subsequent statistical fields pertain.
Calls Offered (Deflc)	The top value is the sum of ACD calls to the pilot that were either abandoned, reached final disposition, were answered, or were deflected within the hourly interval. The bottom value, in parentheses, is the specific number of ACD calls to the pilot that were deflected.
Aband Calls	The number of ACD calls to the pilot within the hourly interval that a caller ended (abandoned) before an agent answered.
Final Disp Calls	The total number of ACD calls to the pilot that reached final disposition (the end of an active call guide), whether handled by an agent or otherwise.

Field (Statistic)	Description
Ans Calls + Avg	The top value is the number of calls to the pilot that agents answered (including calls initially directed to the pilot and calls directed to the pilot as an overflow pilot). The bottom value is the average time until answer, in the form MM:SS, based on the formula:  Total Queue Duration for Answered Calls / Total Number of Answered Calls
Answered - Norm	The number of calls initially directed to the pilot that agents answered (this number excludes any overflow calls that agents answered).
Answered - Auto Ovfl	The number of calls that agents answered after ACD's automatic overflow function routed them to this pilot.
Answered - Manul Ovfl	The number of calls that agents answered after a supervisor activated manual overflow to route them to this pilot.
Trgt % Ans < Tgt	The top value is the target answer time, the number of seconds set as a threshold for agents to answer calls to this pilot. This threshold is an ACD pilot parameter. The bottom value shows the percentage of calls to this pilot within the hourly interval that agents answered within this threshold, based on the formula:  Calls Answered During Hourly Interval Before Target Answer Time / Total Number of Calls Answered Within the Hourly Interval
Qued Calls + Avg	The top value is the number of calls that ACD placed in queue because no agent was available when they arrived. The bottom value is the average length of time, in the form MM:SS, that a call remained in queue, based on the formula:  Total Duration of Calls in Queue During the Hourly Interval / Total Number of Calls in Queue During the Interval
Qued Longst	The longest duration, in the form MM:SS, that a call remained in queue during the hourly interval.
Xfrd Calls	The number of successful call transfers after answer during the hourly interval.
TTL	The sum of all hourly data for the day.

### General Analysis Guidelines

Consider the following when reviewing and analyzing an ACD Pilot Number Accumulated report:

- This report is useful to understand the system's daily operations.
- A comparison of call activity for different hours and different days can help you more effectively allocate resources based on call patterns and peak times.
- Wide variance in call activity at different hours of the day could indicate a need to use time-of-day tables through the Call Route Scheduling feature.

## Run a Pilot Number Hourly Report

Use this procedure to generate an ACD Pilot Number Hourly Report.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>
3.	Type <b>P</b> (Pilot Number report).	The console displays: REPORT: C=Current A=Accumulated H=Hourly... =>
4.	Type <b>H</b> (Hourly report).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
5.	Type a pilot directory number and user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	The console displays: ENTER DATE (M/D):... =>
6.	Type the date (in the form month,day of month) for the report. For example, type <b>9/1</b> to specify September 1. All dates represent the current year.	The console displays: ENTER TIME PERIOD (0-23):... =>
7.	Type an hour of the day (from 0 to 23) for the report. For example, Type <b>0</b> gets statistics from 12:00 am until 12:59 am on the selected date. Type <b>23</b> to get statistics from 11:00 pm until 11:59 pm. on the selected date.	The console displays a Pilot Number Current Report with statistics for the pilot you selected, followed by: REPORT: C=Current A=Accumulated H=Hourly... =>
8.	Repeat steps 4 through 7 to select a different report type and pilot. Otherwise, press the <Enter> key to stop displaying the report.	

## Call Profile Report

The ACD Call Profile report provides historical call data for a specific pilot. It supports analysis of an agent group's general performance. This report provides either five or six broad profiles of agent group performance. All of the profiles in this report include data from the time statistics were last cleared until ACD generated the report.

The headers over each section (in the form -NN+ -NN+ -NN+) indicate intervals, in seconds. The number for each interval represents the first second of the next interval (for example, if NN = 5 for the first column, all data in the column reflects seconds 0-4). You can set the values for these ACD profile intervals in the ACD Profile Intervals and Call Duration Profile Intervals parameters for each pilot. See "ACD Pilot Parameters."

### Note

A recommended general standard is 5-second profile intervals.

Table 35 describes the profile data in an ACD Call Profile report.

**Table 35. Profile Data in an ACD Call Profile Report**

Profile	Description
Answered Call Profile	Tracks calls answered by all of the agents of the pilot within each ACD profile interval.
Abandoned Call Profile	Tracks calls abandoned (discontinued by a caller before agent answer) within each ACD profile interval.
Overflow Call Profile	Tracks calls that initiated to the pilot but that ACD directed to an overflow pilot within each ACD profile interval.
Call Queue Duration Profile	Tracks the average duration, in seconds, that calls to the pilot were in queue within each ACD profile interval.
Call Duration Profile	Tracks the average total duration, in seconds, of all calls to the pilot within each ACD call profile interval.
CallNet Call Profile	Tracks CallNET calls for the pilot within each ACD call profile interval. CallNET calls overflow from a call guide of one switch to a call guide of another switch.

Table 36 describes the fields in each profile.

**Table 36. Statistical Fields in ACD Call Profile Report**

Field	Description
# Calls	The total number of calls of the given profile type within each ACD call profile interval.

Field	Description
% Calls	The percentage of total calls of the given profile within each ACD call profile interval, based on the formula: $\frac{\text{Number of Calls in Interval}}{\text{Total Number of Calls in Profile}}$
Cum. #	The total number of calls of the given profile type within the ACD call profile interval <i>plus</i> all previous intervals.
Cum. %	The percentage of total calls of the given profile within each ACD call profile interval <i>plus</i> all previous intervals.

### General Analysis Guidelines

Consider the following when reviewing and analyzing an ACD Call Profile report:

- High numbers of abandoned calls or calls in queue indicate that calls are not being answered quickly enough. Consider the following possible solutions:
  - Add agents to the pilot
  - Lower the longest queue duration or call queue depth values, so that ACD initiates automatic overflow sooner
  - Enable supervisors to use Manual Overflow to get agents out of Wrap-up and Work and back to handling calls
- If the report reveals predictable patterns for abandoned calls, consider setting an earlier target answer time.
- If the report reveals predictable patterns for abandoned calls, consider playing announcements just before that critical point (that is, add an announcement as an appropriate step in a call guide) to keep callers online.
- If the report reveals predictable patterns for abandoned calls, consider using overflow just before that critical point (that is, add an overflow pilot as an appropriate step in a call guide and set the longest queue duration value below the predictable interval).
- If abandoned call rates are occasionally high, but the periods are not predictable, consider enabling supervisors to use of Manual Overflow to accommodate erratic call volumes.



## Run a Call Profile Report

Use this procedure to generate an ACD Call Profile Report.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>D</b> .	The console displays: STATISTIC REPORT or ?... =>
3.	Type <b>PR</b> (Profile report).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
4.	Type a pilot directory number and user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	The console displays a Call Profile Report with statistics for the pilot you selected, followed by: ACD PILOT #,USER GROUP # or - or ?... =>
5.	Repeat steps 3 and 4 to select a different pilot for another Call Profile report. Otherwise, press the <Enter> key to stop displaying the report.	

## Clear Agent Statistics

Use this procedure to clear the ACD agent statistics (including call source statistics) for a pilot.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>C</b> .	The console displays: STATISTICS TO CLEAR or ?... =>
3.	Type <b>A</b> (agent statistics).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
4.	Type a pilot directory number and	After the system clears the statistics, the

Step	Action	Result
	user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	console displays: SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>

## Clear Pilot Statistics

Use this procedure to clear the ACD pilot report statistics for a pilot.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR  SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>C</b> .	The console displays: STATISTICS TO CLEAR or ?... =>
3.	Type <b>C</b> (current pilot statistics).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
4.	Type a pilot directory number and user group in the form ( <i>pilot dirn,user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	After the system clears the statistics, the console displays: SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>

## Clear Pilot and Agent Statistics

Use this procedure to clear both the ACD pilot report statistics and the agent statistics (including call source statistics) for a pilot.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR  SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>C</b> .	The console displays: STATISTICS TO CLEAR or ?... =>
3.	Type <b>B</b> (both pilot report and agent statistics).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
4.	Type a pilot directory number and	After the system clears the statistics, the

Step	Action	Result
	user group in the form ( <i>pilot dirn, user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	console displays: SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>

## Clear Call Profile Statistics

Use this procedure to clear the ACD call profile statistics for a pilot.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>C</b> .	The console displays: STATISTICS TO CLEAR or ?... =>
3.	Type <b>PR</b> (profile statistics).	The console displays: ACD PILOT #,USER GROUP # or - or ?... =>
4.	Type a pilot directory number and user group in the form ( <i>pilot dirn, user group</i> ). For example, type <b>3500,2</b> to select pilot 3500 in user group 2.	After the system clears the statistics, the console displays: SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>

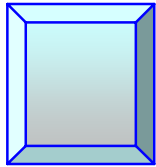
## Clear DNIS Statistics

Use this procedure to clear the ACD statistics for a DNIS number.

Step	Action	Result
1.	At the main Administrative Console command prompt, type <b>ACDR</b> .	The console displays: SELECT COMMAND => ACDR SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>
2.	Type <b>C</b> .	The console displays: STATISTICS TO CLEAR or ?... =>
3.	Type <b>D</b> (DNIS routing statistics).	The console displays: DNIS NUMBER or ?... =>

<b>Step</b>	<b>Action</b>	<b>Result</b>
<b>4.</b>	Type a DNIS number.	After the system clears the statistics for that DNIS number, the console displays:  SELECT MODE: PRINT, DISPLAY, CLEAR, ADMIN... =>





## Chapter 44 Short Abandon Time

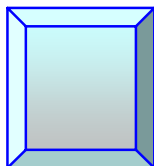
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Automatic Call Distribution (ACD) provides a Short Abandon Time capability. The Short Abandon Time is a minimum time that a call must remain on line before the system records it as an abandoned call. The system filters out any call that is abandoned before this threshold, because a caller may abandon some calls for reasons that are not related to call center efficiency. For example, some callers may hang up after realizing that they have dialed a wrong number. The Short Abandon Time capability allows you to exclude such calls from ACD statistics.

### Enable the Short Abandon Time Capability

To enable the Short Abandon Time capability, set the Short Abandon Time (SAT) parameter for each ACD pilot.





## Chapter 45 Status Monitoring

Automatic Call Distribution (ACD) provides a Status Monitoring feature for supervisors, allowing them to check the status of agents in their pilot. To determine the current state of agents, a supervisor runs an Agent Current Status report. To view agent states with periodic updates, a supervisor runs an Agent Continuous Status report.

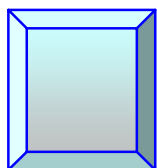
Table 37 describes all the possible states for ACD agents.

**Table 37. Agent States**

Agent State	Description
Busy on ACD	The agent is currently busy handling an ACD call.
Do Not Disturb	The agent has activated the Do Not Disturb feature, which routes all calls coming into the station to another destination (such as another agent line or voice mail). The pilot's Ring Forward No Answer Forward Treatment parameter determines the destination. A station in this state can place outbound calls.
Hold	The agent has placed a current ACD call on hold.
Idle/Available	The agent is ready to receive incoming ACD calls.
Incoming	The agent is on an inbound, non-ACD call received by the ACD line.
Internal	The agent is on a call with another internal ACD line.
Offline	The agent is not logged in and the agent's station is not active in ACD. An offline agent is considered "off duty."
Online	The agent is logged in and the agent's station is active in ACD. All other agent states except Offline are online states.
Outgoing	The agent is on an outbound, non-ACD call that they originated from the ACD line.
Work	The agent is in a manual work period that prevents the station from accepting more ACD calls. An agent uses work time to complete paperwork and other duties.
Wrap-up	The agent is in an automatic wrap-up period (up to 250 seconds following each call) that prevents the station from accepting more ACD calls. An agent uses wrap-up time to complete paperwork and other duties.







## Chapter 46 Whisper Messaging

Automatic Call Distribution (ACD) provides a Whisper Messaging capability as part of Integrated Voice Services (IVS). IVS can play audio messages on a destination phone (such as an ACD agent station) before the switch connects the incoming call. A whisper message typically provides information about the inbound call.

Table 38 describes the three different types of whisper messages.

**Table 38. Types of Whisper Messages**

Whisper Message Type	Description	Priority Level
Dialed Number Identification Service (DNIS) whisper message	A whisper message for incoming calls to any destination with a user group that supports DNIS.	1
Automatic Call Distribution (ACD) whisper message	<p>A whisper message for incoming calls to an ACD pilot.</p> <p><b>Note</b></p> <p>The system plays ACD whisper messages only for calls to the ACD pilot. It does not play whisper messages for direct calls to an agent station.</p>	2
Incoming trunk call whisper message	A whisper message for incoming calls from a specific trunk group.	3

The switch plays whisper messages based on the highest priority level applicable to an incoming call. A DNIS message takes precedence over an ACD pilot message. Both DNIS and ACD pilot message take precedence over a trunk message.

Table 39 shows the sequence of events for whisper messaging.

**Table 39. Whisper Messaging Process**

Sequence	Event
1.	An incoming call arrives at the switch.
2.	The destination station rings.
3.	Someone answers the destination station.
4.	The switch plays an appropriate whisper message to the destination phone and continues playing ringing to the caller.

Sequence	Event
5.	After completing the message, the switch connects the caller to the destination station.

Table 40 shows the three different sources that can play whisper messages. If the system database does not define at least one whisper message source, the switch immediately connects calls to their destinations, skipping whisper messages.

**Table 40. Whisper Message Sources**

Source	Description	Switch Database Requirements
IVC Device	When playing a whisper message from an IVC device, the system identifies a message by its unique phrase group and phrase ID combination. The system acquires the device from a specified IVS group, connects the destination phone to the device, and plays the appropriate message.	<ul style="list-style-type: none"> <li>• IVS group</li> <li>• IVS phrase group</li> <li>• IVS Phrase ID</li> </ul>
Announcement Trunk	<p>When playing a whisper message from an announcement trunk, the system may send it optional information from a Prefix Digit Table (PDT). The PDT information can include a message number, digits, or both. If it receives PDT information, the trunk will play the message and any digits specified by the PDT. If it does not receive optional PDT information, the trunk simply waits for the duration of the Voice Response Unit (VRU) message time.</p> <p><b>Note</b></p> <p>The VRU message time is a System Parameter (SPAR) parameter.</p>	<ul style="list-style-type: none"> <li>• Announcement trunk group</li> <li>• PDT information (optional)</li> </ul>

Source	Description	Switch Database Requirements
Broadcast Trunk	<p>When playing a whisper message from a broadcast trunk, the system connects to a trunk that continuously repeats the same message. The caller hears the message in progress (not necessarily from the beginning). The switch connects the call to the trunk for the duration of the broadcast announcement length (BAL).</p> <p><b>Note</b></p> <p>The BAL is a Group (GRPS) parameter.</p>	<ul style="list-style-type: none"> <li>Broadcast trunk group</li> </ul>

### Source Not Available

If, when the system tries to play a whisper message, an appropriate source is not available, the system waits for the duration of the whisper device wait (WDW) time. The WDW time is a User Group (UGRP) parameter. If a source becomes available within the WDW time, the system plays the whisper message. If a source does not become available within the WDW time, the system plays a zip tone at the destination station and connects the call.

## Enable Whisper Messaging

The following table outlines the process to enable Whisper Messaging.

Stage	Description
1.	To support whisper messaging for incoming Dialed Number Identification Service (DNIS) calls, assign messages to user groups that support DNIS.
2.	To support whisper messaging for calls to Automatic Call Distribution (ACD) pilots, assign messages to appropriate pilots.
3.	To support whisper messaging for calls from specific trunk groups, assign messages to the appropriate groups.
4.	Set the whisper device wait (WDW) time. When a whisper message source is not available, the system delays for the WDW time before connecting the call to its destination. The delay provides time for a source to become available.
5.	Create any Prefix Digit Tables (PDTs) needed to provide whisper messaging information to announcement trunks.

## Assign a Whisper Message to a User Group

Use this procedure to assign a whisper message to a user group that supports Dialed Number Identification System (DNIS) definitions.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>UGRP</b> .	The console displays: SELECT COMMAND => UGRP SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES =>
2.	Type <b>U</b> .	The console displays: UPDATE MODE: C-Create M-Modify D-Delete =>
3.	Type <b>M</b> .	The console displays: USER GROUP NUMBER (1-1000) or ?... =>
4.	Type the number for the user group to modify.	The console displays: SELECT SUBCOMMAND or ? =>
5.	Type <b>DNS</b> .	If the user group shares DNIS numbers with other user groups, the console displays: ** USER GROUP # SHARES DNSs WITH OTHER USER GROUP DNSs DISPLAY THE SHARING USER GROUPS?: Y=Yes Return=No...=> If not, the console displays: SELECT FUNCTION: A=Add; C=Change; R=Remove; T=Title...=>
6.	If the user group does not share DNIS numbers with other groups, go to step 7. Otherwise, press the <Enter> key.	The console displays: SELECT FUNCTION: A=Add; C=Change; R=Remove; T=Title...=>
7.	Type <b>A</b> (Add).	The console displays: DNIS NUMBER or ?...=>
8.	Type the DNIS ID (such as 1800888888) for the destination DNIS for which the system will play whisper messages.	The console displays: DNIS ENTRY TITLE ENTER TITLE...=>

Step	Action	Result
9.	Type an appropriate title.	The console displays: DNIS DESTINATION NUMBER or ?...=>
10.	Type the four digit destination DNIS (such as 6005) for which the system will play whisper messages.	The console displays: USER GROUP...=>
11.	Type the number of the user group associated with the DNIS number.	The console displays: DISPLAY TEXT or N=None or ?...=>
12.	Type a text message that will appear on a phone display while the system plays a whisper message or type <b>N</b> for no display message.	The console displays: WHISPER MESSAGE SOURCE GROUP or ?...=>
13.	If the whisper message source is an announcement trunk, skip to step 14. If the whisper message source is a broadcast trunk, skip to step 17. If the whisper message source is an IVC device, skip to step 19.	
14.	Type the announcement trunk group number.	The console displays: ANNOUNCEMENT TRUNK PDT NUMBER or 0=NONE...=>
15.	Type the number of an optional Prefix Digit Table (PDT) for the announcement trunk or type <b>0</b> to not assign a PDT.	The console displays: PILOT MUSIC SOURCE or ?...=>
16.	Skip to step 22.	
17.	Type the broadcast trunk group number.	The console displays: PILOT MUSIC SOURCE or ?...=>
18.	Skip to step 22.	
19.	Type the IVS group number associated with the whisper message.	The console displays: IVS PHRASE GROUP or ?...=>
20.	Type the IVS phrase group number associated with the whisper message.	The console displays: IVS PHRASE ID or ?...=>
21.	Type the IVS phrase identification number for the whisper message.	The console displays: PILOT MUSIC SOURCE or ?...=>

Step	Action	Result
22.	Type an appropriate pilot music source.	The console displays: HELD/XFER MUSIC SOURCE or ?...=>
23.	Type an appropriate value to hold or transfer the music source.	The console displays: ACD QUEUING PRIORITY OPTION: C, D, T, or ?...=>
24.	Type an appropriate ACD queuing priority option.	The console displays: ACD QUEUING PRIORITY LEVEL: 0-7...=>
25.	Type an appropriate queuing priority level, from 0 to 7. A value of 0 (zero) indicates no level.	The console displays: ENABLE ACD STATISTICS: Y=Yes, N=No...=>
26.	Type either <b>Y</b> or <b>N</b> .	The console displays user group information, including whisper message parameters, followed by: DOES UPDATE VERIFY? =>
27.	Type <b>Y</b> to save the user group with new whisper messaging parameters.	

## Assign a Whisper Message to an ACD Pilot

Use this procedure to assign a whisper message for calls to an existing ACD pilot.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>ACD</b> .	The console displays: SELECT COMMAND => ACD SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES, CHANGE, SEARCH, ADMIN =>
2.	Type <b>U</b> .	The console displays: UPDATE MODE: C-Create M-Modify D-Delete =>
3.	Type <b>M</b> .	The console displays: PILOT DIRECTORY NUMBER or ?... =>
4.	Type the number for the ACD pilot to modify.	The console displays: USER GROUP... =>

Step	Action	Result
5.	Type the number of the user group associated with the ACD pilot.	The console displays: Specify ACD Field to Modify or - or ?... =>
6.	Type <b>AWM</b> (ACD Whisper Message Source).	The console displays: ACD WHISPER MESSAGE SOURCE GROUP or ?... =>
7.	To assign an announcement trunk as the message source, skip to step 8.  To assign a broadcast trunk as the message source, skip to step 11.  To assign an IVC device as the message source, skip to step 13.	
8.	Type the announcement trunk group number.	The console displays: ANNOUNCEMENT TRUNK PDT NUMBER or 0=NONE... =>
9.	Type the number of an optional Prefix Digit Table (PDT) for the announcement trunk or type <b>0</b> to not assign a PDT.	The console displays: Specify ACD Field to Modify or - or ?... =>
10.	Skip to step 16.	
11.	Type the broadcast trunk group number.	The console displays: Specify ACD Field to Modify or - or ?... =>
12.	Skip to step 16.	
13.	Type the IVS group number associated with the whisper message.	The console displays: IVS PHRASE GROUP or ?... =>
14.	Type the IVS phrase group number associated with the whisper message.	The console displays: IVS PHRASE ID or ?... =>
15.	Type the IVS phrase identification number for the whisper message.	The console displays: Specify ACD Field to Modify or - or ?... =>
16.	Press the <Enter> key.	The console displays ACD pilot information, including whisper message parameters, followed by: DOES UPDATE VERIFY? =>
17.	Type <b>Y</b> to save the ACD pilot with new whisper messaging parameters.	

## Assign a Whisper Message to a Trunk Group

Use this procedure to assign a whisper message for all calls from a specific trunk group.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>GRPS</b> .	The console displays: SELECT COMMAND => GRPS SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES, SEARCH =>
2.	Type <b>U</b> .	The console displays: UPDATE MODE: C-Create M-Modify D-Delete P-Copy =>
3.	Type <b>M</b> .	The console displays: SPECIFY GROUP NUMBER:... =>
4.	Type the number for the broadcast trunk group to modify.	The console displays: Specify TRGP Field to Modify or - or ?... =>
5.	Type <b>WPR</b> (Whisper Message Source Group).	The console displays: WHISPER MESSAGE SOURCE GROUP or ?... =>
6.	To assign an announcement trunk as the message source, skip to step 7. To assign a broadcast trunk as the message source, skip to step 10. To assign an IVC device as the message source, skip to step 12.	
7.	Type the announcement trunk group number.	The console displays: ANNOUNCEMENT TRUNK PDT NUMBER or 0=NONE... =>
8.	Type the number of an optional Prefix Digit Table (PDT) for the announcement trunk or type <b>0</b> to not assign a PDT.	The console displays: Specify TGRP Field to Modify or - or ?... =>
9.	Skip to step 15.	
10.	Type the broadcast trunk group number.	The console displays: Specify TGRP Field to Modify or - or ?... =>
11.	Skip to step 15.	



Step	Action	Result
12.	Type the IVS group number associated with the whisper message.	The console displays: IVS PHRASE GROUP or ?... =>
13.	Type the IVS phrase group number associated with the whisper message.	The console displays: IVS PHRASE ID or ?... =>
14.	Type the IVS phrase identification number for the whisper message.	The console displays: Specify TGRP Field to Modify or - or ?... =>
15.	Press the <Enter> key.	The console displays trunk group information, including whisper message parameters, followed by: DOES UPDATE VERIFY? =>
16.	Type <b>Y</b> to save the trunk group with new whisper messaging parameters.	

## Set the Whisper Device Wait Time

Use this procedure to set the whisper device wait (WDW) time. When a whisper message source is not available, the system delays for the WDW time before connecting the call to its destination. The delay provides time for a source to become available.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>UGRP</b> .	The console displays: SELECT COMMAND => UGRP SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES =>
2.	Type <b>U</b> .	The console displays: UPDATE MODE: C-Create M- Modify D-Delete =>
3.	Type <b>M</b> .	The console displays: USER GROUP NUMBER (1-1000) or ?... =>
4.	Type the number for a user group associated with an IVC device that supports whisper messaging.	The console displays: SELECT SUBCOMMAND or ? =>
5.	Type <b>CHP</b> .	The console displays: SPECIFY FIELD TO MODIFY or - or ?... =>

Step	Action	Result
6.	Type <b>WDW</b> .	The console displays: WHISPER DEVICE WAIT TIME: 1-15 seconds or N=None... =>
7.	Type a number of seconds from <b>1</b> to <b>15</b> to set the WDW time, or type <b>0</b> to set no WDW time.	The console displays: SPECIFY FIELD TO MODIFY or - or ?... =>
8.	Press the <Enter> key.	The console displays user group information, including the WDW time, followed by: DOES UPDATE VERIFY?
9.	Type <b>Y</b> to save the user group with new WDW time.	

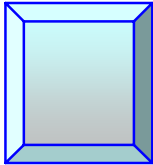
## Create a Prefix Digit Table that Supports Whisper Messaging

Use this procedure to create a Prefix Digit Table (PDT) that supports the Whisper Messaging feature. A PDT is a construct that routes a whisper message number, outpulse digits, or both to an announcement trunk.

Step	Action	Result
1.	At the main Administrative Console prompt, type <b>PDT</b> .	The console displays: SELECT COMMAND => PDT SELECT MODE: PRINT, DISPLAY, UPDATE, TITLES, SEARCH =>
2.	Type <b>U</b> .	The console displays: MODE: C=CREATE; M=MODIFY; D=DELETE; T=TITLE... =>
3.	Type <b>C</b> .	The console displays: PREFIX DIGIT TABLE NUMBER or ?... =>
4.	Type a number for the PDT.	The console displays: ENTER TITLE:..._____ =>
5.	Type a title for the PDT.	The console displays: PDT USAGE: N=ON NET; O=OFF NET... =>
6.	Type <b>N</b> or <b>O</b> , as appropriate.	The console displays PDT information, followed by: INFORMATION TYPE or ?; Return=END... =>

Step	Action	Result												
7.	To specify a whisper message number, type <b>ACD</b> . Otherwise, skip to step 10.	The console displays: ENTER ACD PARAMETER or ?... =>												
8.	Type <b>MSG</b> (Message Number).	The console displays: ENTER IVR MESSAGE NUMBER... =>												
9.	Type the message number.  <b>Note</b>  The switch outputs this number as a string of digits to an announcement trunk to select which announcement the trunk will play.	The console displays PDT information, followed by: INFORMATION TYPE or ?; Return=END... =>												
10.	To specify output pulse digits, type <b>DGT</b> . Otherwise skip to step 13.	The console displays: PREFIX/POSTFIX DIGITS or ? or N=NONE... =>												
11.	Type appropriate digit information.  <table border="1" data-bbox="493 984 954 1333"> <thead> <tr> <th>Digits</th> <th>Use</th> </tr> </thead> <tbody> <tr> <td>0-9</td> <td>Regular digits</td> </tr> <tr> <td># or *</td> <td>Can be any digit other than the last</td> </tr> <tr> <td>T</td> <td>Substitute for # if last digit</td> </tr> <tr> <td>S</td> <td>Substitute for * if last digit</td> </tr> <tr> <td>N</td> <td>No digits</td> </tr> </tbody> </table>	Digits	Use	0-9	Regular digits	# or *	Can be any digit other than the last	T	Substitute for # if last digit	S	Substitute for * if last digit	N	No digits	The console displays: NUMBER OF DIGITS TO OUTPUTPULSE (0-14) or ?... =>
Digits	Use													
0-9	Regular digits													
# or *	Can be any digit other than the last													
T	Substitute for # if last digit													
S	Substitute for * if last digit													
N	No digits													
12.	Type a number from <b>0</b> to <b>14</b> .	The console displays PDT information, followed by: INFORMATION TYPE or ?; Return=END... =>												
13.	Press the <Enter> key.	The console displays PDT information, followed by: DOES UPDATE VERIFY ? =>												
14.	Type <b>Y</b> .	The console saves the new PDT and displays: TABLE CHANGE PERFORMED												





# Chapter 47 Work

Automatic Call Distribution (ACD) provides a Work feature for agents. Work enables agents to manually prevent their station from accepting more ACD calls. It gives each agent the flexibility to allocate additional time to complete paperwork or other duties before responding to other calls.

Many of the parameters for Work also involve the Agent Unavailable feature. Work, which is a manual application of the Wrap-up feature, shares the same feature button on an agent station.

## Class of Service Parameters for the Work Feature

Several Class of Service (CLOS) parameters support the Work feature for agents. Many of these parameters also support the Agent Unavailable feature.

Table 42 presents the CLOS parameters that support the Work feature in alphabetical order. It also shows the system console's three-letter abbreviation for each parameter. Some parameters do not have an abbreviation, because they are only available as extensions of other core parameters.

**Table 42. Class of Service Parameters for Work**

ACD-related Class of Service (CLOS) Parameter	Description						
Agent State After Time Expired (WTO)	<p>Defines the state that the system will apply for any agent who remains in Work longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 1318 1450 1478"> <thead> <tr> <th data-bbox="824 1318 1036 1373">Value</th> <th data-bbox="1036 1318 1450 1373">Agent State After Work</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1373 1036 1428">U</td> <td data-bbox="1036 1373 1450 1428">Agent Unavailable</td> </tr> <tr> <td data-bbox="824 1428 1036 1478">O</td> <td data-bbox="1036 1428 1450 1478">Agent Offline</td> </tr> </tbody> </table> <p>If you select "U" (Agent Unavailable) for this parameter, the system prompts you to define the following additional parameters:</p> <ul data-bbox="824 1619 1279 1736" style="list-style-type: none"> <li>• Unavailable Reason Code Table</li> <li>• Unavailable Reason Code Number</li> <li>• Time for Agent Unavailable</li> </ul>	Value	Agent State After Work	U	Agent Unavailable	O	Agent Offline
Value	Agent State After Work						
U	Agent Unavailable						
O	Agent Offline						

ACD-related Class of Service (CLOS) Parameter	Description						
<p>Time for Agent Unavailable (UTV)</p>	<p>Defines the maximum amount of time an agent can remain in the Unavailable state after being in the Work state longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 449 1450 947"> <thead> <tr> <th data-bbox="824 449 1036 506">Value</th> <th data-bbox="1036 449 1450 506">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 506 1036 625">Time, from 5 to 600 seconds</td> <td data-bbox="1036 506 1450 625">Sets a specific maximum time for Agent Unavailable after a Work timeout.</td> </tr> <tr> <td data-bbox="824 625 1036 947">N (None)</td> <td data-bbox="1036 625 1450 947">The Class of Service has no maximum time for Agent Unavailable after a Work timeout. An associated agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.</td> </tr> </tbody> </table>	Value	Work Time Setting	Time, from 5 to 600 seconds	Sets a specific maximum time for Agent Unavailable after a Work timeout.	N (None)	The Class of Service has no maximum time for Agent Unavailable after a Work timeout. An associated agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.
Value	Work Time Setting						
Time, from 5 to 600 seconds	Sets a specific maximum time for Agent Unavailable after a Work timeout.						
N (None)	The Class of Service has no maximum time for Agent Unavailable after a Work timeout. An associated agent who becomes unavailable after being in the Work state longer than the Time for Agent Work parameter can remain in the Unavailable state indefinitely.						
<p>Time for Agent Work (WTV)</p>	<p>Defines the maximum amount of time an agent with this Class of Service can remain in the Work state.</p> <table border="1" data-bbox="824 1119 1450 1413"> <thead> <tr> <th data-bbox="824 1119 1036 1176">Value</th> <th data-bbox="1036 1119 1450 1176">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1176 1036 1260">Time, from 5 to 600 seconds</td> <td data-bbox="1036 1176 1450 1260">Sets a specific maximum time for Work.</td> </tr> <tr> <td data-bbox="824 1260 1036 1413">N (None)</td> <td data-bbox="1036 1260 1450 1413">The Class of Service has no maximum time for Work. An associated agent can remain in Work indefinitely.</td> </tr> </tbody> </table> <p>If you select any value other than "N" for this parameter, the system prompts you to define the Agent State After Time Expired parameter.</p>	Value	Work Time Setting	Time, from 5 to 600 seconds	Sets a specific maximum time for Work.	N (None)	The Class of Service has no maximum time for Work. An associated agent can remain in Work indefinitely.
Value	Work Time Setting						
Time, from 5 to 600 seconds	Sets a specific maximum time for Work.						
N (None)	The Class of Service has no maximum time for Work. An associated agent can remain in Work indefinitely.						
<p>Unavailable Reason Code Number</p>	<p>Defines the reason code for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294267295.</p>						
<p>Unavailable Reason Code Table</p>	<p>Defines a reason code table for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294967295.</p>						



## Pilot Parameters for the Work Feature

Several ACD parameters support the Work feature. Many of these parameters also support the Agent Unavailable feature.

Table 41 presents the pilot parameters that support the Work feature in alphabetical order. It also shows the system console's three-letter abbreviation for each parameter.

**Table 41. Pilot Parameters for Work**

ACD Pilot Parameter	Description						
Agent State After Time Expired	<p>Defines the state that the system will apply for any agent who remains in Work longer than the Time for Agent Work parameter.</p> <table border="1" data-bbox="824 701 1446 863"> <thead> <tr> <th data-bbox="824 701 1036 751">Value</th> <th data-bbox="1036 701 1446 751">Agent State After Work</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 751 1036 802">U</td> <td data-bbox="1036 751 1446 802">Agent Unavailable</td> </tr> <tr> <td data-bbox="824 802 1036 863">O</td> <td data-bbox="1036 802 1446 863">Agent Offline</td> </tr> </tbody> </table> <p>If you select "U" (Agent Unavailable) for this parameter, the system prompts you to define the following additional parameters:</p> <ul style="list-style-type: none"> <li>• Unavailable Reason Code Table</li> <li>• Unavailable Reason Code Number</li> <li>• Time for Agent Unavailable</li> </ul>	Value	Agent State After Work	U	Agent Unavailable	O	Agent Offline
Value	Agent State After Work						
U	Agent Unavailable						
O	Agent Offline						
Agent Work Allowed (AWR)	<p>Determine whether the pilot supports the Work feature. Work enables an agent in the pilot to manually prevent their station from accepting more ACD calls. It gives agents flexibility in managing their time. Valid values are <b>Y</b> (yes) and <b>N</b> (no).</p> <p>When you select "Y" when creating a pilot, the system also prompts you to define the following parameters:</p> <ul style="list-style-type: none"> <li>• Time for Agent Work</li> <li>• Maximum Times Wrap/Work Allowed</li> </ul> <p>You must change these parameters separately when modifying an existing pilot.</p>						
Maximum Times Wrap/Work Allowed (WPM)	<p>Defines the maximum number of consecutive times that an agent can activate Work. The system resets the Wrap/Work count for an agent whenever they answer an incoming ACD call. Valid values are <b>1</b> through <b>9</b> and <b>U</b> (unlimited).</p>						

ACD Pilot Parameter	Description								
Time for Agent Work (WTV)	<p>Defines the maximum amount of time an agent in the pilot can remain in the Work state.</p> <table border="1" data-bbox="824 348 1453 762"> <thead> <tr> <th data-bbox="824 348 1036 401">Value</th> <th data-bbox="1036 348 1453 401">Work Time Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 401 1036 489">Time, from 5 to 600 seconds</td> <td data-bbox="1036 401 1453 489">Sets a specific maximum time for Work.</td> </tr> <tr> <td data-bbox="824 489 1036 642">C</td> <td data-bbox="1036 489 1453 642">Uses the value of the Time for Agent Work (WTV) parameter in the Class of Service (CLOS) for agents in this pilot.</td> </tr> <tr> <td data-bbox="824 642 1036 762">N (None)</td> <td data-bbox="1036 642 1453 762">The pilot has no maximum time for Work. An agent can remain in Work indefinitely.</td> </tr> </tbody> </table> <p>If you select any value other than "N" for this parameter, the system prompts you to define the Agent State After Time Expired parameter.</p>	Value	Work Time Setting	Time, from 5 to 600 seconds	Sets a specific maximum time for Work.	C	Uses the value of the Time for Agent Work (WTV) parameter in the Class of Service (CLOS) for agents in this pilot.	N (None)	The pilot has no maximum time for Work. An agent can remain in Work indefinitely.
Value	Work Time Setting								
Time, from 5 to 600 seconds	Sets a specific maximum time for Work.								
C	Uses the value of the Time for Agent Work (WTV) parameter in the Class of Service (CLOS) for agents in this pilot.								
N (None)	The pilot has no maximum time for Work. An agent can remain in Work indefinitely.								
Unavailable Reason Code Number (for Agent Work)	<p>Defines the reason code for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294267295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code than the Initial Agent Sign-on Mode feature.</p>								
Unavailable Reason Code Number (for Initial Agent Sign-on)	<p>Defines the reason code for initial agent sign-on. It is only available when Initial ACD Sign-on Mode is either "AW" or "UN" (Agent Unavailable). Valid values are from 1 to 4294267295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code than the Agent Work Allowed feature.</p>								
Unavailable Reason Code Table (for Agent Work)	<p>Defines a reason code table for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter. Valid values are from 1 to 4294967295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code table than either the Agent Unavailable or Initial Agent Sign-on Mode features.</p>								



ACD Pilot Parameter	Description
Unavailable Reason Code Table (for Initial Agent Sign-on)	<p>Defines the reason code table for initial agent sign-on when the Initial ACD Sign-on Mode is either "AW" or "UN" (Agent Unavailable). Valid values are from 1 to 4294267295.</p> <p><b>Note</b></p> <p>This parameter can use a different reason code table than either the Agent Unavailable or Agent Work Allowed features.</p>
Unavailable Reason Code Table Number (for Agent Unavailable)	<p>Defines a reason code table for the Agent Unavailable feature. Valid values are from 1 to 4294967295. This parameter is only available when Agent Unavailable is "M" or "O."</p> <p><b>Note</b></p> <p>This parameter can use a different reason code table than either the Initial Agent Sign-on Mode or Agent Work Allowed features.</p>

## Enable the Work Feature

The following table outlines the process to enable the Work feature.

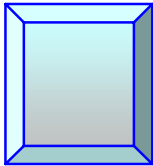
Stage	Description
1.	<p>Set the following related Class of Service parameters:</p> <ul style="list-style-type: none"> <li>• Agent State After Time Expired (WTO)</li> <li>• Time for Agent Unavailable (UTV)</li> <li>• Time for Agent Work (WTV)</li> <li>• Unavailable Reason Code Number</li> <li>• Unavailable Reason Code Table</li> </ul>
2.	<p>Set the following related ACD Pilot parameters:</p> <ul style="list-style-type: none"> <li>• Agent State After Time Expired</li> <li>• Agent Work Allowed (AWR)</li> <li>• Maximum Times Wrap/Work Allowed (WPM)</li> <li>• Time for Agent Work (WTV)</li> <li>• Unavailable Reason Code Number (for Agent Work)</li> <li>• Unavailable Reason Code Number (for Initial Agent Sign-on)</li> <li>• Unavailable Reason Code Table (for Agent Work)</li> <li>• Unavailable Reason Code Table (for Initial Agent Sign-on)</li> <li>• Unavailable Reason Code Table Number (for Agent Unavailable)</li> </ul>

Stage	Description
3.	Ensure that button templates for appropriate agents include the Wrap-up and Work (WRAP) feature button.
4.	<p data-bbox="513 344 1398 411">Assign an appropriate button template (with the Wrap-up and Work feature button) to stations for agents who will use the feature.</p> <p data-bbox="526 443 599 478"><b>Note</b></p> <p data-bbox="513 516 1430 611">You cannot modify an existing agent station (using the Line command) to add support for the Work feature. You must delete the station (line) and create it again with an appropriate button template.</p>

**Note**

See appropriate phone documentation for instructions to control the Work feature from an agent station.





# Chapter 48

## Wrap-up

Automatic Call Distribution (ACD) provides a Wrap-up feature for agents. Wrap-up automatically provides up to 250 seconds after each call before an agent's station will accept another incoming ACD call. Wrap-up time allows each agent to complete paperwork or other duties before responding to another call. An agent can manually end wrap-up before the allotted time by pressing the Wrap-up and Work feature button on the agent station.

### Enable the Wrap-up Feature

The following table outlines the process to enable the Wrap-up feature for agents.

Stage	Description
1.	Set the Wrap-up (WRP) parameter for each ACD agent group pilot.
2.	If the Pilot Member Type parameter for a call center is "I" (ID-based), set the Wrap-up Allowed (WUP) parameter for each agent identification number (Agent ID).
3.	<p>If the Pilot Member Type parameters for a call center is "D" (DIRN-based), set the Wrap-up Allowed parameter for each agent line (station).</p> <p><b>Note</b></p> <p>You can not change the Wrap-up Allowed parameter for an existing agent station (using the Line command). You must delete the station and create it again with a different value for the Wrap-up Allowed parameter.</p> <p>In a DIRN-based call center, you may wish to wait until stage 5 to change the Wrap-up Allowed parameter and button template for stations at the same time.</p>
4.	Ensure that button templates for appropriate agents include the Wrap-up and Work (WRAP) feature button.
5.	<p>Assign an appropriate button template (with the Wrap-up and Work feature button) to stations for agents who use the feature.</p> <p><b>Note</b></p> <p>You can not modify an existing agent station (using the Line command) to add support for the Wrap-up feature. You must delete the station (line) and create it again with an appropriate button template.</p>