

Automatic Call Distribution (ACD) System

Automatic Call Distribution -- An Automatic Call Distribution (ACD) system allows incoming calls to a group number, i.e. main office number or a help desk, to be evenly distributed among staff assigned to a particular ACD group. The system automatically routes incoming callers based on the length of time that a logged in staff member has been off the telephone while in an available status. An ACD system requires staff to activate features to notify the system of their availability for telephone call answering. The functions of the ACD are separate from and do not interfere with a staff member's individual telephone calls.

Following is a description of the features that are required to be activated for ACD functionality.

Logging In

The first feature activated upon arriving to work each day is the log in feature. By activating the log in feature, you are telling the telephone system that you have arrived but are not ready to take calls. On the telephone set, press the button labeled **Log In**. You will hear a confirmation tone through the telephone speaker and the button labeled **Aux Work** will light to confirm that the log in process was completed. The speaker light will turn off after a few seconds.

Auto In

When you are ready to receive calls from the ACD, the system needs to be notified. On the telephone set, press the button labeled **Auto In**. By activating Auto In you have now notified the ACD that you are ready to receive telephone calls. This will turn off the Aux Work light and turn on the Auto In light.

Aux Work

Aux Work mode is used to notify the system that you are still Logged In but not available to take calls. If you are at lunch, break, in a meeting, on a non-ACD telephone call, or simply away from your desk during the workday, the Aux Work feature needs to be activated. On the telephone set, press the button labeled **Aux Work**. The button will light to confirm you are in the Aux Work mode.

NOTE: If you do not press the **Aux Work** button when you leave your desk, the system will send a call that will ring unanswered. After 4 to 5 rings, the system will send the caller back to the queue. Your telephone will be automatically placed in the **Aux Work** mode, until you return and press the **Auto In** button to tell the system you are available to take calls.

General Information

- While in the Auto In mode, calls will automatically be sent to you without having to press the **Auto In** button after every call.
- You cannot receive ACD calls when in the **Aux Work** mode.
- You can receive other business and personal calls directly dialed to your telephone number.
- You can activate the Aux Work feature while on an ACD call to prevent another call from coming in when you hang up.
- Every time you leave your desk, you must activate the **Aux Work** feature on your telephone set.

Queue Calls

The queue calls feature allows you to check the status of the ACD. When the **Queue Calls** button is pressed, your telephone display will show the length of time, in minutes and seconds, that the oldest call has been waiting and how many callers are waiting to be answered. While callers are in a queue status, they will be listening to the system provided music, and announcements designed for your particular work group.

Queue Calls General Information

- The Queue Calls information automatically updates the telephone display at 30-second intervals when activated.
- The **Queue Calls** button may be activated at any time.
- The Queue Calls light will turn on when 1 call is in queue.
- The Queue Calls light will begin flashing when 2 or more calls are in queue.

Logging Out

The Log Out feature is activated at the end of the workday. You should be in the **Aux Work** mode before logging out. By activating the Log Out feature, you are telling the telephone system that you are finished taking calls for the day. On the telephone set, press the button labeled **Log Out**. You will hear a confirmation tone through the telephone speaker to confirm that the Log Out process was completed. The speaker light will turn off after a few seconds. It is important that you log out of the ACD at the end of the day. Logging out ensures that your customers receive the appropriate "after hours" messaging.