

Quadro Automatic Call Distribution: Empowering Small Enterprises

Agents

Agent ID	Calling Address	Skill Levels	Description
103	PBX-2103	Management-0, Marketing-2, Sales-0, PB-3	Emma Local
104	PBX-2104	Management-0, Marketing-10, Sales-0, PB-0	Ella Local
105	PBX-2105	Management-0, Marketing-0, Sales-0, PB-2	James Local
81	SIP-20248@sip.epygi.com	Management-5, Marketing-0, Sales-0, PB-0	Emma SIP
82	SIP-7894562@sip.epygi.com	Management-5, Marketing-0, Sales-0, PB-0	Isabella SIP
83	Auto-59964257812	Management-5, Marketing-0, Sales-0, PB-0	Sophia SIP
84	Auto-5945681254	Management-5, Marketing-0, Sales-0, PB-0	Daniel SIP
91	PSTN-7438625115	Management-0, Marketing-0, Sales-0, PB-0	Michael
92	PSTN-7456214554	Management-0, Marketing-0, Sales-0, PB-0	Antoin
93	Auto-97548952445	Management-0, Marketing-0, Sales-0, PB-0	Anthony

ACD Management

Groups

Group ID	Group Name	Agent List
300	Marketing Group	103, 104, 105
301	Management Group	81, 82, 83, 84
302	Sales Group	91, 92, 93
303	Public Relations Group	103, 105, 84, 92
304	Operators Group	103, 104, 105, 81, 82, 83, 84

Quadro[®]M32x

Standard hunt groups and simultaneous call distribution are not sufficient for the demands of true call center environments. Advanced methods of call distribution are required, such as Skills Based Routing or Least Active Agent. Grouping of the agents is also a key advantage, allowing call centers to logically group resources together to clearly define responsibilities and expertise of the agents. Automatic Call Distribution (ACD) is a purchasable feature only available on the QuadroM32x.

True SMB ACD Solution

Call Center environments are now able to configure smart call queuing and call handling. With the addition of the ACD on the QuadroM32x, customers can now further improve how they do business today. Whether the need is for a small group of office members to service a sales telephone number or a large, diverse enterprise supporting multiple business functions, the ACD feature will provide the necessary tools.

What are Your VoIP BENEFITS?

- Business efficiency enhancement
- Record important metrics
- Improve customer satisfaction

- **Multiple Agent Groups:** can be created to direct calls to the agents with the correct skills to assist the caller.
- **Call Distribution Types:**
 - All Agent Ringing- A new customer call will ring all agents simultaneously
 - Round Robin- Agent distribution that sequentially tries to reach one agent at a time
 - Longest Idle- Call is sent to agent who has been idle the longest since their last call
 - Less Busy During Last Half Hour- Averaged over the last 30 minutes, the agent that has been the least busy will receive the call
 - Random Hunting- The agents are selected at random
 - Skills- The agent who has the highest composite skill grade will receive the call
- **Zero Out:** Callers can be given the option to dial "0" and be redirected.
- **Redirect:** Callers can be redirected to another extension or ACD Group if the call is not answered in the defined time.
- **Welcome Message:** The message is presented to the caller when they first enter the ACD queue.
- **Queue Message:** The message is presented to the caller periodically while they are waiting in the queue. The prompts can be sent via the following methods:
 - Downloaded .wav file
 - MP3 file using the Epygi Media Streamer



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