

Automatic Call Distribution, AC

DIRECTIONS FOR USE



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2016, Mitel Networks Corporation

All rights reserved

1

INTRODUCTION

Automatic Call Distribution is an automated solution to distribute a large quantity of incoming calls to predetermined services which are requested by the caller. This ACD function for call center traffic is integrated with the MX-ONE system, and could except for the statistics information, work without CSTA application support. Each service shall principally be connected to an ACD group which consists of one or more agents who handle the calls. In this way it is possible to process a large number of incoming calls without the corresponding need for PBX operators to route the calls.

The agent position (digital telephone instrument) has pre-programmed keys (ACD members) related to ACD calls. On each agent position there can be up to four keys which enables the user to answer calls from a maximum of eight ACD groups.

To monitor the work load and call-traffic, ACD supervisors are provided with statistical information for the calls. The ACD supervisor can reorganize the ACD groups to meet varying demands, or if needed, provide agents with direct assistance of an ACD call.

For normal call handling and facilities, see Directions For Use, for the actual Digital Key System Telephone.

For the agent telephones DBC 223 and DBC 225 the following are valid:

The soft-key function can vary between the four positions, depending on the traffic case.

2

AGENT'S GUIDE

Before your agent position is allowed to receive ACD calls, you must first Log On to the ACD system and then make your ACD member(s) available in the ACD group(s) you want to serve.

2.1

LOGGING-ON

2.1.1

AGENT POSITION USING SOFT-KEYS WITH A FOUR OR TWO ROWS DISPLAY

To logon to the ACD system an authorization code and a PIN code are needed. They are mandatory and provided by the system administrator.

- Press the Menu key. Make sure the first function of the soft-key (F1) shows Open.
- Press soft-key Open (F1), check display:

time	date
Enter author. code!	
Clear Del	Enter

Enter author. code!	
Clear Del	Enter

- Key: Authorization code and press soft-key Enter (F4), check display:

time	date
Enter ACD PIN code!	
Clear Del	Enter

Enter ACD PIN code!	
Clear Del	Enter

- Key: PIN code and press soft-key Enter (F4), check display:

time	date
Extension unlocked!	

Extension unlocked!	

- Press Clear key.

If the procedure was performed correctly, the position is unlocked/Logged-On and the soft-key (F1) shows Lock (logoff).

Note: To correct wrong authorization code or PIN code, press soft-key Clear (F1) and re-dial the digits.

2.1.2

AGENT POSITION USING SOFT-KEYS WITH A THREE ROWS DISPLAY

To login to the ACD system an authorization code and a PIN code are needed. They are mandatory and provided by the system administrator.

The figures below show an agent position's display.

- Press the Menu key. Make sure the first function of the soft-key (F1) shows Open.
- Press soft-key Open (F1), check display:

time		date
Enter author. code!		
Clear	Del	Enter

- Key: Authorization code and press soft-key Enter (F4), check display:

time		date
Enter ACD PIN code!		
Clear	Del	Enter

- Key: PIN code and press soft-key Enter (F4), check display:

time		date
Extension unlocked!		

- Press Clear key.

If the procedure was performed correctly, the position is unlocked/Logged-On and the soft-key (F1) shows Lock (logoff).

Note: To correct wrong authorization code or PIN code, press soft-key Clear (F1) and re-dial the digits.

2.1.3

AGENT POSITION USING SOFT-KEYS WITH A GRAPHICAL DISPLAY (DBC 223 / DBC 225)

To login to the ACD system an authorization code and a PIN code are needed. They are mandatory and provided by the system administrator.

The figures below show an agent position's display for a DBC 223.

- Press the soft-key 'Show Menu'. Make sure the function of the soft-key 'Open' is available.
- Press soft-key 'Open', check display:

Enter author. code!		Time	Date

Clear	Delete		Enter
F1	F2	F3	F4

- Key: Authorization code and press soft-key 'Enter' (F4), check display:

Enter ACD PIN code!		Time	Date

Clear	Delete		Enter
F1	F2	F3	F4

- Key: PIN code and press soft-key 'Enter' (F4), check display:

Extension unlocked!		Time	Date

F1	F2	F3	F4

- If the procedure was performed correctly, the position is unlocked and the soft-key 'Lock' is available.

Instead, if the device is a DBC 225 the figures below show an agent position's display.

- Press the soft-key 'Menu'. Make sure the function of the soft-key 'Open' is available.
- Press soft key 'Open', check display:

Enter Author. Code!		Time	Date
-----		OD Name	-----
-----		OD Number	-----
Clear	Delete		Enter
F1	F2	F3	F4

- Key: Authorization code and press soft-key 'Enter' (F4), check display:

Enter ACD PIN. Code!			
			Time
			Date
			OD Name
			OD Number
Clear	Delete		Enter
F1	F2	F3	F4

- Key: PIN code and press soft-key 'Enter' (F4), check display:

Extension unlocked!			
			Time
			Date
			OD Name
			OD Number
F1	F2	F3	F4

- Press clear key.

If the procedure was performed correctly, the position is unlocked and one soft-key shows 'Lock'.

2.1.4

AGENT POSITION WITH OTHER TYPES OF TELEPHONE

Use procedure.

- Key: **#FC*authorization code*PIN code#**
- Press Clear key.

Telephone instruments without the soft-key functions will have no indication showing that the extension is unlocked.

FC is the function code to unlock a normal extension.

PIN is your Personal Identification Number.

2.2

AVAILABLE MARK AN ACD MEMBER IN ONE ACD GROUP

- Press the key (ACD member) for the ACD group you want to receive calls from.
- Key: **#FC#** , or press the call diversion (CAD) key.
- Press Clear key.

Your agent position's ACD member is now ready to receive calls from the corresponding ACD group. The selected ACD member's LED will extinguish if unavailable indication has been programmed.

FC is the function code for direct diversion.

2.3 RECEIVING CALLS

2.3.1 ANSWERING ACD CALLS

- Press the key (ACD member) with flashing light for the ACD group you want to answer calls from.
- To terminate the ACD call, press Clear key.

If there is no clerical time initiated for the ACD member, a new ACD call can be presented immediately after the termination.

2.3.2 CALL QUALIFICATION

To be able to distinguish the nature of an ACD call, call qualification codes can be entered. It can be done either during speech or while in clerical time but it is only possible when your agent position is equipped with soft-keys. You can enter as many codes which is necessary for the ACD call during these two states (the caller can require more than one type of service).

2.3.2.1 Agent Position using soft-keys with four or two rows display

- Press soft-key Qual (F4) while in speech or clerical state, check display:

time	date
Enter CQ-code!	
Clear	Del Enter

Enter CQ-code!		
Clear	Del	Enter

- Key: CQ code and press soft-key Enter (F4), the display will then return to its previous state.

2.3.2.2 Agent Position using soft-keys with a three rows display

- Press soft-key Qual (F4) while in speech or clerical state, check display:

time	date
Enter CQ-code!	
Clear	Del Enter

- Key: CQ code and press soft-key Enter (F4), the display will then return to its previous state.

2.3.2.3 Agent Position using soft-keys with a graphic display.

- If the device is a DBC 223, the information that appears in the display is:

			Time	Date
Enter CQ-code!				
Clear	Delete			Enter
F1	F2	F3		F4

- If the device is a DBC 225, the information that appears in the display is:

			Time	Date
Enter CQ-code!			OD Name	
			OD Number	
Clear	Delete			Enter
F1	F2	F3		F4

- Key: CQ code and press soft-key Enter (F4), the display will then return to its previous state.

2.3.3

HELP LINE

On the agent's telephone a help line (a free telephone name selection, TNS key) to reach the supervisor can be programmed.

- Press the help line key to reach the supervisor.

2.3.4

CLERICAL TIME TERMINATION KEY

If clerical time has been initiated for an ACD member and a clerical time termination key has been initiated for the agent position, the key LED will light after an ACD call is terminated. As long as the LED is lit, no new ACD calls can be presented. This will give you time to finish up the paper work for the just completed call. When the LED extinguish a new ACD call can be presented.

The clerical time can be terminated manually before the stated time has elapsed.

- Press the clerical time termination key (CLT). The LED will extinguish and a new ACD call can be presented.

The duration time is defined by the system administrator.

2.4

SOFT-KEY QUE / QUEUE

After Log-On, providing your agent position is equipped with soft-keys. The soft-key Que/Queue can then be pressed which will display number of available ACD members and number of delayed calls in the ACD group(s) you are serving. If the telephone have a graphical display the soft-key displayed is 'Queue' and in other cases the text displayed is 'Que'. A difference have been made in the examples showed to explain these two cases.

Telephones without graphical display:

The information is presented on row three and four on an agent position with a four rows display and on row one on a three rows display. Using a four rows display, the instrument directory number is moved to row two.

- Press the Menu key and the display will look like this:

time	date		
		Own No.	
Lock	Que	xxxx	xxxx

Note: xxxx is a soft-key not relevant to ACD.

- Press soft-key Que (F2) and the display will look like this:

time	date		
		Own No.	
SALES 2	6 TECH 3	026000 6	10 MRKT 3 2
26000 6	10 MRKT 3	2	
Lock	Que	xxxx	xxxx

The figure above shows that the agent can serve calls from ACD groups SALES, TECH, 26000 and MRKT. ACD group SALES has two available members and six calls in queue, TECH has three available members and no calls in queue, 26000 has six available members and ten calls in queue and MRKT has three available members and two calls in queue. A maximum of four ACD groups can simultaneously be displayed in the agent position's display window.

- Press soft-key Que (F2) again.

If your agent position serves more than four ACD groups, the display will look like this:

time	date		
		Own No.	
FDESK 4	3 SERV 2	1	
Lock	Que	xxxx	xxxx

Besides the first four groups the agent can serve calls from ACD groups FDESK and SERV. ACD group FDESK has four available members and three calls in queue, SERV has two available members and one call in queue. To extinguish the member/queue information in the display window, press soft key Que (F2) once more.

If your agent position does not serve more than four ACD groups, the member/queue information in the display window is extinguished.

The display window will now look like it did after pressing the Menu key.

The soft-key Que (F2) can be pressed after Log-On and when the agent position is idle or in clerical time.

Telephones without graphical display:

If the device has a graphic display (DBC 223/DBC 225) the next examples show how the information is displayed:

For DBC 223:

- Press the soft key 'Menu' and the display will look like this:

			Time	Date
<hr/>				
Lock	Queue	xxxx	xxxx	
F1	F2	F3	F4	

Note: xxxx soft-key not relevant to ACD. Note that the positions of the soft-key that appear on display are not fixed. They could appear in any of the four positions.

- Press soft-key 'Queue' and the display will look like this.

SALES:0206		TECH:0300		26000:0610		MRKT:0302	

Lock		Queue		xxxx		xxxx	
F1		F2		F3		F4	

The figure above shows that the agent can serve calls from ACD groups SALES, TECH, 26000 and MRKT. ACD group SALES has two available members and six calls in queue, TECH has three available members and no calls in queue, 26000 has six available members and ten calls in queue and MRKT has three available members and two calls in queue. A maximum of four ACD groups can simultaneously be displayed in the agent position's display window.

- Press soft-key 'Queue' again.

If your agent position serves more than four ACD groups, the display will look like this:

FDESK:0403				SERV:0201			
<hr/>							
<hr/>							
F1		F2		F3		F4	

Besides the first four groups the agent can serve calls from ACD groups FDESK and SERV. ACD group FDESK has four available members and three calls in queue, SERV has two available members and one call in queue. To extinguish the member/queue information in the display window, press soft-key 'Queue' once more.

If your agent position does not serve more than four ACD groups, the member/queue information in the display window is extinguished.

The display window will now look like it did after pressing the soft-key show Menu.

The soft-key 'Queue' can be pressed after Log-On and when the agent position is idle or in clerical time.

For DBC225:

- Press the soft-key 'show Menu' and the display will look like this:

			Time
			Date
			OD Name
			OD Number
Lock	Queue	xxxx	xxxx
F1	F2	F3	F4

Note: xxxx soft-key not relevant to ACD. Note that the positions of the soft-key that appear on display are not fixed. They could appear in any of the four positions.

- Press soft-key 'Queue' and the display will look like this.

			Time
			Date
			OD Name
			OD Number
SALES:2/6	TECH:3/0	26000:6/10	MRKT:3/2
Lock	Queue	xxxx	xxxx
F1	F2	F3	F4

The figure above shows that the agent can serve calls from ACD groups SALES, TECH, 26000 and MRKT. ACD group SALES has two available members and six calls in queue, TECH has three available members and no calls in queue, 26000 has six available members and ten calls in queue and MRKT has three available members and two calls in queue. A maximum of four ACD groups can simultaneously be displayed in the agent position's display window.

- Press soft-key 'Queue' again.

If your agent position serves more than four ACD groups, the display will look like this:

			Time
			Date
			OD Name
			OD Number
FDESK:4/3	SERV:2/1		
F1	F2	F3	F4

Besides the first four groups the agent can serve calls from ACD groups FDESK and SERV. ACD group FDESK has four available members and three calls in queue, SERV has two available members and one call in queue. To extinguish the member/queue information in the display window, press soft-key 'Queue' once more.

If your agent position does not serve more than four ACD groups, the member/queue information in the display window is extinguished.

The display window will now look like it did after pressing the soft-key show-Menu.

The soft-key 'Queue' can be pressed after Log-On and when the agent position is idle or in clerical time.

2.5 UNAVAILABLE MARKING

2.5.1 UNAVAILABLE MARK THE AGENT POSITION TEMPORARILY

Before leaving your agent position for short breaks you must unavailable mark all ACD members on the position.

- Key: ***FC#** , or press the CAD key.
- Press Clear key (not necessary if CAD key has been pressed).

Your agent position is now unavailable marked and no new ACD calls will be presented. However, it is still possible to call the instrument's ODN. If unavailable indication is programmed all ACD member's LEDs on the instrument will be lit.

FC is the function code for direct diversion.

2.5.1.1 *Available Mark the Agent Position Again*

- Key: **#FC#** , or press the CAD key.
- Press Clear key (not necessary if CAD key has been pressed).

Your agent position is now available marked in the ACD groups you were serving **before** you left your agent position and new ACD calls can be presented. If unavailable indication is programmed all ACD member's LEDs on the instrument will be extinguish.

FC is the function code for direct diversion.

2.6 UNAVAILABLE MARK AN ACD MEMBER IN ONE ACD GROUP

- Press the key (ACD member) for the ACD group you do not want to receive calls from.
- Key: ***FC#** , or press the CAD key twice.
- Press Clear key.

The ACD member is marked unavailable and no new calls will be received from that ACD group. The ACD member's LED will lit if unavailable indication is programmed.

FC is the function code for direct diversion.

2.7 LOGGING-OFF

At the end of all work sessions the agent needs to log off from the ACD system. When your agent position is logged off, it will automatically unavailable mark all ACD members on the position. Member/Queue display will also be terminated.

2.7.1 AGENT POSITION USING SOFT-KEYS WITH A FOUR OR TWO ROWS DISPLAY

- Press the Menu key. Make sure the first function of the soft-key (F1) shows Lock.
- Press soft-key Lock (F1), check display:

time	date
Enter author. code!	
Clear Del	Enter

Enter author. code!		
Clear	Del	Enter

- Key: Authorization code and press soft-key Enter (F4), check display:

time	date
Extension locked!	

Extension locked!		

- Press Clear key.

If the procedure was performed correctly, the agent position is logged off (locked) from the ACD system and the soft-key (F1) shows Open.

Note: To correct wrong authorization code, press soft-key Clear (F1) and re-dial the digits.

2.7.2

AGENT POSITION USING SOFT-KEY WITH A THREE ROWS DISPLAY

- Press the Menu key. Make sure the first function of the soft-key (F1) shows Lock.
- Press soft-key Lock (F1), check display:

time	date
Enter author. code!	
Clear	Del Enter

- Key: Authorization code and press soft-key Enter (F4), check display:

time	date
Extension locked!	

- Press Clear key.

If the procedure was performed correctly, the agent position is logged off (locked) from the ACD system and the soft-key (F1) shows Open.

Note: To correct wrong authorization code, press soft-key Clear (F1) and re-dial the digits.

2.7.3

AGENT POSITION USING SOFT-KEY WITH A GRAPHIC DISPLAY (DBC 223 /DBC 225)

- Press the soft-key 'show Menu'. Make sure the function of the soft-key Lock is available.
- Press soft-key 'Lock', check display:
If the device is a DBC 223:

Enter author. code!			Time	Date
<hr/>				
Clear	Delete			Enter
F1	F2	F3		F4

- Key: Authorization code and press soft-key 'Enter' (F4), check display:

Extension Locked!			Time	Date
<hr/>				
<hr/>				
F1	F2	F3		F4

- Press 'Clear' soft-key.
If the device is a DBC 225:

Enter Author. Code!			Time	Date
<hr/>			OD Name	<hr/>
<hr/>			OD Number	<hr/>
Clear	Delete			Enter
F1	F2	F3		F4

- Key: Authorization code and press soft-key Enter (F4), check display:

Extension Locked!			Time	Date
<hr/>			OD Name	<hr/>
<hr/>			OD Number	<hr/>
F1	F2	F3		F4

Press Clear key.

If the procedure was performed correctly, the agent position is logged off (locked) from the ACD system and one of the soft-keys shows 'Open'.

Note: To correct wrong authorization code, press soft-key 'Clear' (F1) and re-dial the digits.

2.7.4

AGENT POSITION WITH OTHER TYPES OF TELEPHONE

- Key: ***FC*authorization code#**
- Press Clear key.

Telephone instruments without the soft-key functions will have no indication showing that the extension is logged off (locked).

The agent position is now closed for ACD traffic. If unavailable indication is programmed all ACD member's LEDs on the agent position will lit.

FC is the function code to lock a normal extension.

3 SUPERVISOR'S GUIDE

3.1 INTRUSION

An ACD supervisor can listen in on an ACD call by the intrusion procedure, it will allow the supervisor to assist an agent with ACD call in progress or to monitor an agent's performance.

- Dial the agent's extension number (ODN) and wait for busy tone.
- Press the suffix digit or function key for intrusion.
- To terminate the intrusion, press Clear key.

Note: Intrusion without warning tone is depending on the current application system.

3.2 ACD GROUP FOLLOW-ME

3.2.1 ACTIVATE ACD GROUP FOLLOW-ME TO AN INTERNAL DESTINATION

- Key: ***FC*D1*D2#**
- Wait for confirmation tone.
- Press Clear key.

New calls to the ACD group will be presented at the internal destination.

FC is the function code for diversion.

D1 is the ACD group number.

D2 is the divertee position for the ACD group.

3.2.2 CANCEL ACD GROUP FOLLOW-ME TO AN INTERNAL DESTINATION

- Key: **#FC*D1#**
- Wait for confirmation tone.
- Press Clear key.

New calls to the ACD group will be presented to the agents.

FC is the function code for diversion.

D1 is the ACD group number.

3.2.3 ACTIVATE ACD GROUP FOLLOW-ME TO AN EXTERNAL DESTINATION

- Key: ***FC*D1#D2#**
- Wait for confirmation tone.
- Press Clear key.

New calls to the ACD group will be presented at the external destination.

FC is the function code for External Follow-me.

D1 is the ACD group number.

D2 is the External number including route access code.

Note: To avoid lockup of trunk lines when using external follow-me, make sure the external destination does not have overflow or External Follow Me back to the same ACD group.

3.2.4

CANCEL ACD GROUP FOLLOW-ME TO AN EXTERNAL DESTINATION

- Key: **#FC*D1#**
- Wait for confirmation tone.
- Press Clear key.

New calls to the ACD group will be presented to the agents.

FC is the function code for External Follow-me.

D1 is the ACD group number.

3.3

ACD GROUP DO NOT DISTURB

This feature can be used when the agents shall not receive any new calls for a particular ACD group. All agents serving this ACD group will be temporarily unavailable marked from the group.

3.3.1

ACTIVATE ACD GROUP DO NOT DISTURB

- Key: ***FC*D1#**
- Wait for confirmation tone.
- Press Clear key.

All new calls to the ACD group will be presented at the overflow destination. If unavailable indication is programmed the corresponding ACD member's LEDs on the agent positions will lit.

FC is the function code for Group Do Not Disturb.

D1 is a fictitious number which corresponds to an ACD group (provided by the system administrator).

3.3.2

CANCEL ACD GROUP DO NOT DISTURB

- Key: **#FC*D1#**
- Wait for confirmation tone.
- Press Clear key.

New calls to the ACD group will be presented to the agents. If unavailable indication is programmed the corresponding ACD member's LEDs on the agent positions will extinguish.

FC is the function code for Group Do Not Disturb.

D1 is a fictitious number which corresponds to an ACD group (provided by the system administrator).