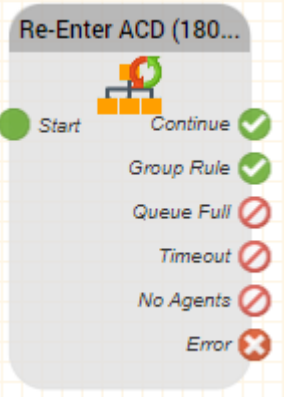
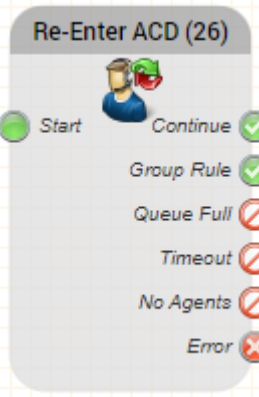


Re-Enter ACD

as of release 3.27	prior to release 3.27
	

Function

This object routes the call back to the ACD application using the last used ACD group and all settings from that group.

The original queue position is maintained, and no additional statistical records are created when entering the ACD group.

The call is routed directly to the ACD queue.

Example of use



- A call enters the ACD group via the IVR
- An announcement is played, informing the caller that they can press 1 to enter their customer number
- A rule "Leave Queue on DTMF" with DTMF 1 has been added to the group previously
- The caller presses the DTMF
- The IVR application checks \$acd_groupend_reason. If equal to 109, then a rule caused the call to leave the ACD group.
- The IVR application also checks \$acd_queueleave_dtmf. This will contain the pressed DTMF.
- If both conditions are met, callers are routed to a dialog to enter their customer number.
- Following entry of the customer number, the IVR object "Save Additional Info and User Data" is used, to save the customer number and possibly change the CRM URL.
- Next the new object "Re-Enter ACD" is used to go back to the ACD, returning the caller to the ACD at their original queue position, having updated the CRM URL and UserData fields with the customer number.

Please note the following:



- No checks are performed, whether the queue is full or not. This means that calls which re-enter an ACD queue can cause it to increase in size above the maximum size it is defined to be.
- The queue timeout is calculated based on the time the call originally entered the ACD. So, if the queue timeout is 2 minutes, and the caller spends ages in the IVR entering the customer number, then an immediate timeout will ensue.

Parameters

None

Outputs

Output	Used when ...
Continue	When the agent hangs up after the caller was connected with the agent.
Group Rule	When a group rule was executed in the ACD. If a group rule would have resulted in hangup, the call is still routed back to the network IVR.
Overflow	If an overflow queue situation was reached.
Timeout	If a timeout situation was reached.
No Agents	If no agents were available.
Error	If an error occurred. This output is always used, if the call has never visited an ACD group.

Release

RELEASE 3.22 FROM 21.12.2020