

Entry Points

Different entry points enable the use of different rules when entering an ACD group from different service numbers. Example: One of the most common uses of this, is to enable a separate entry point for receiving faxes for an ACD group. Normal calls enter the group at checkpoint "Start 1". A second service number, to be used as the fax number for the ACD group, is connected to "Start 2". At start 2, a rule for "Receive Fax" is created.