

Functionality of Distribution

The calls in the queue are sorted client-wide by **Priority** and **dtCallStart**, and viewed from top to bottom, one after the other.

jtel has several status fields, all of which together determine whether an agent is suitable for a particular call:

| Field | Meaning |
|---|--|
| AgentenStatusID | ID of the status an agent is in. Must be marked with "Calls" in order for the agent to be considered for call distribution. |
| dtLastCall | Timestamp, is set in the future with automatic postprocessing. Must be <= current time. |
| dtEarliestRedial | Timestamp, is set if a delay is configured in the ACD group in case of busy or no response. Must be <= current time. |
| TelStatus | Status of the phone, according to jtel ACD. Set to 2 (ringing) or 1 (busy) by the ACD. Must be 0 (free) for the call to be distributed to an agent |
| PBXTelStatus | Status according to TC connector. If TelStatus corresponds to values, must be 0. |
| TransactionCodeMandatoryStatisticsPartAID | Logs the last call if TAC forced capture is active. Must be 0 or NULL. |
| DiallerContactsHistoryID | For dialers: last contact for which a result is still pending. Must be 0 or NULL. |
| Additional Skills (SkillsID1, SkillsID2, SkillsID3) | Agent must have the skill, with the corresponding bandwidth (from / to) |
| Looged in Group (bLoggedInGroup) | Agent must be logged into group. |

If all conditions are met, the agent is eligible for this call.

Of **all** Agents elligible:

- The Last-Agent searched, he gets the call if available
- Then:
 - Sorted by skill (for skill-based distribution), and the top one is used
 - Sorted by dtLastCall (for Longest Idle distribution), and the oldest is used
 - Or according to the sorting according to another distribution algorithm, the topmost agent from the list is used

The determined agent is assigned the call (TelStatus is set to 2 so that he remains busy according to the ACD), then the next call is calculated in the (client-wide) queue.

This procedure is calculated once per client per second.