

# Create Group

To create a group, access **ACD - Groups** in the main menu and click on **New** in the toolbar.

Provide the following information:

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name</b>              | <b>Name of the group</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Group Number</b>      | <p>If the group to be created is an <i>Independent Group</i> or a <i>Configuration Group</i> a group number can be inserted here. This number is used, for example, when transferring calls by DTMF.</p> <p>If in the client specific resources the group number has been configured as obligatory, here a sensible suggestion will be provided The indication of the group number is obligatory in this case.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Group type</b>        | <p>Select a Group type</p> <p><i>Independent Group</i> — An ACD Group with all possible settings. Choose this option if you want to configure the ACD for all types of callers in the same way, regardless of which of your clients the calls refer to.</p> <p><i>Configuration Group</i>- A group with limited settings. It is used to configure basic ACD parameters, e.g. the call flow. This group contains no agents. Choose this group if you have different clients whose callers should be routed separately, should listen to different messages etc.</p> <p><i>Agent Group</i> - A group that contains only Agent settings. Here you determine for example which agents work on which subjects.</p> <p>During the installation of the ACD either opt for an independent group or for more pairs of configuration groups and agents.</p> |
| <b>Foreign System ID</b> | The foreign system ID of the ACD group can be specified here.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

The following table shows how configuration groups, agent groups and standalone groups differ in the possible settings:

| Possible Settings (Function, Parameters) | Configuration Group | Agent Group | Standalone Group |
|------------------------------------------|---------------------|-------------|------------------|
| Master Data                              |                     |             |                  |
| ID                                       | x                   | x           | x                |
| Name                                     | x                   | x           | x                |
| Group Number                             | x                   |             | x                |
| Foreign System ID                        | x                   | x           | x                |
| Hide Group from Call Processing          |                     | x           | x                |
| Fax-ID                                   | x                   |             | x                |
| Fax-Headline                             | x                   |             | x                |
| Primary Acd Agent Group                  | x                   |             |                  |

|                                                                                                                                                                                                                                                    |   |   |   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
| Caller ID                                                                                                                                                                                                                                          | x |   | x |
| Service Number for Direct Agent Calls                                                                                                                                                                                                              | x |   | x |
| CRM URL                                                                                                                                                                                                                                            | x |   | x |
| Overwrite CRM-Url with CRM-Url from IVR                                                                                                                                                                                                            | x |   | x |
| Telephone Display                                                                                                                                                                                                                                  | x |   | x |
| Extra Info<br> When semicolons, commas, apostrophes or pipes (;,') are used in additional info, it can cause the web client to miss events and not display calls. | x |   | x |
| Provide SIP History when calling agents                                                                                                                                                                                                            | x |   | x |
| Display Info for Transfer to Internal Destination                                                                                                                                                                                                  | x |   | x |
| Provide SIP History ACD internal transfers                                                                                                                                                                                                         | x |   | x |
| Display Info for Transfer to External Destination                                                                                                                                                                                                  | x |   | x |
| Provide SIP History for ACD external transfers                                                                                                                                                                                                     | x |   | x |
| <b>Online Parameters</b>                                                                                                                                                                                                                           |   |   |   |
| Tarif Prompt                                                                                                                                                                                                                                       | x |   | x |
| Prompt 1                                                                                                                                                                                                                                           | x |   | x |
| Prompt 2                                                                                                                                                                                                                                           | x |   | x |
| Call Recording                                                                                                                                                                                                                                     | x |   | x |
| Always Record Agent                                                                                                                                                                                                                                | x |   | x |
| FTP Upload                                                                                                                                                                                                                                         | x |   | x |
| Junk Call Group                                                                                                                                                                                                                                    | x |   | x |
| Duration of the Lock                                                                                                                                                                                                                               | x |   | x |
| Enable Monitoring                                                                                                                                                                                                                                  |   | x |   |
| <b>Queue</b>                                                                                                                                                                                                                                       |   |   |   |
| Maximum Queue Size (# absolute)                                                                                                                                                                                                                    |   | x | x |
| Maximum Queue Size (% relative)                                                                                                                                                                                                                    |   | x | x |
| Queue open when no agents logged in                                                                                                                                                                                                                |   | x | x |
| Maximum Queueing Time                                                                                                                                                                                                                              | x |   | x |
| Leave Queue on DTMF                                                                                                                                                                                                                                | x |   | x |
| Create callback media event when caller abandons queue                                                                                                                                                                                             | x |   | x |
| Cost Free Queueing Before Connect                                                                                                                                                                                                                  | x |   | x |
| Answer Calls in Queue After (s)                                                                                                                                                                                                                    | x |   | x |

|                                                      |   |  |   |
|------------------------------------------------------|---|--|---|
| Play Prompt on Answer in Queue                       | x |  | x |
| Ratio of Waiting Callers to Logged-In Agents (%)     | x |  | x |
| Prompt on Entry to Queue                             | x |  | x |
| Play Before Music on Hold                            | x |  | x |
| Play From Position                                   | x |  | x |
| Play Until Position                                  | x |  | x |
| Use "Until Position" if Actual Position Greater      | x |  | x |
| Waiting Position Announcement                        | x |  | x |
| Announce Queue Position as a Number                  | x |  | x |
| Waiting Position Announcement after Numerical Output | x |  | x |
| Play Before Music on Hold                            | x |  | x |
| Play From Time                                       | x |  | x |
| Play Until Time                                      | x |  | x |
| Use "Until Time" if Actual Waiting Time Higher       | x |  | x |
| Waiting Time Announcement                            | x |  | x |
| Announce Queue Waiting Time as a Duration            | x |  | x |
| Round Value to 30 Seconds or Minutes                 | x |  | x |
| Waiting Time Announcement after Time Output          | x |  | x |
| Music on Hold                                        | x |  | x |
| Music on Hold for Call Transfer by Agent             | x |  | x |
| Mix Files                                            | x |  | x |
| Play Prompt 1                                        | x |  | x |
| Play Waiting Position 1                              | x |  | x |
| Play Waiting Time 1                                  | x |  | x |
| Music on Hold Segment 1                              | x |  | x |
| Play Prompt 2                                        | x |  | x |
| Play Waiting Position 2                              | x |  | x |
| Play Waiting Time 2                                  | x |  | x |
| Music on Hold Segment 2                              | x |  | x |
| Play Prompt 3                                        | x |  | x |
| Play Waiting Position 3                              | x |  | x |
| Play Waiting Time 3                                  | x |  | x |
| Music on Hold Segment 3                              | x |  | x |
| Play Prompt 4                                        | x |  | x |

|                                                     |   |   |   |
|-----------------------------------------------------|---|---|---|
| Play Waiting Position 4                             | x |   | x |
| Play Waiting Time 4                                 | x |   | x |
| Music on Hold Segment 4                             | x |   | x |
| Play Prompt 5                                       | x |   | x |
| Play Waiting Position 5                             | x |   | x |
| Play Waiting Time 5                                 | x |   | x |
| Music on Hold Segment 5                             | x |   | x |
| Loop Starts With                                    | x |   | x |
| Distribution                                        |   |   |   |
| Distribution Algorithm                              |   | x | x |
| Extended group search enabled                       |   | x | x |
| Agent Parameters                                    |   |   |   |
| Maximum Agent Ring Time (s)                         |   | x | x |
| Redial Interval on Agent Busy (s)                   |   | x | x |
| Redial Interval on Agent No Answer (s)              |   | x | x |
| Redial Interval on Agent Rejected (s)               |   | x | x |
| Maximum Missed Calls - Busy                         |   | x | x |
| Maximum Missed Calls - No Answer                    |   | x | x |
| Maximum Missed Calls - Rejected                     |   | x | x |
| Maximum Missed Calls - All                          |   | x | x |
| Request Supervisor                                  |   | x | x |
| Whisper Group Name                                  | x |   | x |
| Group Name Prompt                                   | x |   | x |
| Whisper Group Number                                | x |   | x |
| Whisper Caller ID                                   | x |   | x |
| Always play status prompts                          | x |   | x |
| Back to Agent                                       | x |   | x |
| Call Forwarding                                     | x |   | x |
| Maximum Ring Time (s)                               | x |   | x |
| Call Priority for Transferred Calls                 | x |   | x |
| Transfer Type (Internal)                            | x |   | x |
| Prompt with no available destination                | x |   | x |
| Hint and audible tone with no available destination | x |   | x |
| Continue transfer if caller hangs up                | x |   | x |

|                                                                 |   |   |   |
|-----------------------------------------------------------------|---|---|---|
| Maximum Ring Time (s)                                           | x |   | x |
| Whisper for Guided Transfer                                     | x |   | x |
| Transfer Type (External)                                        | x |   | x |
| Prompt with no available destination                            | x |   | x |
| Hint and audible tone with no available destination             | x |   | x |
| Continue transfer if caller hangs up                            | x |   | x |
| Offline Parameters                                              |   |   |   |
| Resend Unseen Media Events After                                | x | x | x |
| Post Call Interval Inbound                                      | x |   | x |
| Post Call Interval Outbound                                     | x |   | x |
| Post Call Interval Media Events                                 | x |   | x |
| Additional Post Call Interval Web                               | x |   | x |
| Maximum Post Call Interval Web                                  | x |   | x |
| Additional Post Call Interval Phone                             | x |   | x |
| Maximum Post Call Interval Phone                                | x |   | x |
| Redistribute Seen Voice Mails After Agent Logout                |   | x | x |
| Redistribute Seen Faxes After Agent Logout                      |   | x | x |
| Redistribute Seen SMS After Agent Logout                        |   | x | x |
| Redistribute Seen Call Backs After Agent Logout                 |   | x | x |
| Redistribute Seen E-Mails After Agent Logout                    |   | x | x |
| Redistribute Seen Tickets After Agent Logout                    |   | x | x |
| Maximum One Transaction Code per Call                           | x |   | x |
| Mandatory Transaction Code                                      | x |   | x |
| Automatic TC at the end of the Post Call                        | x |   | x |
| TC Display Options                                              | x |   | x |
| Match Dialler Contacts on Incoming Calls (overrides Contacts) : | x |   | x |
| Result Code on Inbound Dialler Contact Match (no TAC)           | x |   | x |
| Holidaylist                                                     | x |   | x |
| Opening Times                                                   | x |   | x |
| Daily Autologout Active                                         |   | x | x |
| Execution Time                                                  |   | x | x |
| Work Break Slot Indicator %                                     |   | x | x |
| Minimum Agent Logout Check Active                               |   | x | x |
| Minimum Agent Logout Check Count                                |   | x | x |

|                                                        |   |   |   |
|--------------------------------------------------------|---|---|---|
| Email to Supervisor on Long Calls                      |   | x | x |
| Minimum Agent Count (Email to Supervisor)              |   | x | x |
| Email Supervisor when Service Level Falls Below (%)    |   | x | x |
| Email an Supervisor on No calls Within                 |   | x | x |
| Confirm automatically created callback requests by SMS | x |   | x |
| Confirm caller created callback requests by SMS        | x |   | x |
| Confirm agent created callback requests by SMS         | x |   | x |
| Duplicate callback event prevention                    | x |   | x |
| Minimum Free Time                                      |   | x | x |
| Minimum Time between Events                            |   | x | x |
| Open Callbacks                                         |   | x | x |
| Service Level (s)                                      |   | x | x |
| Long Calls (m)                                         |   | x | x |
| Minimum Logged In Agents for Display in Supervisor     |   | x | x |
| Display in Aggregation Group when less than Minimum    |   | x | x |
| Agents                                                 |   | x | x |
| Skill Adjustment                                       |   | x | x |
| Rules                                                  | x |   | x |
| Synonyms                                               | x |   | x |
| External Destinations                                  | x |   | x |
| Transaction Codes                                      | x |   | x |
| Confluence                                             |   | x | x |

After entry click on **Save**. Thereby the group is created and you change to the mode **Edit**, where you can configure further settings for the group.

Alternatively, you can create a group by copying an existing group. To do this click on **Copy** instead of **New**.