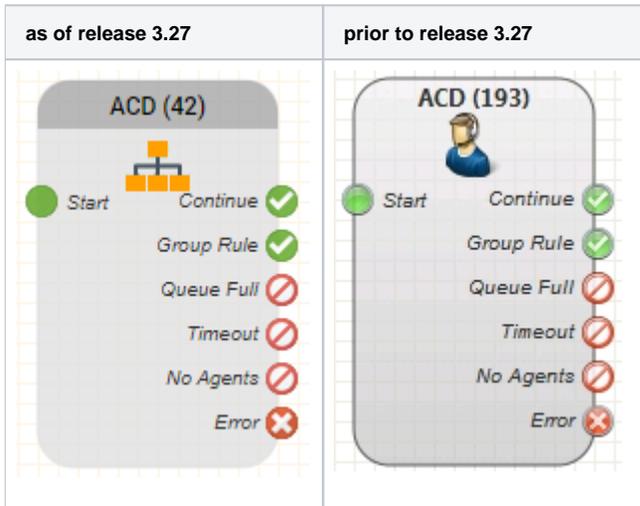


# ACD / Automatic Call Distribution



## Function

Routes the call to the ACD application (automatic call distribution). This enables pre-qualification of calls to take place in the IVR before routing to the ACD.

## Parameters

The parameters correspond to the ACD parameters of the [Service Number](#).

Object Name	The name of this object instance
ACD Group	ACD group (independent group), to which a call to this service number should be routed. This parameter will not be shown in connection with the next two parameters.
Configuration Group	ACD Configuration Group, which should be used for the Call Flow settings.
Agent Group	ACD Agent Group, to which the calls should be distributed.
Last Agent	The last agent who spoke to the caller can be taken into account here via a variable in the call distribution. (see also <a href="https://wiki.jtel.de/x/cwEh">https://wiki.jtel.de/x/cwEh</a> )
Call Priority	Assign different priorities from 0 to 100, to prioritise calls from service numbers within the ACD queue. Calls with a higher priority are sorted to the front of the ACD queue.

Entry Point	Select the entry point in the call flow of the ACD.  <i>Start ...</i> — the entry point at the start of the call flow should be used.  <i>Queue</i> - to skip over welcome prompts.
Additional Info	With this entry you can overwrite the value of the table element <i>Additional Info</i> which is displayed the agent in Agent Home. This can be the name of the hotline. Example: "Dial-In via VIP hotline."
Language	Choose the language, which should be used to play the prompts.
Prompt 1 and 2.	Here you can select prompts which can replace the defined prompts 1 and 2 of the ACD group rules (online parameter) <i>for this Service Number</i> .
Queue Prompt 1 to 5	Here you can select prompts which can replace the defined queue prompts of the ACD group rules (Queue) <i>for this Service Number</i> .
Max. Waiting Time	This parameter determines the maximum time which should elapse between calls entering the system and being answered by agents. This includes the time when the agent phone is ringing. A value of -1 means <i>unlimited</i> . The use of this parameter requires that a rule at the ACD check point <i>Overflow Queue Call Timeout</i> be created. If this timeout applies the call will be terminated, even if the agent answered the call and the whisper prompt is played. The purpose is to interrupt the queueing free of charge (State 1, during ringing) in accordance with the law.
Skill	Choose one or more skills, which cause routing to occur only to agents who possess these skills. Agents without the appropriate skill assignment will not receive the calls.
Minimum Skill	Optionally, the minimum skill level required
External DB Routing	Here you decide if a changeover to an external DB routing should take place. If this option is set, the system tries to access an external database (defined by the system administrator) and looks up the caller number and called number to find an ACD group number.
External DB Routing (E.164)	The same as the previous function, however the external database contains E.164 formatted numbers.
Changeover to the external target routing (E.164)	Here you decide if a changeover to the external target routing should take place. All target numbers have the standardized (E.164) format.
Signalling	If indicated, the content of this field in case of forwarding to an external number will be taken as sender number. Otherwise the phone number of the caller will be signalled.
Send media events to original group	If you set this option, media events that result from the call (for example voice mail or callback requests) will be forwarded to the original group- that is the indicated ACD Group or Agent Group. The purpose of this feature is, if the group overflow is used, to route the media events to the original group.
Distribution	Here you can register the program to be used for the distribution of calls. Currently only <code>acd.Group.Distribute.Split.r5</code> is allowed.

## 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.