

# Planning the ACD

To enable the ACD to optimally support your organisation, you should plan it carefully, and become familiar with the most important terms and concepts of the ACD.

## **Preconsiderations**

Using an organisational plan and flow charts can help, to setup the system more quickly. Ask yourself the following questions:

- Which employees should receive calls and media events via the ACD?
- What criteria can be used to group employees (call center agents)?
- What skills of your workers should be reflected in the ACD?
- How many and what telephone numbers are used by your organisation?
- How should a high call volume be handled?
- What service level do you want to achieve?

To plan and create the ACD for a group of agents successfully it is necessary to have an understanding of the call flow.