Check Points

The following table gives an overview of the possible checkpoints in the call flow.

All these checkpoints are also shown in the call flow diagram. Please compare table and diagram.

If the control point is a possible entry point into the call flow of the ACD group, the designation is printed in **bold.**

The *Default Action* column indicates what the system reaction looks like if no rule applies at this control point.

ID	Description	Executed when?	Default Action
1	**Start**	Entry to the group	Continue
2	**Routing Application**	Routing Application	Continue
3	**Queue**	Before prompt 2 and the queue	Continue
4	After Agent Call	After a successful call with an agent. Example: When the agent hangs up, the caller can be transferred to an automatic announcement or a further service.	Hangup
6	Overflow Queue Full	The call cannot enter the queue, because it is full or not configured (size = 0) and no agents are available for an immediate connection with the caller. The size of the queue is determined by the ACD group parameters *Maximum Queue Size (# absolute)* and *Maximum Queue Size (% relative)*.	Hangup
7	Overflow Queue Timeout	The call is leaving the queue after the configured *Maximum Waiting Time* has expired. This timer starts when the call enters the ACD group.	Hangup
8	Overflow Queue no Agents Logged In for Telephony	The call is leaving the queue, because no agents are logged into the group for telephony. Cf. Definition in Agent Status.	Continue
9	Overflow Queue All Agents Tried	The call is leaving the queue, because all agents which were available for taking the call, have been called once and none were reached. If no rule is configured at this check point, distribution will resume starting with the first available agent again. A loop which may ensue at this point can be broken by specifying a queue timeout. Cf. Definition in Agent Status.	Continue (start distribution again with first available agent)
10	Overflow Queue Call Timeout	The call is leaving the queue after the specified call timeout has elapsed. This timeout is specified in the service number parameters or in the Network IVR block "ACD". This timer starts at the beginning of the call, and runs independently of the calls passing through any ACD groups.	Hang up (continue if no timeout is specified)
11	Overflow Queue Probable Timeout	The call is leaving the queue because it is probable that a timeout will ensue. In this case one or more other calls in the system have already left the queue because the timeout was exceeded. Therefore it is highly probable, that the current call will also have to leave the queue.This timeout is specified in the service number parameters or in the Network IVR block "ACD".	Continue

12	Overflow Queue Probable Call Timeout	The call is leaving the queue because it is probable that a call timeout will ensue. In this case one or more other calls in the system have already left the queue because the timeout was exceeded. Therefore it is highly probable, that the current call will also have to leave the queue. This timeout is specified in the service number parameters or in the Network IVR block "ACD".	Continue
13	**Start 2**	Alternative entry point to the group	Continue
14	**Start 3**	Alternative entry point to the group	Continue
15	Start no Agents Logged In for Telephony	If no agents are logged in for *telephony*. Cf. Definition in Agent Status.	Continue
16	Start no Agents Logged In for Telephony without Post Call	If no agents are logged in for *telephony without post call*. Cf. Definition in Agent Status.	Continue
17	Overflow Queue no Agents for Telephony without Post Call	The call leaves the queue because no agents are logged in for *telephony without being in post call*. Cf. Definition in Agent Status.	Continue
18	Start no Agents Present	When no agents are *present*. Cf. Definition in Agent Status.	Continue
19	Overflow Queue no Agents Present	The call leaves the queue, because no agents are *present*. Cf. Definition in Agent Status.	Continue
20	Leave Queue by DTMF	The call leaves the queue, because the caller pressed a DTMF key for which a rule is configured.	Continue
21	Start no Agents Logged Into ACD	When no agents are *logged into the ACD*. Cf. Definition in Agent Status.	Continue
22	Overflow Queue no Agents Logged into ACD	The call leaves the queue, because no agents are *logged into the ACD*. Cf. Definition in Agent Status.	Hangup
23	Start Redialler no Agents	This check point applies to callers, who redial into the ACD within a certain period of time. On their previous call, no agents were available.	Continue
24	Start Redialler Queue Full	This check point applies to callers, who redial into the ACD within a certain period of time. On their previous call, the queue was full.	Continue
25	Start Redialler Hangup Queue	This check point applies to callers, who redial into the ACD within a certain period of time. On their previous call, they hungup whilst in the queue.	Continue
26	Start Redialler Queue Timeout	This check point applies to callers, who redial into the ACD within a certain period of time. On their previous call, a timeout occurred whilst the call was in the queue.	Continue
27	Start Redialler Other	This check point applies to callers, who redial into the ACD within a certain period of time. All other rediallers are classified by this rule. For example, the caller could have immediately been transferred to another ACD group by a rule.	Continue
28	Start Junk Call	At this check point the system determines if the caller is junk according to the ACD group settings.	Continue

29	Start no agents with necessary Skill registered	This checkpoint checks if there is an Agent available for the call, who by configuration of the service number has a high enough skill level to answer the call.	Continue
30	Overflow no Agents with necessary skill registered	The call leaves the queue, because there is no agent for the call with the required skill level.	Continue