

Some Basic Terms

Administrator

Manages the settings of the agents and the groups in a call center.

Supervisor

Manages the agents and groups in the call center during daily business. Supervisors use functions to login and logout agents from groups or the system as the call center load demands. Supervisors can also work actively as agents.

Agent

Employees in a call center, responsible for taking incoming calls (inbound) or making outgoing calls (outbound).

Agent Status

Description of the current status of an agent, i.e. what work can currently be performed.

Skills

Skills and knowlegde of your agents, which is relevant to the distribution of calls. You can associate skills with agents, and also distribute calls according to skills.

Group

A grouping of agents for particular tasks or with particular qualifications. A group is always the first goal of incoming calls. A group is assigned to a service number dialled by your callers. Call distribution and routing are determined by group rules and routing parameters.

Location

A grouping of agents, working in the same office or building. A location can be used to limit the visibility, and thereby the access of supervisors and administrators, to agents.

IVR

IVR stands for Interactive Voice Response. It refers to a dialog between the caller and the machine. This can be navigation within a menu system (for example: "Press 2 to be connected to customer service.") or to get or give data to and from callers. IVR dialogs can be used to route calls into the ACD.

Rule

Criteria, used to route calls. Rules are linked to events such as a full queue and are activated by time constraints and priority.

Checkpoint

Points in the call flow of the ACD at which the applicability of rules are checked for. Depending on the rule an action at a checkpoint may be initiated.

Call Flow

The path of a call through the system.

Routing

The distribution of calls (incoming and outgoing) from callers to agents.

Service Number

The number callers use to contact the call center. Depending on the number dialled, the call is routed to a particular group. More terminology on ACD can be found in the glossary at the end of this manual.