

Editing groups and creating rules


Once a group has been created, you can edit further settings. The most important settings and parameters are used to control the call flow in the system. View the existing groups using the function **ACD - Groups** and click on **Edit** in the desired row.

Using the tabs you can select various groups of parameters.

Note: The *) label denotes settings, which are inherited from the default group.

Note: For the group types “configuration group” and “agent group” not all settings are available.

Configuration Options (Function, Parameter)	Configuration Group	Agent Group	Standalone Group	Description
Master Data				
Group: ID	x	x	x	The group ID is automatically assigned and cannot be changed.
Group: Name	x	x	x	Name of the group
Group: Group Number	x		x	Number of the group. This number is used, for example, when transferring calls by DTMF.
Group: Foreign System ID	x	x	x	An identifier, which may be used to find the ACD group based on an ID or name stored in a foreign system, for example a CRM or backend system.
Group: Group type	x	x	x	Here the group type is displayed. The following group types are defined: <ul style="list-style-type: none"> Standalone Group Configuration Group Agent Group
Visibility: Hide Group from Call Processing		x	x	If this option is chosen then the group will not be displayed in the tab Call Handling of the Agent Home . This can be useful, for example, when an ACD group is being used to route calls which were originally to a personal extension number, or if the group should not be visible to other agents (because the agent is already visible).
Fax: Fax-ID	x		x	This ID is used when faxes are received or sent by the ACD group. This ID is visible on the remote station in the fax protocol.
Fax: Fax-Headline	x		x	The headline is used when faxes are received or sent by the ACD group. The headline is visible on the remote station in the fax protocol.
Outbound Calls: Primary ACD-Agent group	x			Choose the primary agent group for a configuration group only. This setting is necessary, because configuration groups determine the number to be sent when an outbound call is made, but do not contain agents. Agents who are members of the primary agent group will be able to select the configuration group when outbound calls are made.
Outbound Calls: Caller ID	x		x	Choose a service number which will be used, when outbound calls are made from this group. This is the number to which the statistics will be attached. Using an ACD group for outbound calls is only supported when a service number is configured. Please note, that this setting is particularly important when the group is used in conjunction with the dialler.
Outbound Calls: Service Number for Direct Agent Calls :	x		x	Choose a service number which will be used, when outbound calls are made from/to this group, which are initiated by agents in the client.
CRM: CRM URL	x		x	Inbound: Set a CRM URL for the group here. This appears in Agent Home Agent Home for the current call. Note: The CRM URL must be a real URL, i.e. it must begin with http:// or https:// . (Example: http://www.jtel.de) Dialer: If you want to use a CRM URL in the Dialer contacts (X-Link) and also use it in the preview display in Agent Home or MiniClient, then the following expression should appear here: \$ExternalSystemLink Variables which can be used in the CRM URL can be found on the CRM URL page.
CRM: Overwrite CRM-Url with CRM-Url from IVR	x	x	x	If this option is set, the CRM URL can be overridden using the IVR. If this option is not set, the CRM URL in the ACD group always applies.

Signalling: Telephone Display	x		x	<p>Here you can insert a value which will overwrite the SIP display information displayed on the terminal equipment (the name linked to the phone number). You can for example use the name of the hotline.</p> <p>The following variables can be used:</p> <ul style="list-style-type: none"> • \$groupname (Group Name) • \$groupnumber (Group Number) • \$agent_tel (Telephone Number) • \$agent_id (Agent ID) • \$agent_number(Agent Number) • \$agent_firstname (First Name) • \$agent_name (Last Name) • \$caller (Caller) • \$servicenumber_name (The name of the service number) • \$servicenumber (Service Number) • \$extrainfo (Input field of an ACD object in the IVR) • \$contact_name (Contact Name) • \$contact_number (Contact Number) • \$contactclass_name (Name of the Contact Class)
Signalling: Extra Info	x		x	<p>This value is used as "additional information" if no information is provided from the IVR or a corresponding database lookup.</p> <p>When semicolons, commas, apostrophes or pipes (,;') are used in</p>  <p>additional info, it can cause the web client to miss events and not display calls.</p>
Signalling: Provide SIP History when calling agents	x		x	SIP History-Info headers should be used, when calls are distributed to agents.
Signalling: Display Info for Transfer to Internal Destination	x		x	<p>Here a display information can be set, which is displayed to the agent to whom the call is transferred internally.</p> <p>For a list of variables which can be used, see Telephone Display above.</p>
Signalling: Provide SIP History ACD internal transfers	x		x	SIP History-Info headers should be used, when calls are transferred internally.
Signalling: Display Info for Transfer to External Destination	x		x	<p>Here a display information can be set, which is displayed to the recipient of calls when calls are transferred externally.</p> <p>For a list of variables which can be used, see Telephone Display above.</p>
Signalling: Provide SIP History for ACD external transfers	x		x	SIP History-Info headers should be used, when calls are transferred externally.
Online Parameters				
Prompts: Tarif Prompt	x		x	Choose a tarif prompt, which should be played to callers before entering the ACD group as a notification of charges related to the call. See also Call Flow.
Prompts: Prompt 1	x		x	Choose a prompt, which will be used as a greeting for callers to the group. This prompt cannot be interrupted by callers. Prompts are created in the prompt management module. See call flow.
Prompts: Prompt 2	x		x	Choose a prompt, which will be used as a second greeting for callers to the group (after Prompt 1). This prompt cannot be interrupted by callers. See call flow.
Call Recording: Function	x		x	<p>Here, you determine the type of call recording to be used. You can choose between the following variants: Permanent / can not be switched off</p> <p>Call recording is permanently activated for this ACD group and cannot be disabled. The agent cannot influence the use of this function. Permanent / can be switched off (opt out)</p> <p>Call recording is permanently enabled for this ACD group, but it can be switched off if the caller requests this of the agent. The agent therefore can end recording at the request of the caller. Manual / can be switched on-off</p> <p>Call recording is initially not activated for incoming calls. The agent can switch recording on and off. Every time the agent switches recording on, a new recording is created. Therefore several recordings can ensue. Deactivated</p> <p>call recording is deactivated. Every nth agent call / can be switched off (opt out)</p> <p>Call recording will be activated for every nth conversation with an agent. The parameter x can be set in the user settings.</p>
Call Recording: Recording can be turned off by caller (DTMF)	x		x	Callers are given the option to deactivate recording by DTMF.
Call Recording: Always Record Agent	x		x	The agent side of the call is always recorded.
Call Recording: Manual recording after caller opt-out <div>FROM RELEASE 3.35</div>	x		x	If an opt-out mode in call recording is enabled, and an opt-out is performed either by the caller in the IVR, by the caller in the ACD call flow or by the agent, manual recording will be allowed as a subsequent mode if this flag set.
Call Monitoring: Enable Monitoring		x	x	Activates call monitoring for the ACD group. When call monitoring is activated, the supervisor can switch into calls to monitor them. This can, for example, be used for training purposes.

Junk Call Protection: Junk Call Group	x		x	Select a Junk Call Group, to which caller numbers should be added, when agents use the Junk Call function in Agent Home. Once a caller is entered into the Junk Call Group, a rule in the ACD can identify the caller, and execute a specific action - for example, hang-up.
Junk Call Protection: Duration of the Lock	x		x	Select a duration for the lock in the Junk Call Group, between 15 minutes and 6 months.
Queue				
Basics Settings: Maximum Queue Size (# absolute)		x	x	Determine the number of callers who can be in the queue at the same time. Values from 1-1000. -1 means: unlimited. 0 means: no queue. Callers must be connected immediately to an available agent. If no agent is available, the rule Overflow Queue Full will apply.
Basics Settings: Maximum Queue Size (% relative)		x	x	<p>Determine the number of callers in relation to the number of available agents who can be in the queue at the same time.</p> <p>Values from 1-1000. -1 = unlimited. Example: 500% means that 5x more callers can be in the queue, than agents who are available. Available agents are those, who are logged in with the calls flag set, i.e. who can be taken into consideration for answering calls. More details on the definition and configuration of agent availability can be found in the section Agent Status.</p> <p>If both a percentage value and absolute value are specified, the higher value (at the time of evaluation) is used.</p> <p>If the percentage value does not result in an integer value for the size of the queue, the result is rounded up to the next integer. Example: 66% of 10 agents results in 7 callers.</p>
Basics Settings: Maximum Queueing Time	x		x	<p>Determine the maximum waiting time in the queue. If this time is exceeded, the system checks if a rule for Overflow Queue Timeout is configured. If no rule is configured, the call is terminated.</p> <p>Values from -1 to 10000 seconds, -1 means: infinite.</p>
Basics Settings: Leave Queue on DTMF	x		x	The DTMF keys, which can be used to leave the queue, are defined by group rules. This field is of informational character.
Basics Settings: Queue open when no agents logged in		x	x	If this option is activated, then callers enter the queue even when no agents are logged in. The rule "Overflow queue no agents logged into ACD" should be deactivated for this option to have any effect.
Media Events: Create callback media event when caller abandons queue	x		x	If this option is selected, and a caller abandons (hangs-up) when in the ACD queue, a callback media event will be created and distributed to agents in the group.
Media Events: Prompt "Callback already booked"	x		x	This announcement is played if the caller already has an open (New or Seen at agent) callback request in the respective ACD group.
Answer Calls in Queue: Cost Free Queueing Before Connect	x		x	<p>Activate this option, if the call should not be taken for a certain amount of time in the queue.</p> <p>If the system is equipped with a suitable telephony connection, prompts which the system plays to callers before a connection to an agent is established during the first 120 seconds are played without establishing a connection (during ring).</p> <p>If this option is not activated, then the system will answer the call before the first prompt is played to the caller. As soon as a prompt must be played (due to the configuration), the system will answer the call.</p>
Answer Calls in Queue: Answer Calls in Queue After (s)	x		x	<p>Configure after how many seconds in the queue the system should answer the call. This is not necessarily the answering of the call by an agent.</p> <p>With -1, this feature is disabled. In this case, the prompts in the acd group and the parameters for <i>cost free queueing</i> determine when the call should be answered. If no prompts (excepting music on hold) are defined, the call will remain in the ringing state. If this option is selected, the call will be answered after the configured time.</p> <p>This setting can also be used, to stop cost free queueing, for example before the expiry of the 120 second timer according to phase 1 of the german TKG-Novelle.</p>
Answer Calls in Queue: Play Prompt on Answer in Queue	x		x	Select the prompt which should be played to callers when the previous option causes the call to be answered in the queue. This prompt cannot be interrupted by callers.
Long Waiting Time: Ratio of Waiting Callers to Logged-In Agents (%)	x		x	If the percentage of waiting callers exceeds the number of agents logged in for telephony according to the percentage set, then the prompt configured below is played.
Long Waiting Time: Prompt on Entry to Queue	x		x	If the percentage of waiting callers exceeds the number of agents logged in for telephony according to the percentage set above, then this prompt is played.
Waiting Position: Play Before Music on Hold	x		x	If this option is activated, the position in the queue is played before the music on hold. For playing this during music on hold, further options below apply.
Waiting Position: Play From Position	x		x	The waiting position will be played only for callers whose position is greater than or equal to this value.
Waiting Position: Play Until Position	x		x	The waiting position will be played only for callers whose position is less than or equal to this value.
Waiting Position: Use "Until Position" if Actual Position Greater	x		x	If this option is selected, the "Until Position" is used instead of the actual position, if the actual position in the queue is greater.
Waiting Position: Waiting Position Announcement	x		x	Choose the prompt which should be played.
Waiting Position: Announce Queue Position as a Number	x		x	If this option is activated, the position in the queue is played as a number.
Waiting Position: Waiting Position Announcement after Numerical Output	x		x	<p>Select a prompt, which should be played after the numeric position has been played. This prompt is only played if the option <i>Announce Queue Position as a Number</i> is selected. It is used, to generate a grammatically sensible prompt. Example:</p> <p>Waiting Position Announcement: You are currently in position</p> <p>Announce Queue Position as a Number: <Position as Number></p> <p>Waiting Position Announcement after Numerical Output: in the queue.</p>

Waiting Time: Play Before Music on Hold	x		x	<p>If this option is selected, the probable waiting time is played before the music on hold.</p> <p>For playing this during music on hold, further options below apply.</p> <p>The waiting time is calculated once at the beginning of the queue, and from this point on always counts down, even if due to unforeseen circumstances the waiting time would increase (for example due to higher priority calls entering the queue).</p>
Waiting Time: Play From Time	x		x	The waiting time will be played only for callers whose position is greater than or equal to this value.
Waiting Time: Play Until Time	x		x	The waiting time will be played only for callers whose position is less than or equal to this value.
Waiting Time: Use "Until Time" if Actual Waiting Time Higher	x		x	If this option is selected, the "Until Time" is used instead of the actual time, if the actual time is greater.
Waiting Time: Waiting Time Announcement	x		x	Choose the prompt which should be played.
Waiting Time: Announce Queue Waiting Time as a Duration	x		x	If this option is activated, the probable waiting time in the queue is played as a duration (minutes / seconds).
Waiting Time: Round Value to 30 Seconds or Minutes	x		x	If this option is selected, the value of the waiting time heard by the caller will either be "30 seconds", or a whole number of minutes. Note, that the minimum value which will be played is 30 seconds.
Waiting Time: Waiting Time Announcement after Time Output	x		x	<p>Select the prompt which should be played to callers in the queue after the waiting time has been played as a number. This prompt is only played if the option <i>Announce Queue Position as a Number</i> is selected. It is used, to generate a grammatically sensible prompt. Example:</p> <p>Waiting Time Announcement: Please be patient for</p> <p>Announce Queue Waiting Time as a Duration: <Waiting Time as Duration></p> <p>Waiting Time Announcement after Time Output: Seconds.</p>
Music on Hold: Music on Hold	x		x	Select the prompt which should be used as music on hold in the queue.
Music on Hold: Music on Hold for Call Transfer by Agent	x		x	Select the prompt which should be used as music on hold when agents transfer calls.
Music on Hold Loop: Mix Files	x		x	If you activate this option, the queue music is mixed with the queue prompts.
Music on Hold Loop: Play Prompt 1 - 5	x		x	Select the prompt which should be used in the queue.
Music on Hold Loop: Play Waiting Position 1 - 5	x		x	If this option is activated, the position in the queue is played as a number at the corresponding point in the queue (1-5) according to the set options.
Music on Hold Loop: Play Waiting Time 1 - 5	x		x	If this option is activated, the probable waiting time in the queue is played as a duration at the corresponding point in the queue (1-5) according to the set options.
Music on Hold Loop: Music on Hold segment 1 - 5	x		x	<p>Configure the number of seconds of music on hold which should be played between queue prompts.</p> <p>Values from 1-120. -1 means: This segment is deactivated.</p> <p>Note: The time period defined here must be shorter than the set <i>Music on Hold</i>.</p>
Music on Hold Loop: Loop Starts With	x		x	Select which prompt should be returned to when the loop is restarted.
Distribution				

Distribution Algorithm: Distribution Algorithm		x	x	<p>Choose an algorithm for the distribution of calls.</p> <p>Longest Idle ____ the call is delivered to the agent whose last call ended the longest time ago.</p> <p>Most Idle ____ the call is delivered to the agent whose percentage call time since login is the lowest. Note, that pause time is counted as idle time.</p> <p>Skill Based ____ calls are delivered to agents according to their skills in the group, i.e. the next call is delivered to the free agent with the highest skill. If this algorithm is selected, the stair function (see further parameters below) can also be activated.</p> <p>Combination Longest Idle and Skill Based ____ calls are distributed based on a combination of both algorithms. A further parameter Skill / Time Factor is used to select the weight of the algorithms.</p> <p>Combination Most Idle and Skill Based ____ calls are distributed based on a combination of both algorithms. A further parameter Skill / Time Factor is used to select the weight of the algorithms.</p> <p>Last Agent then Combination Longest Idle and Skill Based ____ if possible, calls are delivered to the agent the caller has spoken to previously. If this agent is not available, then the fallback algorithm <i>Combination Longest Idle and Skill Based</i> is used. The parameter <i>Last Agent Minutes</i> plays an important role. This defines the time, during which the last agent algorithm applies.</p> <p>Last Agent then Longest Idle ____ if possible, calls are delivered to the agent the caller has spoken to previously. If this agent is not available, then the fallback algorithm <i>Longest Idle</i> is used. The parameter <i>Last Agent Minutes</i> plays an important role. This defines the time, during which the last agent algorithm applies.</p> <p>Last Agent then Most Idle ____ if possible, calls are delivered to the agent the caller has spoken to previously. If this agent is not available, then the fallback algorithm <i>Most Idle</i> is used. The parameter <i>Last Agent Minutes</i> plays an important role. This defines the time, during which the last agent algorithm applies.</p> <p>Last Agent then Skill Based with Stair Function ____ if possible, calls are delivered to the agent the caller has spoken to previously. If this agent is not available, then the fallback algorithm <i>Skill Based with Stair Function</i> is used. The parameter <i>Last Agent Minutes</i> plays an important role. This defines the time, during which the last agent algorithm applies.</p> <p>Not last agent, then combination of longest idle and skill-based ____ calls are preferably distributed to the agents who have never handled this caller. The distribution between the "emergency load agents" goes by the algorithm combination of longest idle and skill-based.</p> <p>Not Last Agent, then Longest Idle ____ Calls are preferably distributed to the agent who has never handled this caller. The distribution between the "emergency load agents" goes after the algorithm longest idle.</p> <p>Not Last Agent, then Most-Idle ____ Calls are preferably distributed to the agents who have never handled this caller. The distribution between the "emergency load agents" is based on the algorithm must-idle</p> <p>Not Last Agent, then Skill-Based with Stair Function ____ Calls are preferably distributed to the agent who has never handled this caller. The distribution between the "emergency load agents" is based on the algorithm Skill-Based with step function.</p>
Group Search Extension: Extended group search enabled		x	x	<p>After a definable time (for example 20 seconds) of the distribution of the respective group, the search circle extension for this group is activated "delay (s)". An attempt will now be made to distribute the caller to one of the other ACD groups configured in the list. The minimum number of registered agents of the group to which the search term extension is directed can also be checked "Minimum number of registered agents". The minimum enrolled agent value can also be defined and checked Percent Free agent percentage (%) An overflow level output is visible after the level is set to Overflow Display Level.</p> <p>Ex .: Call goes from Group 1 to Group 2 by extension. The call details of the call now show the Defined Overflow Display level.</p> <p>NOTE: Using this feature in each group can create loops that can cause long wait times.</p> <p>NOTE: The Group Search Extension (GSE) has an influence on the statistical evaluation, as the call is always counted in the first group. This is explained by the fact that the GSE is not a 'classic overflow from the first to the second group, but is quasi an 'enlargement' of the first group.</p>
Agent Parameters				
Agent Dial Parameters: Maximum Agent Ring Time (s)		x	x	<p>Specify for how many seconds agents phones should be allowed to ring for, before the system takes the call back for re-distribution. The system will then try to reach an alternative agent, assuming that other timeout parameters do not apply.</p> <p>Caller waiting time can be increased by the time required to call the last agent. If callers hang-up when the agent phone is ringing, this is not counted as a failed attempt regarding the auto-logout function.</p>
Agent Dial Parameters: Redial Interval on Agent Busy (s)		x	x	<p>This parameter determines how many seconds must expire before an agent will be called again by the system if the last attempt was busy.</p> <p>Values from 0-10000 seconds. 0 means: immediately.</p>
Agent Dial Parameters: Redial Interval on Agent No Answer (s)		x	x	<p>This parameter determines how many seconds must expire before an agent will be called again by the system if the last attempt was no answer.</p> <p>Values from 0-10000 seconds. 0 means: immediately.</p>
Agent Dial Parameters: Redial Interval on Agent Rejected (s)		x	x	<p>This parameter determines how many seconds must expire before an agent will be called again by the system if the last attempt was rejected.</p> <p>Values from 0-10000 seconds. 0 means: immediately.</p>
Autologout Parameters: Maximum Missed Calls - Busy		x	x	<p>Configure how many calls agents are allowed to miss because they are busy before they are automatically logged out of the group. This can be a sensible measure, to ensure calls are not routed to agents who are busy on the phone.</p> <p>To enable this feature, the agent must be configured with the option <i>Auto Logout on Missed Calls</i>.</p> <p>Values from 1-60. -1 deactivates the function. 0 means: No lost calls, i.e. agents are immediately logged off when they lose a single call.</p> <p>The counter is reset after a successful call.</p>

Autologout Parameters: Maximum Missed Calls - No Answer		x	x	<p>Configure how many calls agents are allowed to miss before they are automatically logged out of the group.</p> <p>Values from 1-60. -1 deactivates the function. 0 means: No lost calls, i.e. agents are immediately logged off when they lose a single call.</p> <p>If callers hang-up when the agent phone is ringing, this is not counted as a failed attempt regarding the auto-logout function.</p> <p>The counter is reset after a successful call.</p>
Autologout Parameters: Maximum Missed Calls - Rejected		x	x	<p>Configure how many calls agents are allowed to reject before they are automatically logged out of the group.</p> <p>Values from 1-60. -1 deactivates the function. 0 means: No lost calls, i.e. agents are immediately logged off when they reject a single call.</p> <p>The counter is reset after a successful call.</p>
Autologout Parameters: Maximum Missed Calls - All		x	x	<p>Configure how many calls agents are allowed to miss in total before they are logged out of the group. This can be a sensible measure, to ensure calls are not routed to agents who are no longer available. This counter does not discriminate between no answer and busy.</p> <p>The counter is reset after a successful call.</p>
Whisper: Whisper Group Name	x		x	When this option is activated, the group name will be whispered to agents when they answer calls. This can be important if agents are logged into more than one group: They receive information on what group calls are for.
Whisper: Group Name Prompt	x		x	Choose a prompt.
Whisper: Whisper Group Number	x		x	When this option is activated, the group number will be whispered to agents when they answer calls. This can be important if agents are logged into more than one group:
Whisper: Whisper Caller ID	x		x	<p>When this option is activated, the caller number will be whispered to agents when they answer calls. Note, this announcement can take some time as every digit is played individually.</p> <p>If the caller number is withheld, then this prompt will be skipped.</p>
Whisper: Always play status prompts	x		x	Status prompts are always played when agent functions are invoked by DTMF, however normally not when the agent uses functions which are invoked using SOAP or the web client. When a function is invoked by web client or SOAP, you can use this option to explicitly force the playing of the status announcements.
After Number Prompt: Back To Agent	x		x	This function is used for directory enquiry applications. The caller hears a prompt of the desired number (this is initiated by the agent), and can (if this option is selected) request to be transferred back to the agent by pressing a DTMF.
After Number Prompt: Call Forwarding	x		x	This function is used for directory enquiry applications. The caller hears a prompt of the desired number (this is initiated by the agent), and can (if this option is selected) request the call to be forwarded to the number by pressing a DTMF.
Transfer to Internal Destination (ACD-Groups, Agents): Maximum Ring Time (s)	x		x	Configure for how long the destination is allowed to ring when the agent transfers a call. Internal destinations are defined to be ACD agents and ACD groups.
Transfer to Internal Destination (ACD-Groups, Agents): Call Priority for Transferred Calls	x		x	When transferring calls to another ACD group, the call is placed into the queue of the target ACD group with a certain priority. This parameter determines the priority of that call. Choose a value between 0 and 1000.
Transfer to Internal Destination (ACD-Groups, Agents): Transfer Type	x		x	<p>Internal destinations are defined to be ACD agents and ACD groups. Choose one of the following methods for internal destinations:</p> <p><i>Blind</i> - the call is transferred without allowing agent 1 and the external destination, agent 2 or acd group 2 to talk with eachother. Agent 1 is disconnected from the call immediately, the caller is connected to the new (ringing) destination. If the new destination does not answer, the call is terminated. The caller is not reconnected with agent 1 or group 1.</p> <p><i>Transfer with query options</i> - the caller is placed on hold and hears music on hold, agent 1 is connected to the external destination, agent 2 or acd group 2, and can consult the new destination before transferring the call. The agent has the following options: — retrieve the caller during the call transfer attempt and resume the conversation or — transfer the caller to the destination (blind) using the transfer function. If agent 1 and the destination are talking, then one party remains in the call, the other party can simply hang up. The caller will then be connected to the other remaining party.</p> <p>Note: If the transfer type for transfer to external destinations is set to guided transfer, then this option cannot be selected for internal destinations, as all call transfers for the group must be performed using guided transfer.</p>
Transfer to Internal Destination (ACD-Groups, Agents): Prompt with no available destination	x		x	Here choose a prompt the agent listens to before being connected again to the caller.
Transfer to Internal Destination (ACD-Groups, Agents): Hint and audible tone with no available destination	x		x	If this option is activated, the agent listens to the information set in <i>voice prompt destination not available</i> before being connected again to the caller after a failed transfer attempt.
Transfer to Internal Destination (ACD-Groups, Agents): Continue transfer if caller hangs up	x		x	If this option is activated, forwarding to the internal destination will continue anyway. The forwarding agent then talks to the internal target.
Transfer to External Destintaion: Maximum Ring Time (s)	x		x	Configure for how long the destination is allowed to ring when the agent transfers a call. External destinations are defined as freely entered telephone numbers, or those mapped by synonyms.
Transfer to External Destination: Whisper for Guided Transfer	x		x	If guided transfer is selected as the call transfer option, you can select a prompt which is played to the destination (whisper prompt) when the destination is called. The whisper prompt is played to the new destination before the three party conference is started. The reason for this, is that in guided transfer the caller always remains connected to the agent, and so cannot consult the destination before the caller is connected.

Transfer to External Destination: Transfer Type	x		x	<p>Choose one of the following methods:</p> <p><i>Blind</i> - the call is transferred without allowing agent 1 and the external destination, agent 2 or acd group 2 to talk with eachother. Agent 1 is disconnected from the call immediately, the caller is connected to the new (ringing) destination. If the new destination does not answer, the call is terminated. The caller is not reconnected with agent 1 or group 1.</p> <p><i>Agent remains available until target has answered</i> - the call is transferred without allowing agent 1 and the external destination, agent 2 or acd group 2 to talk with eachother. Agent 1 should not hangup during the transfer operation. Agent 1 remains connected with the system, and hears a periodic tone, until such time as the call is answered by the new destination or the caller is reconnected to agent 1. The reconnection can be notified to the agent acoustically. If acoustic status notifications are disabled, the caller is reconnected to agent 1 after the maximum ring time has expired. The caller is only reconnected to the original agent if the new destination does not answer or is busy.</p> <p><i>Transfer with query options</i> - the caller is placed on hold and hears music on hold, agent 1 is connected to the external destination, agent 2 or acd group 2, and can consult the new destination before transferring the call. The agent has the following options: — retrieve the caller during the call transfer attempt and resume the conversation or — transfer the caller to the destination (blind) using the transfer function. If agent 1 and the destination are talking, then one party remains in the call, the other party can simply hang up. The caller will then be connected to the other remaining party.</p> <p><i>Guided Transfer</i> - call transfer without queuing. Using guided transfer, callers are never played musing on hold (during which time costs are incurred). The agent always remains connected to the caller. The caller hears (instead of music on hold) all pressed DTMF keys from the agent, and all menus, prompts and status messages played by the system. When the new destination answers, they are added to the call. A three party conference is thus created in which all parties can hear each other. The destination using this variant can be an acd group, an agent, an external destination or a synonym. When you select guided transfer, this option is automatically activated for internal destinations.</p>
Transfer to External Destination: Prompt with no available destination	x		x	Here choose a prompt the agent listens to before being connected again to the caller.
Transfer to External Destination: Hint and audible tone with no available destination	x		x	If this option is activated, the agent listens to the information set in <i>voice prompt destination not available</i> before being connected again to the caller after a failed transfer attempt.
Transfer to External Destination: Continue transfer if caller hangs up	x		x	If this option is activated, forwarding to the external destination will continue anyway. The forwarding agent then talks to the internal target.
Supervisor Monitoring: Request Supervisor		x	x	Select this option, if agents should be provided with a function in Agent Home, with which they can notify supervisors when they require help with a call. Supervisors can then connect to that call. This function is useful, when agents are unable to cope with a particular caller and require help.
Offline Parameters				
Post Call: Post Call Interval Inbound	x		x	Configure how long a post call interval is given to agents after a call, before they are available for handling the next call or media event. The post call interval can be ended by agents using the web or telephony (login logout) interface.
Post Call: Post Call Interval Outbound	x		x	Configure how long a post call interval is given to agents after an outbound call, before they are available for handling the next call or media event. The post call interval can be ended by agents using the web or telephony (login logout) interface.
Post Call: Post Call Interval Media Events	x		x	Configure how long a post call interval is given to agents after a media event, before they are available for handling the next call or media event. The Post Call Interval is valid for all media events, which are delivered to the User via the web application. Additionally, the Post Call Interval appears, when an email is delivered to the inbox of an agent via ACD, even if it was not delivered via web application. In this case, the email was delivered directly to the inbox of the agent.
Post Call: Additional Post Call Interval Web	x		x	Browser function usage: Configure how much additional post call interval is given to agents who extend the post call interval themselves, before the next call or media event is delivered.
Post Call: Maximum Post Call Interval Web	x		x	Browser function usage: Configure the maximum post call interval which can be given to agents after a call or media event, before they are available for handling the next call. If the agent has already used up this amount of time by repeatedly increasing the post call interval, then no further time will be granted.
Post Call: Additional Post Call Interval Phone	x		x	Telephone function access: Configure how much additional post call interval is given to agents who extend the post call interval themselves (by telephone), before the next call or media event is delivered.
Post Call: Maximum Post Call Interval Phone	x		x	Telephone function access: Configure the maximum post call interval which can be given to agents after a call or media event, before they are available for handling the next call. If the agent has already used up this amount of time by repeatedly increasing the post call interval, then no further time will be granted.
Shift Organisation: Daily Autologout Active		x	x	Activate this option to logout agents from the group automatically every day.
Shift Organisation: Execution Time		x	x	The time at which the autologout is performed
Shift Organisation: Work Break Slot Indicator %		x	x	<p>Here the setting for the Group Work Break Indicator is made.</p> <p>The number of available pause slots N is calculated in proportion to the number of agents logged in to the ACD group. If, for example, 10 agents are logged in and 50% is set as a value, the Group Work Break Indicator shows the following:</p> <ul style="list-style-type: none"> < 5 agents in pause: Green 5 agents in pause: Yellow: > 5 agents in pause: Red: <p>Note: A warning is displayed to agents which go into the break when the break light is red.</p>
Shift Organisation: Minimum Agent Logout Check Active		x	x	Activation / deactivation of the check
Shift Organisation: Minimum Agent Logout Check Count		x	x	Number of agents registered for examination

Supervisor Warnings: Email to Supervisor on Long Calls		x	x	<p>The supervisor is sent an email when agents stay in a call longer than a defined number of minutes (see below). The email contains data on the call (phone number and ACD group) and the beginning of the call.</p> <p>Clicking on Time Plan enables you to define one or more timetables associated with the generation of these emails. A new window opens which allows you to see existing time plans. Using Add you can create a new entry, Edit allows you to change an entry, and delete to remove it. Creating and editing new entries is performed using a popup window. The required fields are self explanatory. The email is then generated only within the set times. Outside the time setting no warnings and emails are generated. If no time plan is defined, the email is generated immediately when the event occurs.</p>
Supervisor Warnings: Minimum Agent Count (Email to Supervisor)		x	x	<p>The supervisor is sent an email when the number of agents logged into the group is equal to or less than the configured count. 0 deactivates the function. The message text can be changed using System Settings — Long Texts.</p> <p>Clicking on Time Plan enables you to define one or more time plans associated with the generation of these emails. A new window opens which allows you to see existing time plans. Using Add you can create a new entry, Edit allows you to change an entry, and delete to remove it. Creating and editing new entries is performed using a popup window. The required fields are self explanatory. The email is then generated and sent only within the set times. Outside the time setting no warnings and emails are generated. If no time plan is defined, the email is generated immediately when the event occurs.</p>
Supervisor Warnings: Email Supervisor when Service Level Falls Below (%)		x	x	<p>The supervisor is sent an email when the service level drops below the defined percentage. The measurements required are implemented every 60 seconds. Only when the service level reaches the defined threshold value again a warning can be triggered again that same day. Warnings to a certain ACD Group are triggered only during opening hours of the ACD Group.</p> <p>The selection of 0 deactivates this function.</p> <p>Clicking on Time Plan enables you to define one or more timetables associated with the generation of these emails. A new window opens which allows you to see existing time plans. Using Add you can create a new entry, Edit allows you to change an entry, and delete to remove it. Creating and editing new entries is performed using a popup window. The required fields are self explanatory. The email is then generated only within the set times. Outside the time setting no warnings and emails are generated. If no time plan is defined, the email is generated immediately when the event occurs.</p>
Supervisor Warnings: Email an Supervisor on No calls Within		x	x	<p>The supervisor is sent an email when no call reached the ACD Group within the defined time interval. Choose one of the following time intervals: Warnings to a certain ACD Group are triggered only during opening hours of the ACD Group.</p> <p>The selection of 0 deactivates this function.</p> <p>Clicking on Time Plan enables you to define one or more timetables associated with the generation of these emails. A new window opens which allows you to see existing time plans. Using Add you can create a new entry, Edit allows you to change an entry, and delete to remove it. Creating and editing new entries is performed using a popup window. The required fields are self explanatory. The email is then generated only within the set times. Outside the time setting no warnings and emails are generated. If no time plan is defined, the email is generated immediately when the event occurs.</p>
Callback Options: Confirm automatically created callback requests by SMS	x		x	By checking the box, an SMS is sent to the caller as a confirmation (with the specified text message in the Parameters tab) as soon as there is an automatically created callback event (e.g. a callback created by hanging up in the queue).
Callback Options: Confirm caller created callback requests by SMS	x		x	By checking the box, an SMS is sent to the caller as a confirmation (with the specified text message in the Parameters tab) as soon as a callback event created by the caller is present (e.g. a callback request created by leaving a callback request on hold).
Callback Options: Confirm agent created callback requests by SMS	x		x	By checking the box, an SMS is sent to the caller as a confirmation (with the specified text message in the Parameters tab) as soon as there is a callback event created by the agent (e.g. one created by leaving a callback request on hold).
Callback Options: Duplicate manual callback event prevention	x		x	Checking the box prevents duplicate callback events from occurring due to multiple calls.
Media Distribution: Minimum Free Time		x	x	Define here the length of the interval the agent is not involved in any conversation before he is assigned a new media event.
Media Distribution: Minimum Time between Events		x	x	Define here the length of the interval before a new media event is assigned to the agent. The first media event will be assigned only after the expiry of the period <i>Minimal phone intermission before distribution</i> .
Media distribution: Open Callbacks		x	x	<ul style="list-style-type: none"> On successful inbound call connect to agent, close all open callback requests for this ACD group. Close all open callback requests on successful inbound call connect to agent (across all groups) Do nothing, only display file (no callback requests will be closed).
Media Distribution: Redistribute Seen Voice Mails After Agent Logout	x		x	An already seen voice mail that has been distributed to the agent is reassigned to the distribution if the agent to whom the voice mail was originally distributed logs out.
Media Distribution: Redistribute Seen Faxes After Agent Logout	x		x	An already-seen fax that has been distributed to the agent is put back into the distribution if the agent to whom the fax was originally distributed logs off.
Media Distribution: Redistribute Seen SMS After Agent Logout	x		x	An already seen SMS distributed to the agent is re-added to the distribution if the agent to which the SMS was originally distributed logs off.
Media Distribution: Redistribute Seen Call Backs After Agent Logout	x		x	An already-seen callback sent to the agent is re-added to the distribution if the agent to which the callback request was originally distributed logs off.
Media Distribution: Redistribute Seen E-Mails After Agent Logout	x		x	An email that has already been sent to the agent will be redeployed if the agent to whom the email was originally distributed logs out.
Media Distribution: Redistribute Seen Tickets After Agent Logout	x		x	An already-seen ticket distributed to the agent is re-added to the distribution if the agent to whom the ticket was originally distributed logs out.
Statistic: Maximum One Transaction Code per Call	x		x	Per call, only <i>one</i> transaction code can be recorded
Statistic: Mandatory Transaction Code	x		x	<p>The agent <i>must</i> choose a transaction code for every call.</p> <p>In the supervisor views agents are shown with the status "TAC" as long as they have ended a call, but not yet recorded a transaction code.</p> <p>This option can only be used sensibly by agents who are using the web interface or the SOAP interface. The retroactive recording of transaction codes by telephone is not possible.</p>
Statistic: Automatic TC at the end of the Post Call	x		x	If the <i>Mandatory Transaction Code</i> is activated, here the standard transaction code must be defined, which is set automatically after the post call time of the agent.

Statistic: TC Display Options	x		x	<ul style="list-style-type: none"> Simple ____ select a transaction code in the list that appears after a call Category ____ select a transaction code in the categorized list that appears after a call Question —
Statistic: Service Level (s)		x	x	<p>This parameter determines the maximum time which should elapse between calls entering the system and being answered by agents.</p> <p>This value is used to calculate the service level percentages in the acd group. For example, if 20 seconds is configured here, a call is in service if an agent answers within 20 seconds of it entering the system.</p>
Statistic: Long Calls (m)		x	x	Define here the time interval (minutes) after which a call will be defined "long-term call".
Statistic: Minimum Logged In Agents for Display in Supervisor		x	x	This number defines the minimum number of agents that must be logged in to this group before the field in the supervisor display turns red when the number of registered agents drops below the defined value.
Statistic: Display in Aggregation Group when less than Minimum		x	x	Number of registered agents is displayed if the minimum number of agents is not reached
Transaction and result codes: Maximum one transaction code	x		x	When activated, only one TAC is allowed for selection.
Transaction and result codes: Mandatory entry of transaction code	x		x	<p>Here, the compulsory registration can be activated for the respective media.</p> <p>Note: If automatic post-processing is set up, the system waits until a TAC is entered!</p>
Transaction and result codes: Automatic TC at the End of Post Call	x		x	If a forced entry is activated and the automatic post-processing runs without a TAC being set, this TAC stored here is set automatically.
Transaction and result codes: TC Display options :	x		x	<ul style="list-style-type: none"> Single Questions Category
Transaction and result codes: Match Dialler Contacts on Incoming Calls (overrides Contacts)	x		x	When this feature is activated, Dialer contacts from outbound campaigns are searched.
Transaction and result codes: Result code for Dialler contact match (no TAC)	x		x	When this feature is activated, Result Codes are offered for selection instead of TAC.
In Service: Holidaylist	x		x	Here the holiday list is selected
In Service: Opening Times	x		x	Here the opening hours list is selected

Agents

Here you can add agents to the group and view / edit the existing agents.

In the table of agents the parameters are also shown. These can be changed using **Edit**.

Click on **Add** in the toolbar, to add more agents.

Provide the following information in the form:

Mapping Type		x	x	<p>You can choose from the following mapping types:</p> <p><i>Read only</i> — Users do not take calls for the group. This setting is useful for administrators and supervisors who do not take calls.</p> <p><i>Read Only (Invisible)</i> - the user does not take calls and is invisible for other users (agents and supervisors). I.e. this agent is not counted or listed in <i>Agent Home</i> and <i>Supervisor</i> and also not visible in any statistics. If you choose this option, the agent should not be logged into the system. If the agent is logged in, he or she should logout and log back into the system.</p> <p><i>Permanent</i> — users are automatically logged into the group when logging into the ACD.</p> <p><i>Reserve</i> — users are not automatically logged into the group when logging into the ACD. They can, however, login to the group as required.</p>
Supervisor		x	x	Activate this option, if the agent should be supervisor of the ACD group. Supervisors can view the groups for which they have supervisor rights on the page ACD - Supervisor and can use the additional supervisor functions. Other ACD groups are not displayed, not even those in which supervisors are normal agents.
Administrator		x	x	Activate this option, if the agent should be a group administrator. Administrators can edit the settings of the ACD group and agents.

Skill		x	x	On a scale of 0 to 100 (maximum) define what (general) skill the user has in this group. This setting is relevant, if calls are distributed to the group using a skill based algorithm.
Logout not possible		x	x	Activate this option, if the agent is not allowed to log out of the group. Agents with this setting can only logout of the ACD completely. This setting is usually used for multi channel agents.
Automatic Daily Group Logout		x	x	Activate this option, if the agent should be automatically logged out of the group every day. The setting for the automatic logoff can be found in the offline parameters.
Automatic Logout on Missed Calls		x	x	If this option is selected, agents are logged off when the number of missed calls (due to busy or no answer) exceeds the configured number of maximum missed calls. The configuration of the parameters for missed calls is performed on the Online Parameters tab.
Agents		x	x	<p>Here you can choose the agents you want to assign to a group. In brackets after the agent name and the agent number the existing group assignments of the user are displayed.</p> <p><i>P</i> - User is assigned to one or more ACD Groups <i>permanent</i>.</p> <p><i>R</i> - User is assigned to one or more ACD Groups as <i>reserve</i>.</p> <p><i>L</i> - User is assigned to one or more ACD Groups as <i>read only</i>.</p> <p><i>L</i> - User is assigned to one or more ACD Groups as <i>read only</i>.</p> <p><i>R</i> - User is assigned to one or more ACD Groups as <i>reserve</i>.</p> <p><i>R</i> - User is assigned to one or more ACD Groups as <i>reserve</i>.</p> <p>With the function <i>Edit</i> this information is displayed as the field <i>overall group assignment</i>.</p>

Skill Adjustment

This tab is used to setup status dependent changes to agent skill levels. This is useful, for example, to control the number of calls agents receive when in particular status.

Example: When agents are in status *Email Processing*, you want them to receive less calls. If the skill level is reduced to 8 (instead of 80), the agent will only receive calls, when most other agents are not available - i.e. when the group is very busy.

Use *New* in the toolbar to create a new skill adjustment. The fields in the popup are used to define the values for the skill adjustment. Decide whether you would like to use a fixed skill value (0-100) or whether the actual agent skill value should be corrected by a factor between 0.00 and 1.00. The fixed skill values are chosen in a dropdown, the factor is entered into the field. Examples: Factor 1 means no change, factor 0.5 halves the skill level, factor 0.1 reduces the skill level to one tenth. The factor is also used to reduce the skill level.

Existing skill adjustments can be altered using **Edit** and removed using **Delete**.

Text Blocks

Rules

Here you can add rules to the group and view / edit the existing rules.

Rules are criteria, on which actions are performed in the call flow, if calls are not routed directly to agents using the standard call flow. Rules are linked to events such as a full queue and are activated by time constraints and priority. You can define as many rules for a group as you like.

In a rule the check point is configured to which the rule applies, and the action which should be performed is configured. Refer to the explanatory notes in sections [Call Flow](#) and [Check Points](#).

Rules are activated at certain times. You can choose between several different type of time interval.

Rules can be connected to values of cockpit variables. This is useful, for influencing routing using external applications.

In the table of rules the most important parameters of the existing rules are shown. Rules can be changed using **Edit** and removed using **Delete**, and with **Deactivate** they can be temporarily taken out of action. Deactivated rules may be reinstated using **Activate**.

Click on **Add** in the toolbar, to add more rules.

The form initially shows only some fields. Depending on the options selected, more fields will become visible. The following table discusses all available fields.

Name	x		x	Name of the rule Choose a name which fits what you are going to do with the rule
Checkpoint	x		x	Choose the event or state to which this rule should apply. An overview of all available checkpoints can be found in the section Checkpoints .
Within Interval	x		x	Specify the days, hours, minutes and seconds, during which a caller should be deemed a re-dialer.
Rule Weight	x		x	If more than one rule applies at a checkpoint, then the rule with the highest priority will be used. Rules with the same priority are sorted alphabetically. Choose a value between 0 and 1000.
Voice Prompt	x		x	Choose an existing or define a new prompt. This prompt is played, when the rule, i.e. the action associated with it, is executed.

Active	x		x	If this option is selected, the rule is active. Only active rules are evaluated.
Delayed Rule Activation	x		x	Activates delayed activation of group rules
Rule activated at earliest (s)	x		x	A time constraint can be added to the rule.
After the following point in time	x		x	<p>This can be based on the time elapsed since:</p> <ul style="list-style-type: none"> • Call Start • Call Connect • Group Start (first group) • Group Start (this group) • Queue Start (first group) • Queue Start (this group) <p>In this way, rules can be activated only when a specific amount of time has elapsed based on one of the timestamps above.</p> <p>If rules are activated after a point in time in the call flow, they will not be executed when the group check point is passed, unless the specified time interval has elapsed. Specifying 0 is equivalent to not specifying a delay, i. e. the rule will be immediately activated. The rule will also not be activated if the group checkpoint is not passed.</p>
Conditional Rule Activation	x		x	Activates conditional activation of group rules
Variable	x		x	<p>A logical constraint can be added which must be true if the rule is to apply. The constraint can be ANY variable supported by the IVR, or the following variables if direct entry to the ACD was made:</p> <p>\$acd_configuration_groups_id \$acd_servicenumber_skillsID1 \$called \$caller \$caller_areacode \$caller_landline \$caller_mobile \$caller_nielsenarea \$caller_priority \$caller_postcode1 \$caller_postcode2 \$caller_postcode3 \$caller_statename \$caller_vehicleregistration \$countrycode \$ddi \$languages_id \$languages_iso_code \$servicename \$servicename2 \$servicenumber \$testcall \$weekofyear</p>
Condition	x		x	<p>The following Operators are provided:</p> <p>str == str <> str left == str left <></p> <p>Hint: The "left" operators allow for partial matching.</p>
Comparison Value	x		x	Specify a variable, for example \$caller or \$caller_postcode1. The comparisons str left == (equal) and str left <> (unequal) will use partial matching. For example \$caller str left == 49 will be true for any caller from Germany.
Check Cockpit Variable	x		x	One cockpit variable can be checked per rule. For example if you use a counter, then rules can be activated when this counter reaches a certain value. Cockpit variables are defined using System Settings - Cockpit Variables .
Cockpit Variable	x		x	The variable which should be used in the comparison.
Value	x		x	The value part of the cockpit variable which should be checked. Here you can select the value itself, or various counter values for various time periods.

Operator	x		x	<p>Determine the type of comparison. All comparisons are performed numerically. Values which are not numerical are treated as 0. You can choose from the following comparison types:</p> <p><i>num</i> == — Check for equality</p> <p><i>num</i> != — Check for inequality</p> <p><i>num</i> <= — Check for less than or equal to</p> <p><i>num</i> < — Check for less than</p> <p><i>num</i> >= — Check for greater than or equal to</p> <p><i>num</i> > — Check for greater than</p> <p>weniger als</p> <p><i>num</i> >= — Prüfung auf größer Gleich</p> <p><i>num</i> > — Prüfung auf größer als</p>
Compare with	x		x	The value which should be used in the comparison. All comparisons are performed numerically. Values which are not numerical are treated as 0.
Time Type	x		x	Choose the time slot, during which the rule should apply. Depending on the option selected, more fields will become visible to specify the time type. You can choose between <i>Always</i> , <i>Closed</i> , <i>From to absolute</i> , <i>On holidays</i> , <i>On weekdays</i> , <i>Opened</i> .
Time from	x		x	For the time types <i>Holidays</i> and <i>Weekdays</i> the time from which the rule should apply can be specified here.
Time to	x		x	For the time types <i>Holidays</i> and <i>Weekdays</i> the time until which the rule should apply can be specified here.
Holiday List	x		x	The list of holidays for the time type <i>On holidays</i> is configured here.
Opening Times	x		x	For the time types <i>Opened</i> and <i>Closed</i> the opening times list which should be used is specified here.
Date, Time from	x		x	For the time type <i>From to absolute</i> the start date and time is specified here.
Date, Time to	x		x	For the time type <i>From to absolute</i> the end date and time is specified here.
Weekdays	x		x	For the time type <i>On weekdays</i> here you setup on which days the rule should apply.

Action to Execute	x		x	<p>Here you setup what action should be executed when the rule is selected.</p> <p><i>Prompt List</i> — A list of prompts is played. After the list of prompts the system will (depending on the setting) continue the call flow.</p> <p><i>Hangup</i> — the call is terminated after playing an optional prompt.</p> <p><i>External Destination</i> — the call is forwarded to an external destination.</p> <p><i>Receive Fax</i> - a fax is received and processed according to the set parameters.</p> <p><i>Change Parameter</i> - a parameter is changed according to the settings provided.</p> <p><i>Request Callback</i> / Request Callback 2 / Request Callback 3- the caller can request to be called back. If you move the mouse over the question mark, you can see the call flow associated with this action. This helps, when choosing the files to play for each prompt.</p> <p>Book callback or voice mail - If the caller sends a valid call number (not suppressed), he/she can choose between leaving a callback request (DTMF: 1) or leaving a voice mail (DTMF: 2). If the caller does not send a valid call number, he/she is only offered the option Leave voice mail. You can view the call flow by moving the mouse over the question mark.</p> <p><i>Overflow to Group</i> — the call is transferred to another ACD group.</p> <p><i>Voice Mail</i> — the caller is given the opportunity to leave a voice mail message. If you move the mouse over the question mark, you can see the call flow associated with this action. This helps, when choosing the files to play for each prompt.</p>
Voice Prompt	x		x	Choose a voice prompt which should be played. Using the ellipsis button a prompt can also be created. The prompt is played before the associated action is executed.
Hangup with Cause 16	x		x	Normally, the system will hangup using cause 17 and cause 16. Cause 17 is used, when the system has not yet gone offhook and taken the call (for example, when cost free queueing is used). Cause 16 is used after the system has gone offhook. The option Hangup with Cause 16 causes cause 16 always to be used, even before the system has taken the call. This prevents re-routing when the system is used in combination with cost free queueing and IN functionality.
Prompt 1 to 3	x		x	Here you determine the prompts which will be played as part of the action <i>Prompt List</i> .
Hangup after Prompt	x		x	If this option is selected, the call is terminated after the prompts are played. Otherwise the system continues on in the call flow.
Prompt (External destination)	x		x	Here you determine the announcement that should be heard before the connection is established with the external destination.
External Phone Number	x		x	The external phone number to which the system should connect the call. Further external numbers can be added using the ellipsis button.
Maximum ringing time (s) (External destination)	x		x	This parameter is the maximum amount of time the external destination is allowed to ring for, before the call is terminated.
Fax distribution via ACD (receive fax)	x		x	Activate this option, if the fax should be distributed via the ACD amongst agents who are logged in with status fax. Events are always distributed according to the longest idle algorithm.
oder sende Fax an (Fax empfangen)	x		x	Choose an email address to which the fax should be sent. The ellipsis button can be used to create a new email address.
Parameter (Parameter ändern)	x		x	<p>Select the parameter to be changed. You can choose between the following parameters:</p> <p><i>Call Priority</i> - change the current priority of the call.</p> <p><i>Post Call Interval</i> — change the post call interval for the call.</p>
Function (change parameter)	x		x	The type of change to be performed. You can choose between Increase Value by, Decrease Value by, or Set Value To.
Value (change parameter)	x		x	The value by which the change should be applied. Depending on the parameter a value in hours:minutes:seconds or a number must be specified.
Prompt*Introduction callback* (call back)	x		x	This prompt is played in the corresponding position in the call flow when a call back is requested. See also the diagram below this table.

Prompt"Existing or new telephone number" (call back)	x		x	This prompt is played in the corresponding position in the call flow when a call back is requested. See also the diagram below this table.
Prompt "Enter new telephone number" (call back call)	x		x	This prompt is played in the corresponding position in the call flow when a call back is requested. See also the diagram below this table.
Prompt "Confirm phone number" (call back call)	x		x	This prompt is played in the corresponding position in the call flow when a call back is requested. See also the diagram below this table.
Prompt "Callback booked" (call back)	x		x	This prompt is played in the corresponding position in the call flow when a call back is requested. See also the diagram below this table.
Prompt "Error and Goodbye" (call back)	x		x	This prompt is played in the corresponding position in the call flow when a call back is requested. See also the diagram below this table.
Callback distribution via ACD (call back call)	x		x	Activate this option, if the callback request should be distributed via the ACD amongst agents who are logged in with status callback. Events are always distributed according to the longest idle algorithm.
or send message (call back)	x		x	Choose an email address to which the callback request should be sent. The ellipsis button can be used to create a new email address.
Prompt"Introduction" (call back call or voice mail)	x		x	This prompt will be played in any case. That even if the caller does not send a valid phone number. Compare this to the position in the call flow
Prompt "Callback or message" (call back call or voice mail)	x		x	This prompt is played when the caller sends a valid phone number and thus has the choice between call back and voice mail left.
Prompt before recording (call back call or voice mail)	x		x	This prompt will be played before recording after choosing to leave the voice mail path.
Beep before recording (call back call or voice mail)	x		x	Before recording the voice mail, another prompt can be stored here. Often a signal tone is deposited here.
Prompt after recording (call back call or voice mail)	x		x	This prompt will be played after the successful recording of the voice mail.
Prompt "Callback booked" (call back call or voice mail)	x		x	This prompt is used at the corresponding position in the call flow when posting a callback. See also the graphic following the table.
Maximum recording time (s) (call back call or voice mail)	x		x	Maximum duration of recording in seconds. After this time, the recording is canceled.
Quiet to quit (ms) (call back call or voice mail)	x		x	Here you determine after how many milliseconds silence on the part of the caller the recording is terminated by the system.
Minimum recording length (s) (call back call or voice mail)	x		x	Minimum duration of recording. If not reached, the recording will not be saved.
Distribution via ACD (call back call or voice mail)	x		x	Enable this option if you want the callback request to be distributed according to the rules for the ACD group, i. to agents who are logged on for this task. It is always distributed according to the criterion Longest-idle.
or send to (book callback or voice mail)	x		x	Selection of an e-mail address to which the callback request is to be sent. The button can be used to add more e-mail addresses.
ACD standalone / configuration group (overflow to group)	x		x	Selection of a group in case of overflow. You can either choose a standalone group or a configuration group here.
Call Priority (overflow to group)	x		x	The priority given to the call when the call is transferred to another group. Values from 0-100. -1 = do not change call priority in new group.
Entry point (overflow to group)	x		x	Choose an entry point into the call flow of the destination group.
Announcement before recording (voice mail)	x		x	Choose a voice prompt which should be played before the voice mail recording is started. The ellipsis button can be used to create a new prompt. See also the diagram below this table.
Beep before recording (voice mail)	x		x	Choose a voice prompt which should be played as a beep before the voice mail recording is started. The ellipsis button can be used to create a new prompt
Prompt after recording (voice mail)	x		x	Choose a voice prompt which should be played after the voice mail recording is completed. The ellipsis button can be used to create a new prompt. See also the diagram below this table.
Maximum recording time (s) (voice mail)	x		x	The maximum time for the recording in seconds After this time has expired, the recording is terminated.
Quiet to quit (ms) (voice mail)	x		x	The time in milliseconds during which the caller must be silent before the recording is stopped.
Minimum recording length (s) (voice mail)	x		x	The minimum time for the recording in seconds. If this time is not reached, the recording is discarded.
Voice mail distribution via ACD (voice mail)	x		x	Activate this option, if the voice mail should be distributed via the ACD amongst agents who are logged in with status voice mail. Events are always distributed according to the longest idle algorithm.
or send voice mail (voice mail)	x		x	Select an email address to which the voice mail should be sent. Further external numbers can be added using the ellipsis button.

Synonyms

[Click here for a detailed description of Synonyms](#)

Transaction Codes

[Transaction Codes](#) are used to flag calls.

Using **Add** you can add an existing transaction code to the group, and assign a DTMF code the agent can use via the IVR menu. You can edit Transaction Codes using the main menu **ACD - Transaction Codes**. Only the transaction codes which are listed here, can be used by agents in Agent Home, by DTMF or via the SOAP interface.

The mandatory recording of transaction codes can only be used sensibly by agents who are using the web interface or the SOAP interface. The retroactive recording of transaction codes by telephone is not possible.

Copying Rules

You can use Copy in the toolbar to copy rules from another group. This saves a complete re-definition of all rules. Provide the following information:

Copy Rules from Group	The source group from which you wish to copy the rules
Overwrite Existing Rules	Activate this option if the existing rules in the group should be overwritten.

After entry click on **Continue**. You can then edit the copied rules.

Note that you may need to configure further settings such as an email address or destination number to use certain action types.

ACD Group Parameters

Parameters

ONLY FROM VERSION 3.26 OR HIGHER

Parameters can be used to influence the way an ACD group operates.

Go to [group parameters](#) to find out which parameters can be added to your ACD groups.