

Contact Class

Contact classes are used to prioritise calls within the ACD. They can be used for classification purposes, but also can have influence on the routing in the system.

Choose **System Settings - Contact Classes** in the main menu, to view the table of existing contact classes.

Use **New** in the toolbar to create a new contact class. Entries can be changed by selecting **Edit** in the **Action** column. Provide the following information:

Name	The name of the contact class.
Modify Priority	Change the priority assigned to callers of this contact class. Values from -100 to +100 seconds, in steps of 5.