Edit Service Numbers

Callers to the call center dial one or more service numbers.

When you configure your ACD you must associate service numbers with a routing application which is assigned to the ACD system. For the ACD, the following applications are important (the exact naming may vary from system to system):

- *ACD Group* — for the distribution of calls to ACD groups.
- *ACD Telephone Agent Login Logout* — for logging agents in and out of the system, and for telephony control of agent funtions.

Further information on this subject can be found in the section [Service Numbers](#).