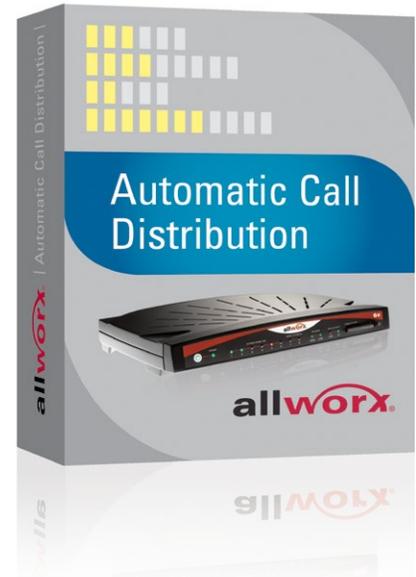# Automatic Call Distribution

Allworx Automatic Call Distribution is a robust call center solution for the 6x and 48x, allowing you to distribute queued calls in linear priority, round robin, longest idle and ring all styles — whatever your call center needs!

An unlimited number of supervisors can instantly manage the important configurations of each call queue while also tracking an array of statistics on the performance of both individual agents and individual queues.

Diverse distribution methods

Allworx Automatic Call Distribution (ACD) supports three different ACD style call distribution methods, as well as one traditional style call distribution method.

ACD distribution methods

▶ **Linear priority** – Also known as Favorite Agent, distributes calls based on a strict linear ordered priority as determined by the queue administrator. As each call comes in, it is distributed to the first user on the list who is logged in and available.

▶ **Round robin** – Distributes calls in a circular manner to each logged in user so that the same quantity of calls is distributed to each. If the next agent scheduled to service a call is already busy when their turn comes up, their place on the list will be adjusted downward so that it is the first one attempted for the next available call. This mode is popular for queues which require distributing equal numbers of calls to salespersons.

▶ **Longest idle** – Distributes calls in a fashion that assures all logged in users spend approximately the same amount of time on the phone. This mode is popular for service and support queues where all agents have the same capability set and it is desired that the workload is shared evenly among all agents in the queue.

Traditional distribution method

▶ **Ring all** – Rings all stations logged into a queue simultaneously if there are any callers pending in the queue.

ACD Admin screen

Supervisor Management screen

Flexible queuing options

Automatic Call Distribution supports up to 10 queues with 16 calls per queue and 64 calls across all queues at any time when using an Allworx 48x or 10 queues of 8 calls per queue and 16 calls across all queues at any time when using an Allworx 6x.

▶ **Visual indicators** – Allworx phones can use a single Programmable Function Key (PFK) or dedicated PFKs to indicate the status of the queue(s).

▶ **Custom greetings** – Record your own custom initial and reminder greeting for each queue.

▶ **Wait notification** – Callers in queue will hear relaxing system hold music (customer provided) or a custom message played at programmed intervals.

▶ **Descriptive queue names** – Assign each queue a descriptive name to identify which queue is ringing on your phone, making answering correctly a breeze.

▶ **Programmable function keys** – For agents, Allworx phones can be set so that specific keys light up to represent specific call queues, making it easy to identify which queues they are servicing. For maximum flexibility, users can also use these keys to log in and log out of their assigned queues, or log in to specific queues from a single ACD login key.

▶ **Alert settings** – Any phone can be set to alert queue conditions differently with yellow and red alerts, as well as with an alert tone, after callers have exceeded a user-specified wait time or a set number of calls is reached in queue. If the wait time becomes too long, or too many calls are in queue at any given time, help is just a key-press away.

Call queue statistics

Track detailed statistics on the performance of individual agents as well as on each call queue within the system. Statistics can be monitored in real time, after the fact, or exported into Microsoft Excel. This ability to track statistics allows you to identify unique calling trends within your call center and thus better manage your call distribution and tracking.

▶ **Per queue statistics**
  – Total agent time
  – Total call time
  – Call efficiency
  – Average time to service
  – Collection period
  – Received
  – Serviced
  – Abandoned (short)
  – Abandoned (long)
  – Abandoned (total)
  – Exit key pressed
  – Timed out
  – Call volume
  – Total wait time
  – Longest answer time
  – Maximum calls in queue
  – Average hold time before abandoned

▶ **Per agent statistics***
  – Average call time
  – Serviced calls
  – Missed calls
  – Total service time
  – Average service time
  – Average answer time
  – Longest answer time
  – Total time logged into queue
  – Load factor

  * Per agent statistics are only available for agents in queues utilizing an ACD distribution method.

Dynamic management

All queues within the system are overseen by an administrator while each individual queue is managed dynamically by a defined supervisor through a user-friendly software interface. Settings are configurable on a per queue basis. They include, but are not limited to, the following:

▶ Choose between three ACD distribution methods, including linear priority, round robin and longest idle, or the traditional ring all distribution method.

▶ Assign each queue a descriptive name.

▶ Add, remove and sort agents eligible for a queue.

▶ Set the interval, in seconds, to wait between status update messages played for callers waiting in a queue.

▶ Determine whether a call is routed to another queue, sent to an Auto Attendant, sent to a specific extension, or sent to a specific voicemail box once it reaches the maximum queue wait time.

▶ View, export or reset the tracking statistics for each agent associated with each ACD-enabled queue.

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