



Automated Call Distribution

ACD is designed to reduce the time callers are on hold before reaching a CSR. Businesses that want easy access to recordings from their agents will also benefit from this service.

How It Works

When calls are routed to ACD from the network switch, ACD answers the call and interacts with the caller. It determines how to route the caller and provides the conferencing and recording functionality. The APMax Web Server delivers the Agent Call Manager and Supervisory Summary Screen through IP.

Key Features of ACD

- Agents and supervisors can work remotely.
- Supervisors can monitor in-progress calls.
- You can send recordings to a secure FTP site for historical access.
- Integration with APMax Unified Messaging and Auto Attendant services is available.
- Agents and Supervisors can download recordings for up to 28 days.
- Call Park and Pickup are available options.

Customize Call Center to Department Level

With ACD, you can create as many departments as needed with a custom greeting for each department. Configure the overflow feature if you need certain departments to assist during peak traffic times.

Queue and Contact Management Features

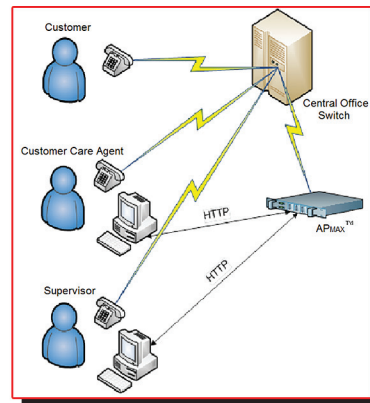
- ACD call centers can be configured to announce what position a caller is in the queue.
- Queue Escape lets callers choose call back, voicemail, main menu, and new agent options.
- Editable contact lists are available through the Call Manager.
- Agents and Supervisors can listen to and download recordings and APMax voicemail from the Call Manager.

Agent Console

The agent console is an HTML5 URL that indicates availability, interacts with the supervisor, and provides information on incoming calls including Call Group and Caller ID Display which could include the caller's name.

Agents have multiple transfer and hold options to efficiently handle the inbound call traffic.

Automated Call Distribution



"If one rep is doing a really good job of selling, we can take their recording and share it with others; this has been very beneficial for us."

Patrick Scully, Marquette-Adams Telephone, Oxford, WI

Agent Phone Sharing

With the APMax ACS and Hot Desking option, different agents can share the same phone and log in with their personal settings and Call Manager.

