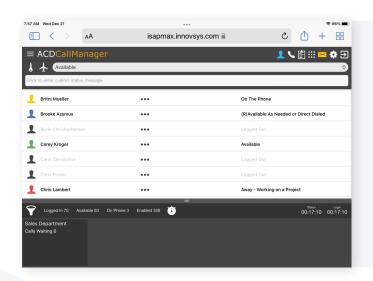


Automated Call Distribution

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.
- Central Reporting option delivers scheduled reports and integrates with MS Power BI.

Agent Console

The agent console 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.