



ACD for Call Centers

Supervisor Features

- Alternate Group Assignment
- Call Monitoring
- Calls In Queue Status Display
- Calls in Queue Threshold
- Forced RAN for Transferred CO callers
- Guaranteed Message Announcement
- Incoming CO Direct Ringing
- Member Status Display
- Monitor with Barge-In - optional software required
- Overflow Station Assignment
- Overflow Station Forwarding
- PC/ACD Interface for Discovery ACD Reporting
- Primary and Secondary Agent Assignment
- Primary and Secondary RAN Assignment
- Print ACD Group Parameters
- Programmable Groups - up to 16
- Recorded Announcements (RANs) - up to 8
- Stations per Group - up to 252
- Supervisor Station Assignment

Customer Service Features

- Announce Average Call Duration
- Announce Place in Queue

Agent Features

- Agent Recall
- Available/Unavailable Status
- Call Qualifier Code
- Calls In Queue Status Display
- Help request to supervisor
- Login/Logout Primary and Secondary Groups
- Overflow Available/Unavailable Status
- Zap Tone for Headset Mode

Vodavi ACD System Software

Vodavi's ACD (Automatic Call Distribution) system software is an optional addition to our basic system software. ACD system software allows organizations to realize increased productivity and customer service while decreasing operating expenses in call center environments. ACD accomplishes this by automatically routing callers relative to an organization's needs and abilities.

Build a Custom Call Center

Because every call center is unique in its size and levels of agent expertise, Vodavi's ACD system software is totally flexible. With ACD capability, supervisors are given total control of how calls are processed within their organization. Group assignments, primary and secondary agent assignments, RANs (Recorded Announcements) and timers can all be programmed by the supervisor/s to create a custom call center that addresses the time, skill level, communication and customer service needs of an organization.

Manage Your Call Center with Real-time Statistics and Historical Reporting

Vodavi's ACD system software is designed to interface with a PC to capture and report call center statistics. For real-time statistics, Discovery ACD^{Lite} allows supervisors and agents to display up-to-the-minute call center statistics and send messages to each other on their PC Screens. For historical reporting and forecasting, Discovery ACD^{Plus} offers a host of reporting features. Read more about these powerful software packages on the following pages.

ACD Timers

- Guaranteed Message Timer
- Message Interval Timer
- No-Answer Recall Timer
- No-Answer Retry Timer
- Overflow Timer
- Ring Timer
- Wrap-up Timer