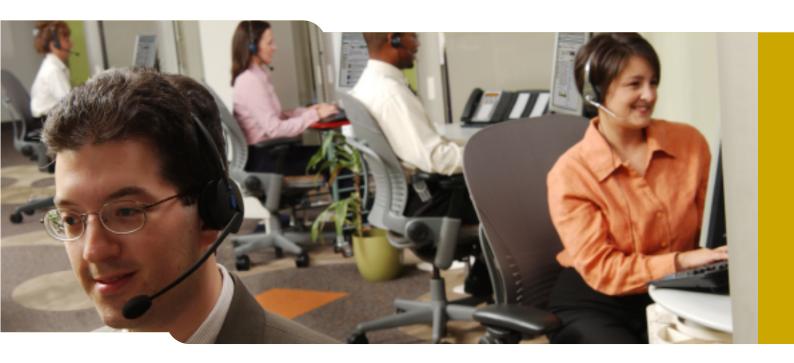# Enterprise | Automatic Call Distribution

Mitel Networks Enterprise Automatic Call Distribution

As a contact center manager, customer service-level commitments are critical to achieving enterprise goals. Meeting those commitments is your daily, hourly and even minute-by-minute challenge. Achieving those goals means ensuring the equal distribution of incoming calls to the most appropriate group of agents based on the type of information or service required.

Mitel Networks' Response

Mitel Networks™ Automatic Call Distribution (ACD) is an advanced automatic call distribution (ACD) feature package that is fully integrated with Mitel Networks enterprise communications platforms, Mitel Networks SX-2000® Light and Mitel Networks 3300 Integrated Communications Platform (ICP), providing the capabilities for:

- Routing calls to the most appropriate group(s)
- Queuing and prioritization of callers
- Distributing calls fairly within a group – longest idle or highest skilled
- Automatically re-routing or expanding the availability of agents based on current queue conditions
- Networking multiple contact centers together
- In queue messaging
- Controlling after hours service

Mitel Networks' Benefits

Mitel Networks ACD delivers the power and performance required in the most demanding contact center environments by providing:

- Cost-effective use of pooled resources
- Improved customer service by delivering consistent process and service
- Call distribution based on the caller's need
- Even distribution of the workload
- Reduction in communication costs

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Summary

Enterprise ACD Summary	**On the SX-2000 Light, ACD supports up to:**
	• 2100 agent IDs
	• 350 agents logged in per node at one time
	• 256 paths (queues)
	• 64 agent groups
	   - 150 agent IDs per group @ 64 agent groups
	• 32 agent groups
	   - 500 agent IDs per group @ 32 agent groups
	
	On the 3300 ICP, ACD supports up to:
	• 1181 agent IDs
	• 150 agents logged in per node at one time
	• 256 paths
	• 64 agent groups
	   - 150 agent IDs per group @ 64 agent groups
	• 32 agent groups
	   - 500 agent IDs per group @ 32 agent groups

SX-2000 Light Supported Phones	• Mitel Networks Superset 4015 (agents only) • Mitel Networks Superset 4025 • Mitel Networks Superset 4125 • Mitel Networks Superset 4150
3300 ICP Supported Phones	• Mitel Networks 5215 IP Phone (agents only) • Mitel Networks 5220 IP Phone • Mitel Networks 5240 IP Phone • Mitel Networks Superset 4015 (agents only) • Mitel Networks Superset 4025 • Mitel Networks Superset 4150

Feature	Description	Benefit
Core Features		
ACD Path (Queue)	Guides incoming calls through the system according to customized routes programmed for a wide variety of calls. Defines all information required for each type of call, including how the system will handle queued callers and which grouping of agents will be allocated the calls. Supports up to 256 ACD queues, including one primary agent group and three overflow agent groups per queue.	Optimize pooled resources to achieve a more cost-effective workflow. Deliver consistent process and service.
Path (Queue) Priority	Each queue is assigned a priority level in the range of one to 64, with one being the highest.	Reduce communication costs and improve customer service with reduced call queue times. For example, a queue receiving expensive incoming calls – such as collect long distance – can be assigned as a high-priority queue so those callers get answered first.
Agent Groups	Supports up to 64 different agent groups to handle incoming ACD traffic. An agent group consists of a logical grouping of agents trained for supporting a particular line of business.	Ensure each call gets to the best available resource to meet the caller's needs. Shorten training time and create career path opportunities.
Call Flow	If multiple agents are free when an ACD call is presented to a group, the system sends the call to the longest idle agent.	Spread workload evenly among the agents.
Overflow	Supports up to three overflow groups per queue to provide backup resources to the primary answer group. Calls that overflow maintain their position in queue in the prime agent group and all overflow groups. Agent group overflow timers determine how long a call waits before overflowing.	Minimize call queuing time by defining back-up resources for the primary agent groups, thereby ensuring the call is answered as fast as possible, reducing network costs and caller frustration.
Predictive Overflow	Determines whether a newly queued call should be immediately overflowed to the overflow group. If the system predicts that a call will not be answered before the overflow timer expires, the call is immediately overflowed.	Minimize call queuing time by defining back-up resources for the primary agent groups, thereby ensuring the call is answered as fast as possible, reducing network costs and caller frustration.

Feature	Description	Benefit
Core Features, cont'd		
Interflow	A time-based or load-based feature that takes an ACD call out of the queue and routes it to an alternate answer point (for example, a higher priority queue, voicemail, attendant or extension). A call that interflows to another queue adopts the priority of the new queue and does not look back to the original queue.	Help get the call answered as fast as possible thereby reducing caller frustration and abandons.
Dial out of Path (Queue)	If a caller chooses not to continue holding for an agent between recorded announcement while listening to music on hold, dial out of queue allows the caller to choose to be rerouted to an alternate answer point as programmed on the switch.	Allow callers to control their own choices, and thereby reduce abandon rates. Rather than losing business, provide options in case a caller does not have time to wait.
Path (Queue) Unavailable	When a queue is unavailable, calls can be routed to an alternate answer point such as an attendant, valid extension, voice mail, recorded announcement device, an ACD queue or a system speed call number.	Give supervisors choice in how to handle after hours, vacation days and more.
Unavailable Agent Group	A call directed to an unavailable agent group is not queued and is immediately overflowed or interflowed.	Reduce caller wait time, frustration and abandons.
Agent No Answer Handling	An agent who fails to answer a call within a programmed amount of time is automatically logged out of ACD. The call is then re-queued at a higher priority.	Reduce caller wait time, frustration and abandons.
Recorded Announcements	Up to four recorded messages and their relative start times can be defined per queue for callers in the queue. The queue also specifies whether the last programmed recording is repeated and, if so, at what interval it is repeated.	Increase caller tolerance to wait times. Provide general information at a lower cost. Create a "good" abandon – callers may get the information they needed from the recorded announcement.
Music On Hold	Between each recording on an ACD queue, the incoming caller, by default, listens to the system music source.	Increase caller tolerance to wait times. Let callers know the line is still active.
Silent Monitoring	Allows a supervisor to listen to calls answered by an ACD agent or agent group. The agent and caller do not hear the supervisor; however, the agent's telephone display may indicate that a call is being monitored. At anytime during the silent monitor the supervisor can conference into the monitored conversation and take over the call or assist the agent if need be.	Assess quality and provide real-time coaching or training.
ACD Telephone Features		
Logging In & Out	With a valid agent ID, an agent can log in at any ACD telephone.	Maximize space / agent mobility – more than one shift can share the same desk. Use as a punch clock to track shifts.
Calling an Agent	Dial the agent by ID number.	Enable mobile agents by calling the agent ID rather than by phone extension.
Work Timer	A programmable time period after each call that enables an agent to complete required tasks prior to receiving their next ACD call.	Allow agents to fine tune their own performance by giving them a set time to complete paperwork and wrap up other activities before accepting another call, thereby reducing agent frustration.

Feature	Description	Benefit
ACD Telephone Features, cont'd		
Make Busy with Reason Codes	Ensures an ACD extension will not receive an ACD call when an agent is unavailable.	Allow agents to complete required work before receiving any additional calls.
	ACD agents can enter a reason code when phones are put into a make busy state.	Accurately track all agent non-phone activity.
Threshold Alerting	Provides audible and/or visual indication to supervisors and agents of the current workload condition for their queue.	Let supervisor/agents know if they are not meeting service level requirements, and enable them to make proactive changes.
Displaying Queue Status	ACD-enabled telephones include a queue status key to view the group name, the number of active agents in the group, the number of calls waiting in the group queue and the length of time the longest call has been waiting.	Help agents improve by providing current status information. Enable agents to make informed decisions about how to use their time.
Help Key	Enables agents to request that a supervisor monitor the call. (Not available on the Superset 4015). At anytime during the silent monitor the supervisor can conference into the monitored conversation and take over the call or assist the agent if need be.	Allow agents to request help without disrupting a call. Supervise call progress to get an unbiased opinion of problems.
Optional Features		
Skills-Based Routing *(Optional on the SX2000 & Standard on the 3300 ICP)*	Each agent in a group is assigned a skill level (from one to 255). Agents appearing in more than one group may be assigned a different skill level for each group. Calls to a group are routed to the most skilled available agent. If agents of equal skill are available, the call is routed to the longest idle agent.	Ensure each call gets to the best available resource to meet the customer's needs. Shorten training time and create career path opportunities.
Networked ACD *(Optional on the SX2000 & Standard on the 3300 ICP)*	Enables incoming calls to be simultaneously queued against local and/or remote agent groups within a queue. This allows multi-site customers to design call routing schemes that take advantage of and optimize all their call handling resources and locations.	Optimize call flow between sites to minimize bandwidth / telecom costs. Lower operating costs by allowing access to agents at multiple sites. Maintain or improve customer service by extending hours of operation, increasing market coverage without adding staff, and providing peak traffic or emergency support with existing resources. Use a single point of command and control for routing across sites. Economies of space.
ACD Management System	Mitel Networks 6110 Contact Center Management is a web-based software package that collects data generated by the SX-2000 LIGHT or 3300 Integrated Communications Platform (ICP), and enables real-time monitoring, historical reporting and forecasting of contact center activities.	Effectively measure and manage resources (leading to more cost-effective operation and better performance). Provide "pulse" of the contact center. If you can't measure it, you can't manage it.
Recorded Announcement System	Mitel Networks 6160 Intelligent Queue is an all-in-one, scalable (supports 4-96 ports), browser-based recorded announcement solution for contact centers.	Keep customers informed. Manage caller expectations for a more positive experience. Match callers with the most appropriate agent group based on a range of factors. Provide callers with flexible contact alternatives to waiting in queue Meet service level commitments. Understand call flows from the customers perspective

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