

11 Automatic Call Distributor

ACD - setting up the parameters of the queue and the operators who will receive calls from this queue.

Name - queue name

Strategy - call distribution strategy:

- **ring-all** - all at the same time.
- **random** - in random order.
- **sequentially-by-agent-order** - make consecutive calls according to Position (Position) and Level (Level).
- **agent-with-fewest-calls** - first to the operator with the least number of calls.
- **agent-with-least-talk-time** - first on the operator with the shortest talk time.
- **top-down** - always top-down.
- **round-robin** - evenly in random order.
- **longest-idle-agent** - first on the operator with the longest waiting time.
- **ring-progressively** - The call goes to one operator, and then the next ones are added without stopping the call to the current ones.

Times - queue time options

- **Max wait time** - Maximum time in seconds the subscriber waits in the queue.
- **Max wait time with no agent** - Maximum time in seconds for a subscriber to wait in a queue if there are no registered operators.
- **Max wait time with no agent time reached**
- **Ring progressively delay** - Time in seconds after which the next statement is added to the distribution for the strategy **ring-progressively**.

Agents - list of available operators.

Tiers - operators that are included in this queue.