297-2081-900

DMS-100

Meridian Centrex
ACD-MAX 3.5

Overview

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Meridian Centrex ACD-MAX 3.5

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Publication history

July 1991

This publication was issued as a summary of software and hardware features of ACD-MAX 3.5. ACD-MAX 3.5 includes software enhancements made to ACD-MAX 2.5 along with additional features designed to operate on Meridian Centrex, running on BCS29, BCS30, and BCS31 software or later. Compared to ACD-MAX 2.5, the addition of a second computer to ACD-MAX 3.5 supports a higher call traffic rate of 10,000 calls per hour and a larger number of agent positions (500 active agents), or 5000 calls per hour for a configuration of up to 750 active agent positions. The dual tower also supports more ACD Groups (150), more supervisor terminals (32) and more report printers (8). The system offers up to three years of on-line storage of historical data, flexible supervisor capability assignments, on-line context sensitive help, and custom calculator operations for user-defined data formulae.

ACD-MAX 3.5 system has the enhanced flexibility for customizing the usage of the system's resources to suit your present and future anticipated business needs, without the loss of data. This is done by providing a total of ten different database storage profiles. Each profile stores data in the database by combining information in such a way as to uniquely identify each record. The selected profile determines the capacity for each combination. A new combination added is that of the Virtual Facility Group and ACD Group.

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About this document

Scope

The *Overview* is an introductory document to ACD-MAX 3.5. Its chief purpose is to briefly describe and explain ACD-MAX 3.5, its hardware and software features and functions, to give the reader an understanding of this release's capabilities.

Applicability of this document

This publication applies to all DMS-100 Family offices.

Software identification

A display of the BCS number and PEC for the NT feature packages available in a specific office can be obtained by entering the following command string at a Maintenance and Administration Position (MAP):

Patcher;inform site;leave

How the documentation suite is organized

The DMS-100 Family library is structured in numbered layers, each of which is associated with a Northern Telecom product. Meridian Centrex is a subset of the DMS-100 Family library and covers DMS-100 documented products in the 297-2081 layer.

This document, *Meridian Centrex ACD-MAX 3.5 Overview* NTP 297-2081-900 is part of the Meridian Centrex documentation package which supports Northern Telecom's DMS-100 products.

Related documents

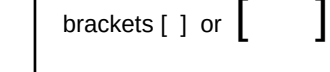
A list of related publications can be found in *Meridian Centrex ACD-MAX 3.5 Master Index* (NTP 297-2081-001).

Other publications you may need are referenced in the appropriate places throughout this document. These documents, and others which contain additional information, are listed in the Reference section at the end of this chapter.

> ***Note:*** More than one version of these documents may exist. To determine which version of a document applies to the BCS (Batch Change Supplement) in your office, check the release information in *Northern Telecom Publications Master Index*, 297-1001-001.

Command format conventions

This document uses uniform notation to show the command and responses associated with the Meridian Centrex system. It shows the sequence in which command elements appear, punctuation, and options. Where the conventions are not used, an explanation is provided below or in the text.

CAPITAL letters	Indicate constants, commands, parameters or keywords that the system accepts when entered as shown.
lowercase letters	Indicate parameters supplied by either the system or a user. Descriptions and ranges of values are given for each parameter.
brackets [ ] or 	Enclose optional parameters. A vertical list enclosed in brackets means that one of the parameters may be selected.
underlined parameter	This is a default. If no choice is entered, then the system responds as though the underlined parameter had been entered.

underscore_connecting_words	This format means that the words are to be treated as one element. For example: pm_type or #_set.
...	Indicates repeated steps or items.
n	Is a number from 0 through 9.
a	Is a letter from A through Z.
h	Is a hexadecimal integer from 0 (zero) through F (base 16).

Conventions

The following conventions are used throughout this document.

`Enter password:`

Words in this type represent characters that you see on the screen or on printed reports.

<Enter>

Words in angle brackets represent a specific key on your keyboard.

<Control>R

When entering commands like this, hold the <Control> key down while you press “R”-the same way you hold <Shift> down to enter capital letters.

[Commands]

Words in square brackets are used to represent one of the keys available to you from the function key menu.

Evening Shift<Enter>

Text in bold print represents specific text you are required to type on your keyboard. You must always press <Enter> to tell the computer you are finished typing the text.

Graph Title

Italicized text without quotation marks represents the name of a specific field on a screen or report.

"12. Logout"
Italicized text in quotation marks represents a specific choice you can make from a menu.

Reference to other documents

Other Northern Telecom documents associated with ACD-MAX are listed below:

297-2081-001	*Meridian Centrex ACD-MAX 3.5 Master Index*
297-2081-100	*Meridian Centrex ACD-MAX 3.5 Installation and Upgrade Procedures*
297-2081-503	*Meridian Centrex ACD-MAX 3.5 Maintenance and Diagnostic Procedures*
297-2081-504	*Meridian Centrex ACD-MAX 3.5 Operations*
297-2081-800	*Meridian Centrex ACD-MAX 3.5 System Messages*
P0713983	*Meridian Centrex ACD-MAX 3.5 Supervisor's User Guide*

Introduction

Automatic call distribution

Automatic Call Distribution (ACD) is a telephone system used by organizations where the calls they receive are for a service rather than a specific person.

ACD systems are designed so that a small number of operators-called agents-can efficiently handle a large number of incoming calls. Meridian Centrex ACD service automatically routes calls so that they are answered in the order of arrival and ensures that the workload is equally distributed among the agents.

ACD Group

An ACD Group consists of one primary ACD-DN (Directory Number) and up to 16 supplementary DNs. The DNs are the telephone numbers dialed by your customer. A number of agents are assigned to an ACD Group. Incoming calls wait in a queue for the first available agent assigned to that ACD Group. A single ACD system can have several ACD Groups.

Supervisors

The system is managed or supervised by supervisors who have access to ACD-MAX through a video display terminal (VDT). These supervisors deal with agent-customer transactions and assist their agents. Using their terminals, they can display information about the agents they are supervising and the queues or ACD-GRP to which they are assigned, print pre-defined management reports or create their own ad hoc report formats and-on some systems-they can display agent and queue information for the entire system. The supervisors can also monitor other supervisors.

System administrator

The system administrator oversees the functions of the ACD system, along with its staff and facilities. In addition to the functions available through the supervisors' terminals, the system administrator is responsible for the definition of management reports and the printing schedule for these reports. Based on the information these reports provide, the system administrator can reconfigure the system in order to maximize the system's performance.

The ACD-MAX terminal

As a supervisor or system administrator, your station is equipped with a terminal-a color or monochrome screen and a typewriter-style keyboard. Use the keyboard to enter information and choose options from a series of menus displayed on the screen. The menus, together with helpful prompts and messages that appear on each screen, guide you through ACD-MAX. Additional *help* screens are also available to assist you.

Current statistics can be displayed at each supervisor's terminal. The data covers ACD activity over a 10-minute period just prior to the last screen update. This screen data is updated every 10, 20 or 30 seconds depending on supervisor profiles. Past-performance reports can also be called from memory and displayed at the supervisor's terminal or printed.

Configuration control

Configuration Control function enables the system administrator to improve the performance of the ACD system by changing the assignment of staff or by adjusting the system's operations parameters. Configuration Control is optional and based on the supervisor profile.

Management reports

ACD-MAX collects statistics on performance of the equipment and personnel. Using the comprehensive reporting features in ACD-MAX, you can display or print the information wanted, in the form that best suits your needs.

ACD-MAX comes with a series of pre-defined management reports; they should handle the bulk of your reporting needs.

The report customization feature allows you to customize the format and content of these pre-defined reports or create a new report from scratch to

fulfill a specific reporting need. Where a simple picture may better show a trend in system performance or the breakdown of work, the graphic report feature allows you to display the information you want in one of several different graph formats.

DMS-100

Statistics related to ACD, agent and queue activity are gathered by the DMS-100 and sent continuously to a server (micro-computer) across an MIS data link. Messages received from the DMS-100 proliferate into many intertask messages which are used to drive one of two ACD-MAX server configurations. The first, a single-tower system, will support up to 3000 calls per hour and up to 150 active agent positions. The second, a dual-tower system, will support up to 10 000 calls each hour and up to 500 active agent positions, or up to 5000 calls per hour for a configuration of 750 active agent positions.

Figures 1 and 2 show the configuration of components for the single and dual tower systems.

Figure 1
ACD-MAX single-tower configuration

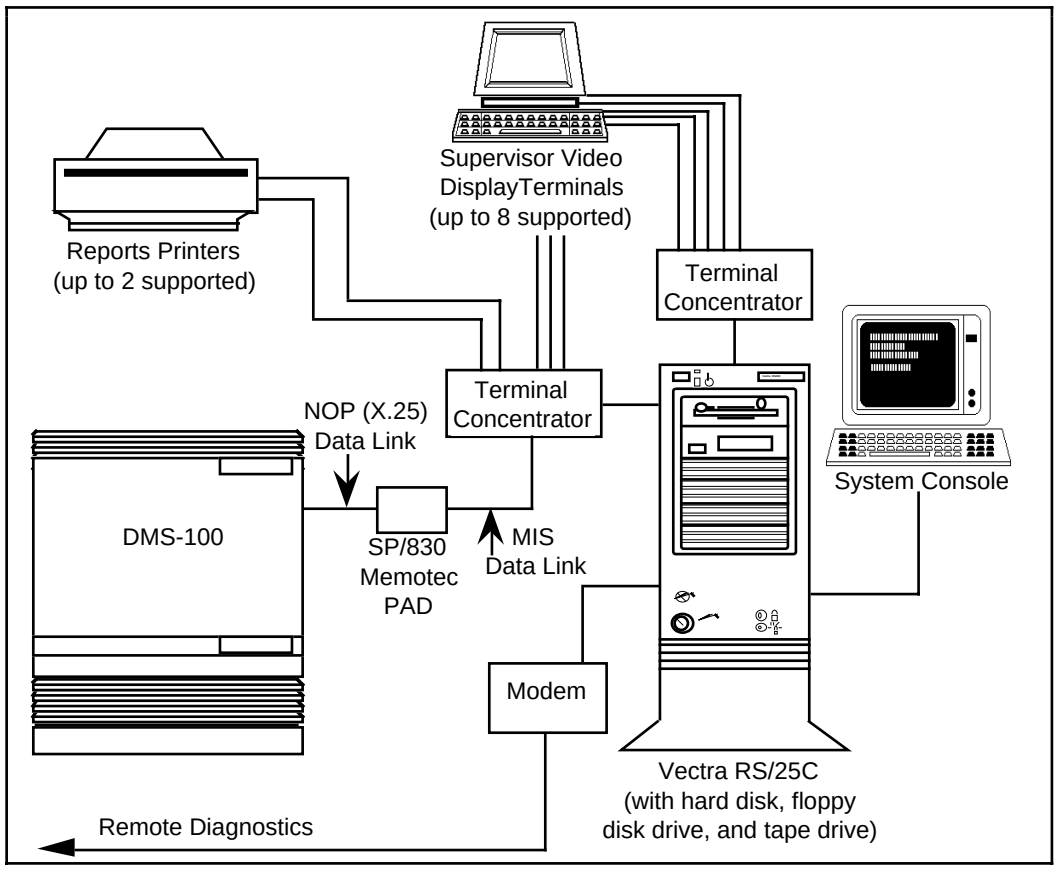
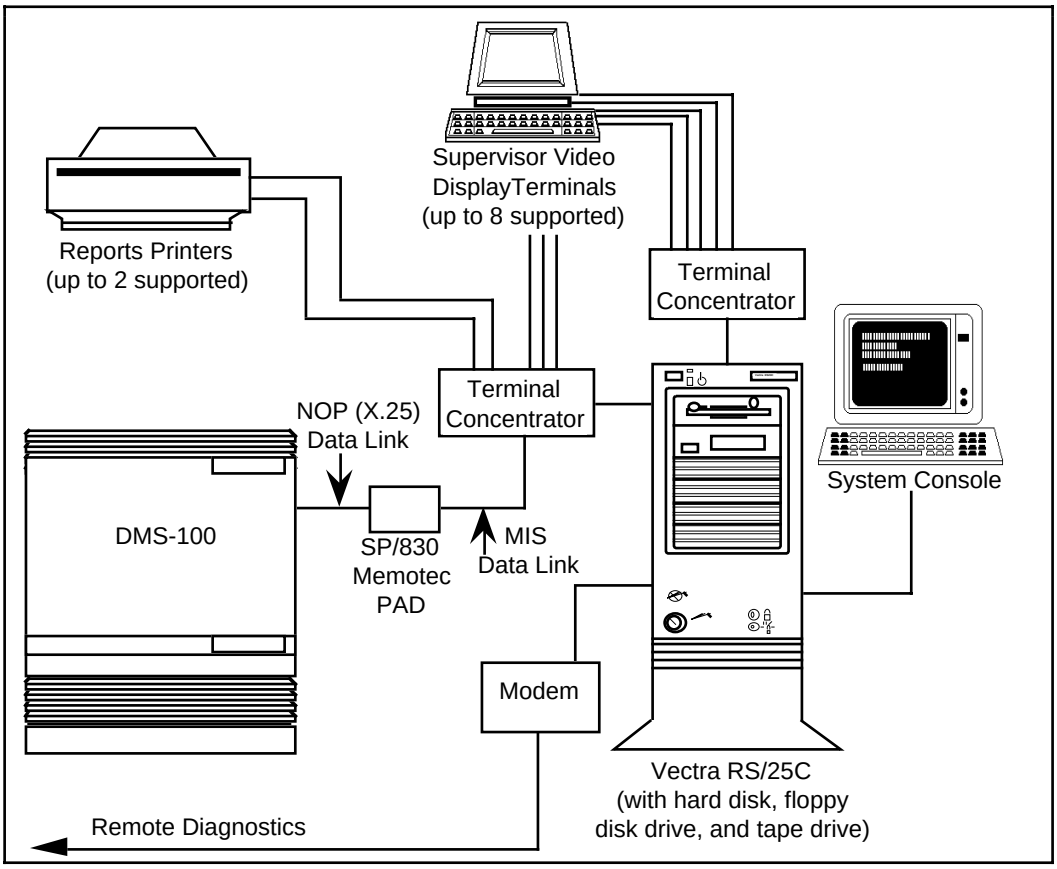


Figure 2
ACD-MAX dual-tower configuration



Functional description

ACD-MAX is connected through an X.25 I/O port to a Meridian Centrex. Each of these major components share the ACD functions.

Meridian Centrex

With ACD-MAX, the Meridian Centrex is responsible for the following:

- ACD call processing
- managing ACD agent and supervisor telephones
- Meridian Centrex administration and maintenance through the Maintenance Administration Position (MAP)
- the load management function accessed through the Maintenance Administration Position
- transmitting ACD information to the ACD-MAX server
- maintaining communication with the ACD-MAX server

ACD-MAX server (microcomputer)

The ACD-MAX server is responsible for the following:

- all communication between the Meridian Centrex and ACD-MAX
- establishing the link at initialization or re-initializations
- receiving agent and queue status data from Meridian Centrex, calculating the necessary statistics and storing the information for past-performance reports
- generating and printing all past-performance reports
- scheduling and creating report definitions
- managing current-performance display screens
- collecting agent and queue-status data, and calculating statistics for the current-performance displays
- managing all terminal interactions such as logon, logoff and menu selection
- managing the various parameters that are set up by the system administrator
- performing remote load management functions through configuration control

Capacities

The ACD-MAX 3.5 system uses database storage *profiles* to provide a variety of capacities. There are a total of ten different storage profiles which allow you to customize the usage of the system's resources according to your needs. This allows you to select the hardware which best meets your needs. The following sub-sections discuss the capacities available in the ACD-MAX 3.5 system.

Hardware-independent capacities

The following capacities for the ACD-MAX 3.5 call center requirements are system limitations, depending on the profile chosen:

- number of Agent IDs that can be defined is limited to 2500
- number of Supervisor IDs that can be defined is limited to 150
- number of configured ACD queues is limited to 150

Hardware-dependent capacities

The following table shows the call center capacities for single-tower and dual-tower configurations.

Table 1
Hardware-dependent capacities

Requirement	Single	Dual	
Peak calls per hour	1-3000	1-10000	1-5000
Positions	1-150	1-500	1-750
Supervisor Terminals	1-8	1-32	1-32
Printers	1-2	1-8	1-8

Long term data storage profile capacities

The following tables show the capacities for each of the database storage profiles available in the ACD-MAX 3.5 system. Database storage profiles 1 to 4 are designed for single-tower systems, and profiles 5 to 10 are designed for dual-tower systems.

By carefully examining each of the profile capacities, you can determine which specific database storage profile will best meet your requirements. Ensure that you allow for your anticipated rate of growth. A profile may fit your current needs but may not be appropriate for your future needs.

Table 2
Profile capacities (agent positions)

Agent Positions	Database Storage Profiles									
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
1 to 100	X	X	X	X	X	X	X	X	X	X
101 to 150	X		X	X	X	X	X	X	X	X
151 to 200					X	X	X	X	X	X
201 to 250						X	X	X	X	X
251 to 300							X	X	X	X
301 to 500									X	X
501 to 750										X

Table 3
Profile capacities (ACD-GRPs)

Number of ACD-GRPs	Database Storage Profiles									
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
1 to 30	X	X	X	X	X	X	X	X	X	X
31 to 50			X	X				X	X	X
51 to 100									X	X
101 to 150										X

Table 4
Profile capacities (hours per day of operation)

Hours/Day	Database Storage Profiles									
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
1 to 12	X	X	X	X	X	X	X	X	X	X
13 to 18	X	X		X	X	X		X	X	X
19 to 24	X	X		X		X		X	X	X

Table 5
Profile capacities (shifts per day)

Shifts/Day	Database Storage Profiles									
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
1 to 3	X	X	X	X	X	X	X	X	X	X
4 to 5		X		X		X		X	X	

Combination capacities

Each profile stores data in the database by combining information in such a way as to uniquely identify each record. There are four different combinations used in ACD-MAX 3.5. Each profile has a different capacity for the maximum number of combinations that can occur in any given period of time (that is, an interval or a day) without the loss of data. A description of each type of combination is given below.

An **Agt/ACD-GRP/Spv** combination is a unique combination of agent ID, ACD Group, and supervisor ID. If no load management is performed, then the number of combinations is the same as the number of agents. If load management is used, then another combination is created each time an agent is moved to a new ACD-GRP or supervisor.

A **Src/Dest ACD-GRP** combination is a unique combination of source ACD Group and destination ACD Group. If no overflow (time or queue count) occurs, then the number of combinations is the same as the number of ACD Groups. If overflow occurs, then new combinations are created for each new source/destination pair.

An **Lob Code/ACD-GRP** combination is a unique combination of line of business code and ACD Group. Each unique line of business code used by an agent assigned to a particular ACD Group creates a new LobCode/ACD-GRP combination.

A **VFG/ACD-GRP** combination is a unique combination of Virtual Facility Group (VFG) and ACD Group. There is a maximum of three of these combinations per ACD Group. Since there is no facility to reassign VFGs to other ACD Groups, the number of these combinations is fixed.

The selected profile determines the capacity for each combination. The next two tables detail the combination limits for each Database Storage Profile.

Table 6
Profile capacities (combinations per interval)

Combination Types	Database Storage Profiles									
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
Agt/ACD-GRP/Spv	180	120	180	180	240	300	360	360	600	900
Src/Dest/ACD-GRP	150	150	250	250	150	150	150	250	500	750
LobCode/ACD-GRP	300	300	500	500	300	300	300	500	1000	1500
VFG/ACD-GRP	90	90	150	150	90	90	90	150	300	450

Table 7
Profile capacities (combinations per day)

Combination Types	Database Storage Profiles									
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
Agt/ACD-GRP/Spv	540	600	540	900	720	1500	1080	1800	3000	2700
Src/Dest/ACD-GRP	240	240	400	400	240	240	240	400	800	1200
LobCode/ACD-GRP	500	500	833	833	500	567	500	833	1667	2500
VFG/ACD-GRP	90	90	150	150	90	90	90	150	300	450

Data storage capacities

The selected profile determines the long term data storage capacity. The following table details the data storage limits that are fixed by the profile number.

Table 8
Profile capacities (data storage)

Combination Types	Database Storage Profiles									
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
Disk Size (MBytes)	155	155	155	155	155	155	155	155	155	155
Interval (days)	8	15	15	8	15	8	15	8	5	4
Daily (days)	66	120	180	120	120	60	90	35	35	16
Weekly (weeks)	5	26	26	26	26	26	26	26	20	16
Monthly (months)	6	36	36	36	24	36	36	24	13	13
Event Log (days)	2	8	8	8	8	8	8	8	2	4

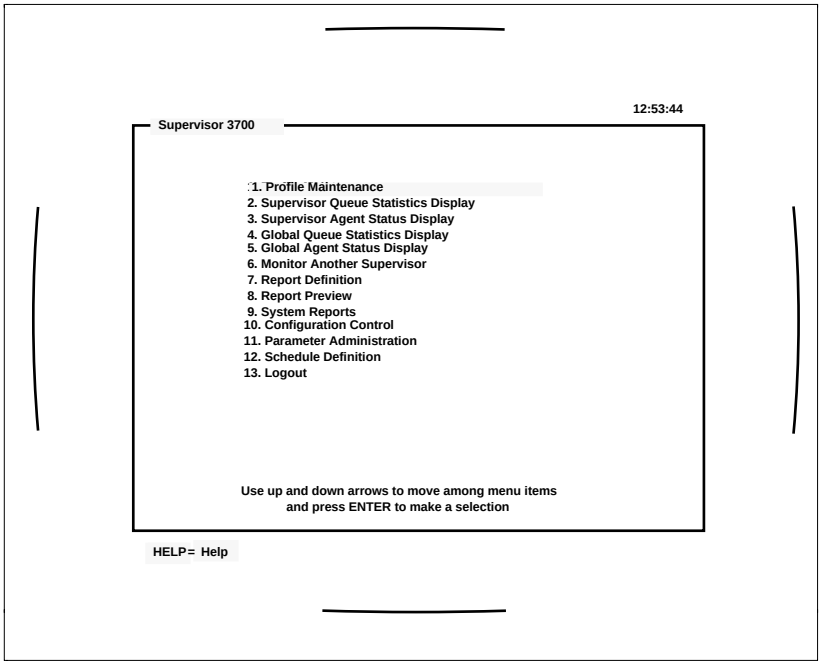
ACD-MAX functions

The following sections introduce the ACD-MAX functions, focusing on the capabilities of each.

Main menu

ACD-MAX guides the user to make the desired operations through the use of helpful menu screens on the video display terminal. The Main Menu, or Supervisor Menu, appears when the supervisor has logged in successfully and it lists the ACD-MAX functions and allows access to each.

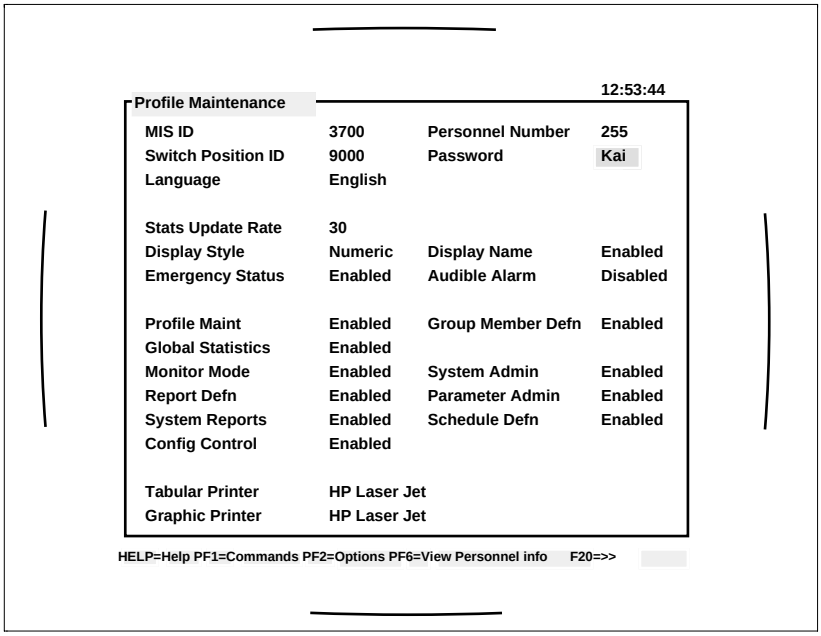
Figure 3
Supervisor menu



Profile maintenance

As seen in the previous screen, “Profile Maintenance,” is the first listed menu option, and once accessed, it lists the supervisor’s personal login profile. The supervisor may modify this login profile.

Figure 4
Profile maintenance



Supervisor queue statistics display

The Supervisor Queue Statistics Display shows the ongoing status of the part of the ACD system for which the particular supervisor is responsible. It includes the status counts of the agent positions and real-time queue statistics.

Supervisors are normally assigned to monitor one queue in the switch. But if a supervisor is defined as a group supervisor-that is, Group Member Definition option enabled in the supervisor profile-this group supervisor will be able to monitor all other queues that belong to his/her group

members. However, this display screen only shows data for queues that have at least one assigned agent.

The information on the screen is updated every 10, 20, or 30 seconds; the supervisor controls the frequency.

Figure 5
Supervisor queue statistics display (non-group supervisor mode)

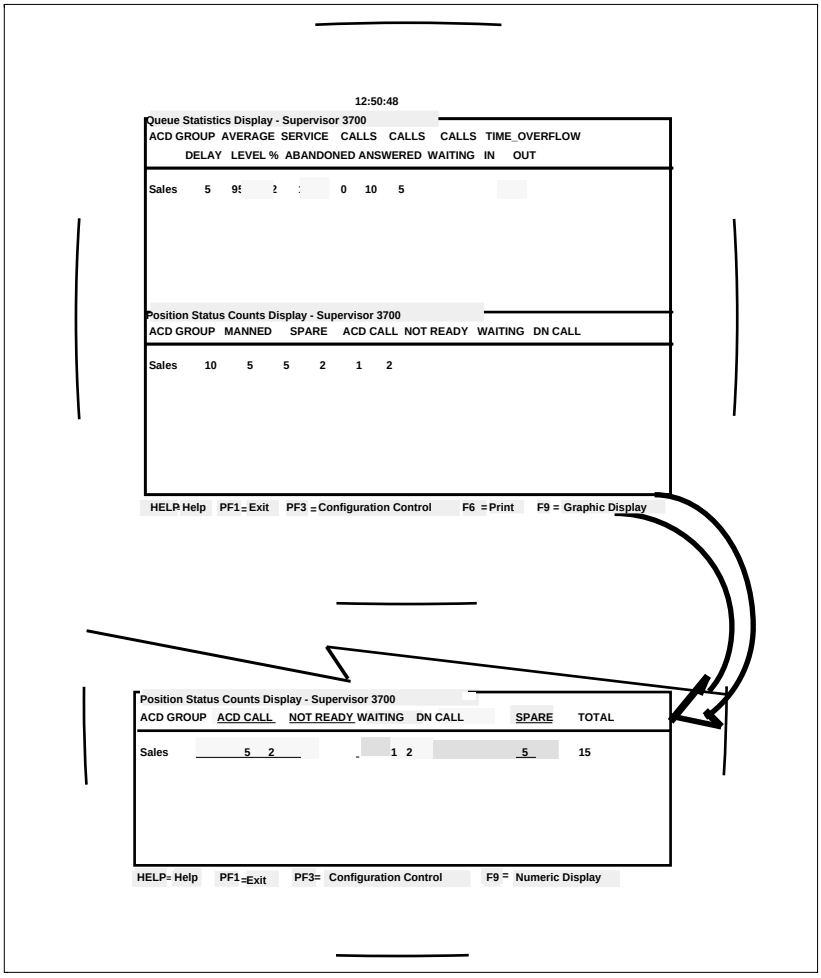
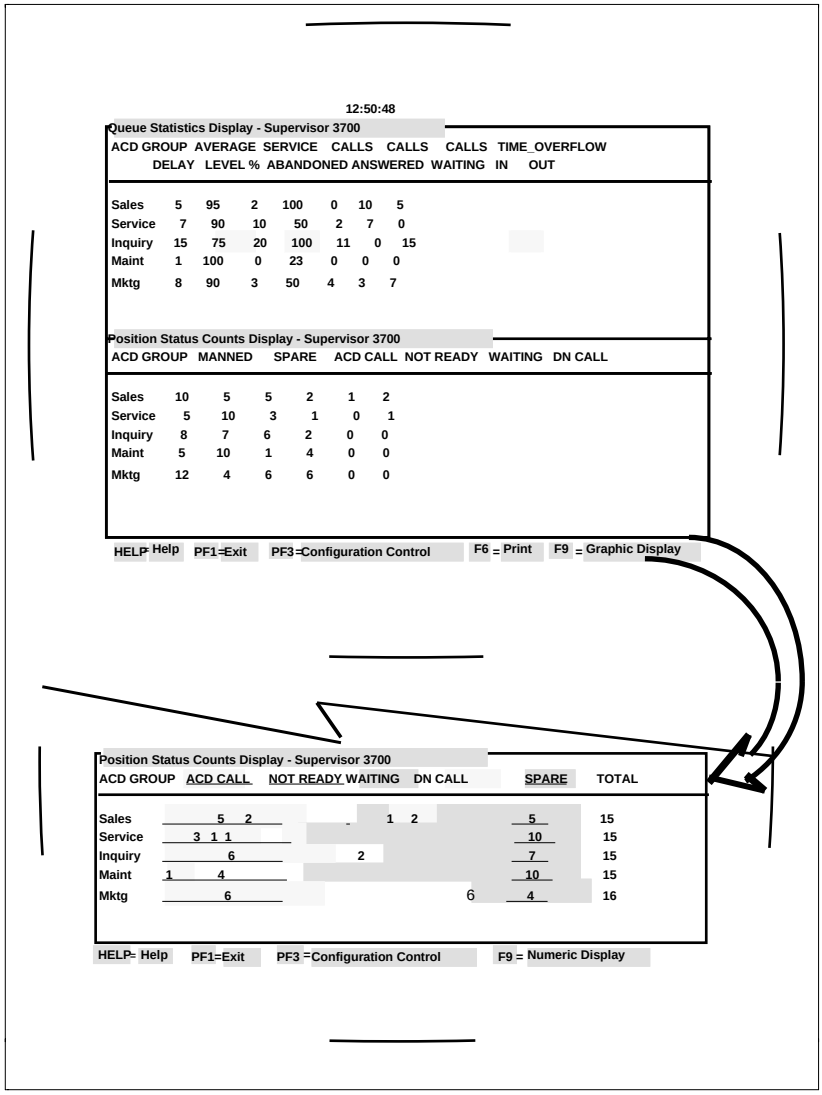


Figure 6
Supervisor queue statistics display (group supervisor mode)



Supervisor agent status display

The Supervisor Agent Status Display shows the supervisor agent status information on the agent positions for which that supervisor is responsible. If a supervisor is a group supervisor, the status of all agent positions assigned to all group members will also be shown.

Figure 7
Supervisor agent status display (non-group supervisor mode)

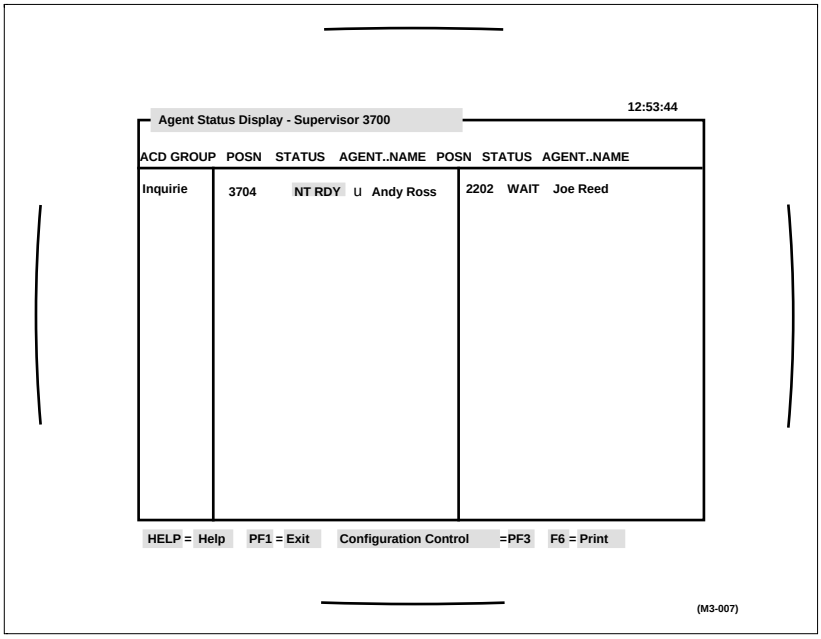
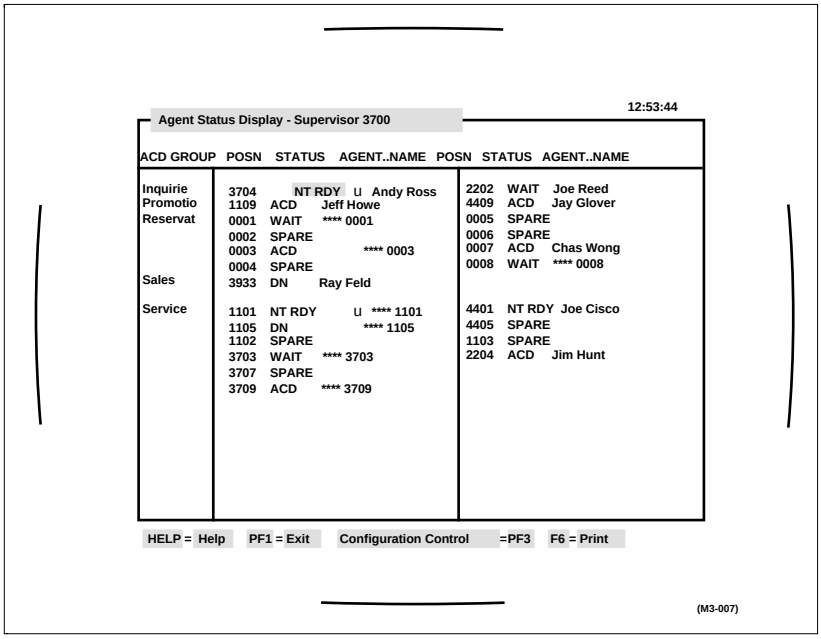


Figure 8
Supervisor agent status display (group supervisor mode)



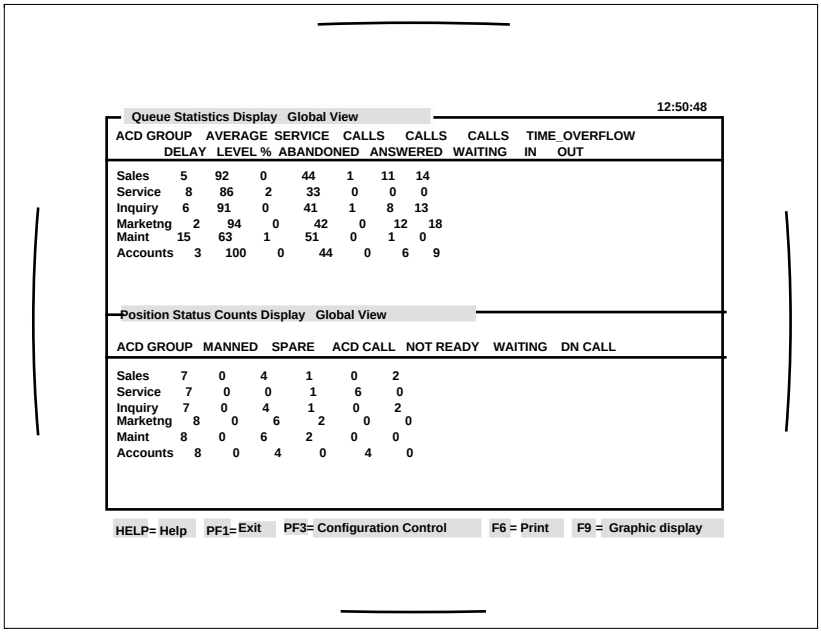
Global queue statistics display

The Global Queue Statistics Display gives an overall indication of how the ACD operation is performing. The queue statistics and position status counts are given for each ACD Group in the system.

The display has the same statistics and screen layout as the Supervisor Queue Statistics Display, but provides information for the whole system, and does not group statistics by supervisor.

This function is optional for supervisors, and its use can be restricted by the system administrator.

Figure 9
Global queue statistics display

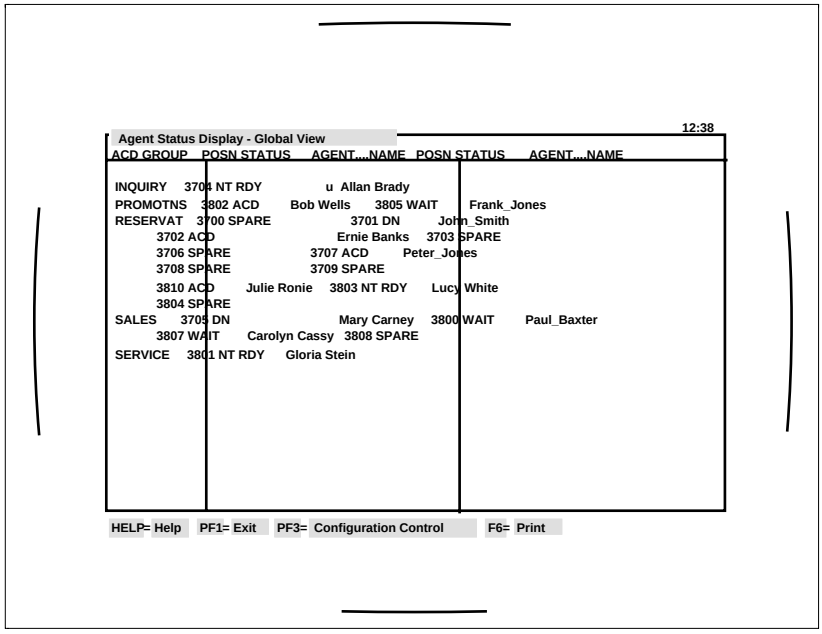


Global agent status display

The Global Agent Status Display gives an overall indication of how the agents in each queue are performing. It provides information on the whole system and does not group statistics by supervisor.

This function is optional for supervisors and its use can be restricted by the system administrator.

Figure 10
Global agent status display

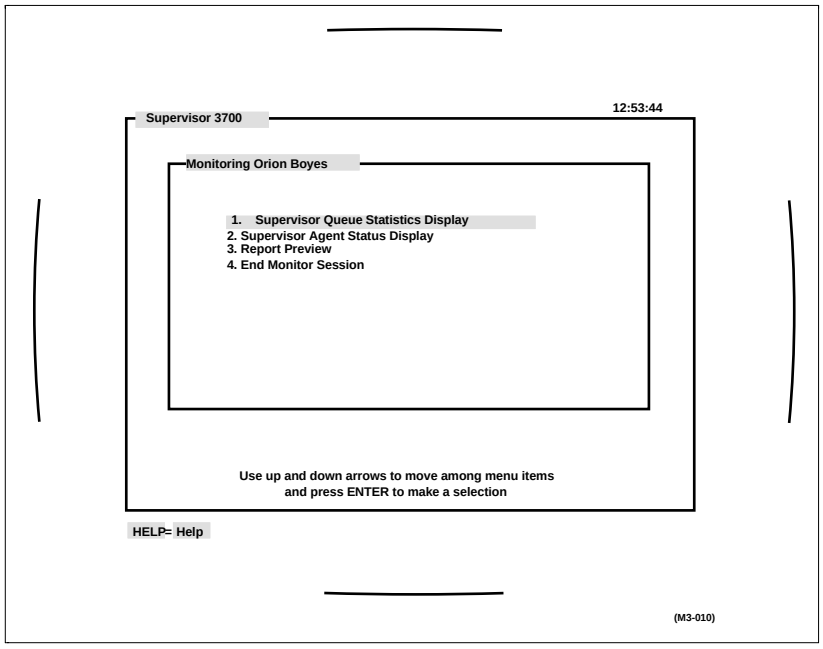


Monitor another supervisor

The *Monitor Another Supervisor* function allows the supervisor to view the displays and the reports generated by any other supervisor in the system. Usually, it is up to the system administrator to determine which supervisors will have this option enabled.

The display is useful in the training of supervisors; it can also be useful when, for instance, a supervisor is having problems with a particular queue. That supervisor can phone another supervisor for advice. The called supervisor can view the calling supervisor's displays and reports and give advice.

Figure 11
Monitor another supervisor screen display



Report definition

In Report Definition the supervisor defines the format of a graphic or tabular report and the parameters that are used to generate the report. The supervisor can then preview it on the screen or send it to the printer.

The supervisor has access to a series of pre-defined management reports formats. The supervisor can also define a personal or customized report, as well as, report formats.

Up to five personal report formats can be defined from scratch. 'Personal' formats are only visible to the supervisor who created the format and do not appear as a format for public use.

There are three definition modes available to supervisors:

- Report Parameter Definition
- Tabular Format Definition
- Graphic Format Definition

For system administrators there are two additional modes available:

- Formula Definition
- Spectrum Definition

This separation of the report format from the report parameters allows the same format to be used in different situations.

Once the format and parameters for a report are defined, the report can be printed immediately or saved and added to a printing schedule.

Although you may read any public report or report format using these options, you only have write access to your own personal library of reports and report formats, unless you are in system administration mode.

Report preview

In Report Definition, if you choose “VDT” as your output device, you will be able to see your report on your screen.

From Report Preview you can print the report, view the parameters used to create the report, and if your terminal type supports this capability, you can change the number of columns the screen displays. This is particularly useful for viewing wide reports.

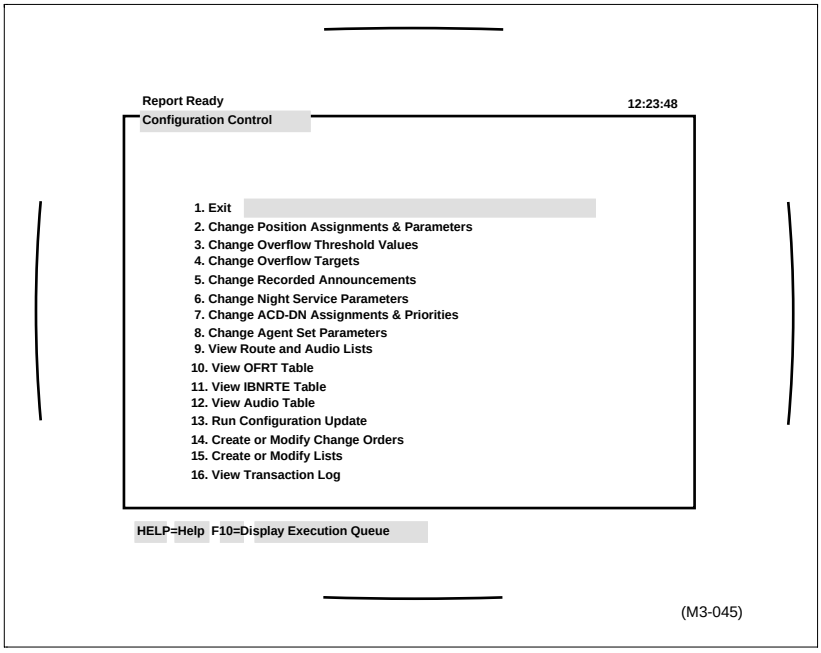
System reports

The System Reports function provides you with a means of generating reports describing the current state of the ACD-MAX system and the information defined through Parameter Administration. These reports are available at any time. They can be printed but not displayed and cannot be modified. These reports are sent to the default tabular printer.

Configuration control

Configuration Control adds flexibility to the system. Configuration Control is menu driven. It enables you to adjust the configuration of the ACD system when incoming call traffic changes. You can manage your staff and the ACD system over a short-and-long-term basis to ensure that your facilities are put to the best possible use.

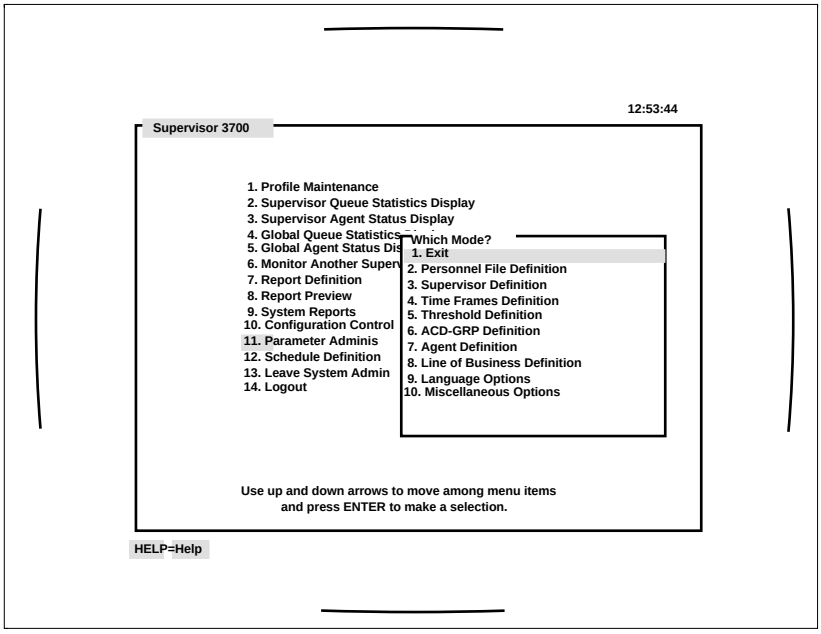
Figure 12
The configuration control menu



Parameter administration

The Parameter Administration functions allow you to set the user-definable parameters for your ACD-MAX system. These parameters include such things as thresholds, the names given to the various data elements in reports and displays, and several other options. Access to Parameter Administration is restricted to supervisors with system administration privileges. Once you have created your supervisor definitions, Parameter Administration is restricted to system administrators.

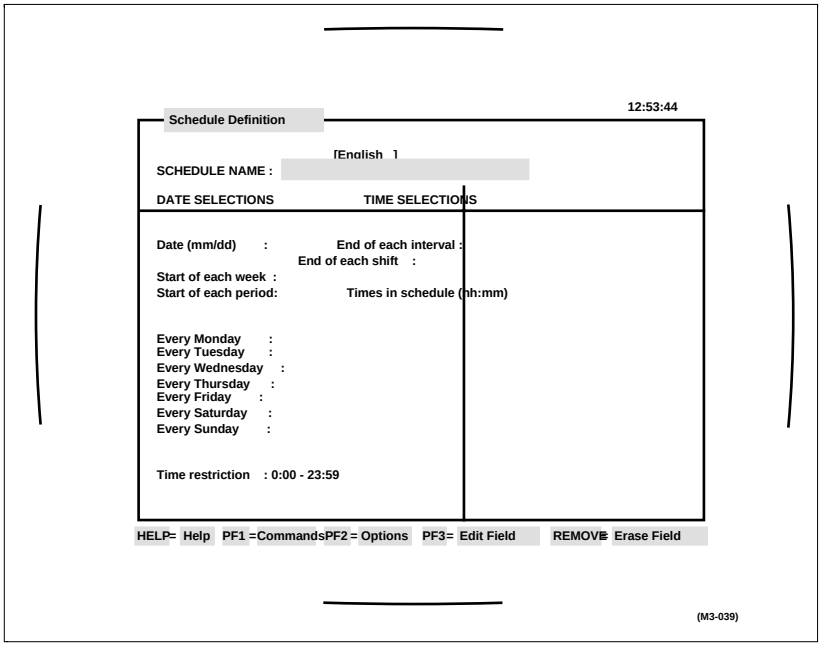
Figure 13
Parameter administration



Schedule definition

A supervisor with the Schedule Definition option enabled can schedule the automatic generation of defined reports for printing, as well as execute scheduled configuration control change orders. Printing and configuration changes can be scheduled for specific times and dates, or for recurring intervals.

Figure 14
Schedule definition



Management reports

ACD-MAX comes with a series of pre-defined management report formats. These handle most of your reporting needs. The report customization allows you to modify these pre-defined report formats or create new reports to meet your specialized needs.

You should use these different management reports to monitor the changes in your operation and to spot problem areas. The reports show the efficiency and effectiveness of your ACD-MAX system and provide you with the information you need to improve its performance.

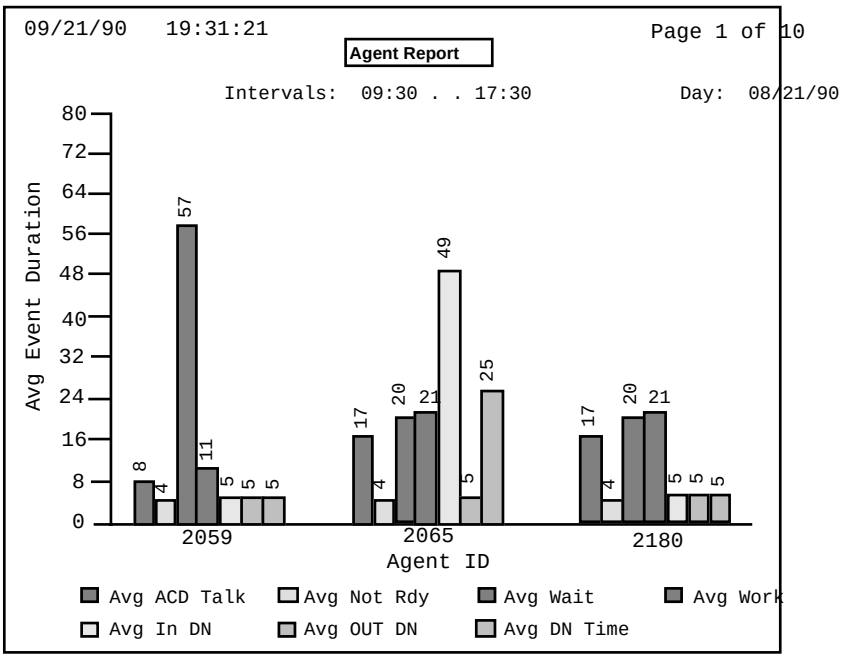
Figure 15 shows a report with a standard format: ACD-GRP Performance Report.

Figure 15
Summarized ACD-GRP performance report

```
                              Summarized ACD-GRP Performance Report                  Page
1
                                        Interval Report

      ABC Corporation                                      Date: 04/20/89    Time: 22:29:08

      Intervals: 08:00 - 12:00   Day: 04/18/89

        ACD-GRP      INTVL   ---QUEUE PROFILE---   -NUMBER OF CALLS-    ---AVG
AGENT TIME---
                              SRV     AVG    DEL    ANSW  OVFL ABND      ACD  NOT  -NON
ACD-
                             LVL%     DEL    ANN           IN           TALK  RDY   IN    OUT
                                      SEC                               SEC  SEC  SEC   SEC


      Sales          08:00    100       1      2      7     0      0      25    1    0      0
                     08:30     98      55    106    140     0      9     142   20    0     20
                     09:00     96      79    153    149     0     14     136   28    0    180
                     09:30     89      77    178    165     0     22     146   36    0      0
                     10:00    100      58    142    141     0     16     154   56    0     60
                     10:30     95      44    104    162     0     11     144   41    0      0
                     11:00    100      34     90    161     0      9     157   43    0      7
                     11:30     99      72    136    133     0     14     180   41    0    102
                     12:00     99      70    137    126     0     20     161   42    0      0
      ---------------------------------------------------------------------------------------
      Sales                    97      60    ***   1184     0    115     151   38    0     57
      ---------------------------------------------------------------------------------------

      Marketing      08:00      0       0      0      0     0      0       0    0    0      0
                     08:30      0       0      0      0     0      0       0    0    0      0
                     09:00      0       0      0      0     0      0       0    0    0      0
                     09:30      0       0      0      0     0      0       0    0    0      0
                     10:00      0       0      0      0     0      0       0    0    0      0
                     10:30      0       0      0      0     0      0       0    0    0      0
                     11:00      0       0      0      0     0      0       0    0    0      0
                     11:30      0       0      0      0     0      0       0    0    0      0
                     12:00      0       0      0      0     0      0       0    0    0      0
      ---------------------------------------------------------------------------------------
      Marketing                0       0      0      0     0      0       0    0    0      0
      ---------------------------------------------------------------------------------------


=================================================================
================
                              97      60    ***   1184     0    115     151   38    0     57

=================================================================
================
```

Figure 16 shows an example of a graphic report of agent performance.

Figure 16
Bar graph showing agent performance



List of terms

Automatic call distribution (ACD)

Automatic call distribution provides a means of automatically distributing a company or organization's incoming calls among a number of answering positions (ACD Agents). Automatic call distribution is useful in operations where callers want a service rather than a specific person. Calls are serviced in the order they arrive and distributed so that the workload at each answering position is approximately equal.

ACD configuration

The ACD configuration includes the assignments in the ACD-MAX system of agents to queues, of queues to a supervisor, of trunks to routes, and of routes to queues. It also includes the parameters that control recorded announcements, call overflow and interflow, and night service.

ACD-GRP

An ACD-GRP is the queue where incoming calls wait until they are answered. Calls are answered in the order in which they entered the queue.

Agent

An agent is a person who answers ACD calls. An agent must be able to provide all the information needed for an ACD call.

Configuration control

The Configuration Control feature enables a system administrator to make changes to the configuration of the ACD system so that it works most efficiently for your organization.

Controlled Interflow

When an ACD-GRP cannot handle all the calls coming in, a supervisor can manually activate the controlled interflow feature. This feature allows calls to be rerouted to a predefined destination within your ACD system.

DMS-100

DMS-100 is a fully digital central-office switch made by Northern Telecom.

DN key

The DN (directory number) key is the agent's link to the SL-100/DMS-100. The agent can make and answer non-ACD calls using the DN key.

Management reports

Management reports show detailed information on various aspects of your ACD operation. These reports offer valuable information on how well your system configuration is working.

Overflow

ACD-MAX allows you to define several different overflow thresholds. When an overflow threshold on a particular ACD-GRP is reached calls are routed automatically to an overflow queue where they can then be answered by the next ACD-GRP that is defined to receive these overflowed calls and is in a position to accept them.

Supervisor

The supervisor is often a person working on a queue with the agents. In addition to the functions described in this user guide, the supervisor can monitor agent calls, handled any difficult or complicated calls, and also function as an agent.

System administrator

The system administrator is responsible for overseeing the functions of the ACD system, including its staff and facilities. In addition to the functions available to supervisors, the system administrator is usually responsible for the definition of management reports and the printing schedule for these reports. Based on the information these reports provide, the system administrator can reconfigure the system to best use the system's equipment and personnel.

Thresholds

ACD-MAX allows you to define several different thresholds that pertain to different objectives of your organization. For instance, you can define the maximum length of time a customer's call is to wait in queue, how long an agent is to spend on each call, or how many calls can be waiting in a queue before other queues are to start accepting the overflow.

DMS-100

Meridian Centrex ACD-MAX 3.5

Overview

Address comments to:
SL-100 / DMS ACD-MAX
Northern Telecom
522 University Ave.
14th Floor
Toronto, Ontario
Canada M5G 1W7

DMS-100

Meridian Centrex ACD-MAX 3.5

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