



ACD

Automatic Call Distribution



A Call Centre
where everyone can
work remotely



VURELLA



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Introduction

ACD stands for Automatic Call Distribution, which in the call centre space means that each call is delivered to best available agent to deal with that call. The most sophisticated use of this is via skilled based routing.

Pre COVID-19, our target market was traditional call centres but during the pandemic, call centre agents are now safely sitting at home. Our challenge has been to deliver calls to the highest skilled available agent at their home.

To do this we use the Vurella Rainbow dock and calls are answered on the PC just as if you were having a Rainbow conversation between two people.

However, in this case an external caller is connected to an internal home worker without knowing that they are at home.

Summary

◆ Remote Call Centre Agents

- o Agents work from home
- o Agents use Rainbow interface on their PCs
- o Vurella soft dock required

◆ Routing Options

- o Skill-based
- o Circular
- o Sequential
- o Longest idle

◆ In-Queue Audio

- o Welcome message
- o In-Queue Position
- o Ad-hoc In-Queue Messages
- o Music On-Hold

◆ Overflow

- o Max Number of Callers Waiting
- o Max Wait Time
- o Time of Day (Out of service)
- o Routing Options
(Another number, voice mail)

◆ General

- o Service Hours
- o Browser Based Configuration

◆ Agent Features

- o Log in/Log out
- o Available/Unavailable
- o Absence codes and descriptions
- o Auto Answer
- o Raise Hand
- o Third Party API

◆ Wallboard

- o Call Stats
- o Visual and Audible alerts
- o Multiple Queues
- o Configurable Display
- o Summary Queue

◆ Supervisor

- o Dashboard
- o ACD Reporting
- o Call Logger
- o Agent status
- o Force Agent – log in and log out



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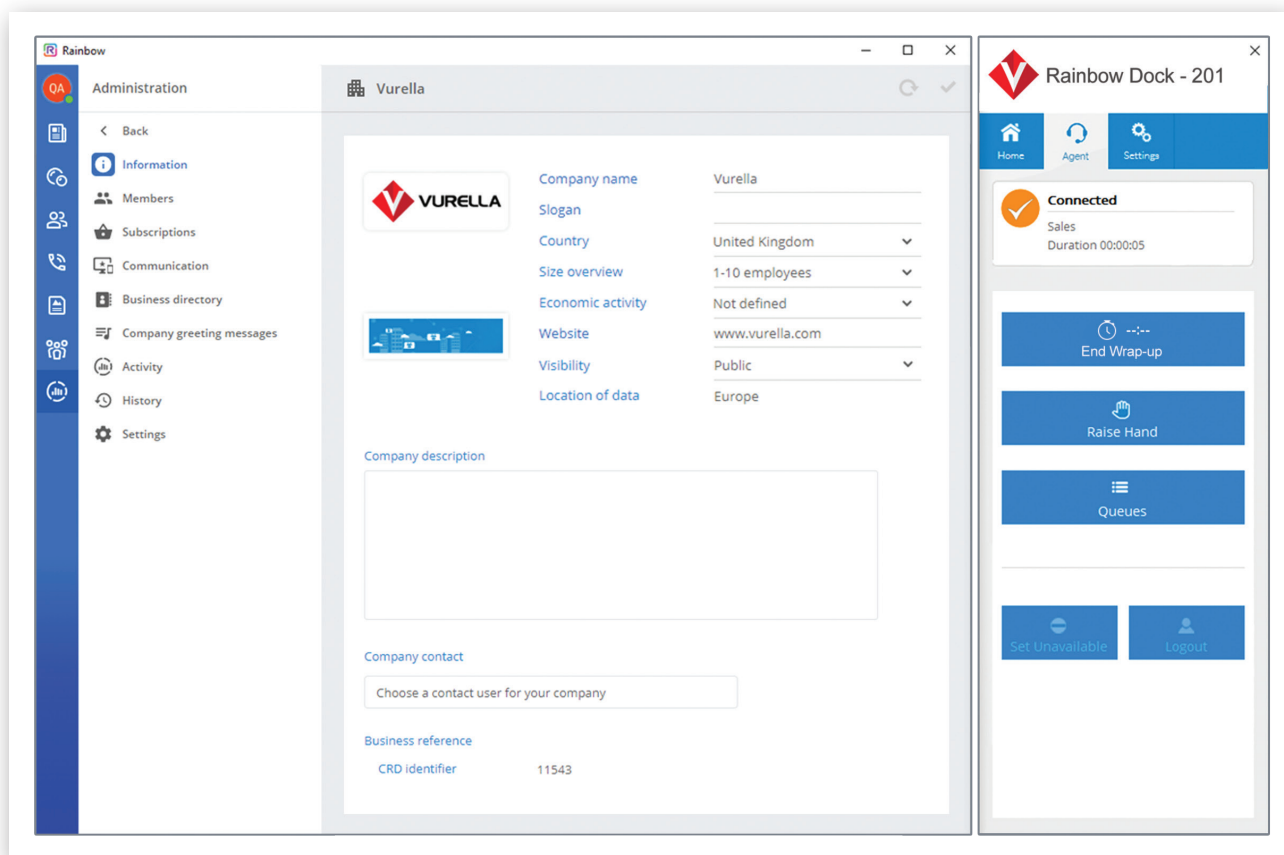
How it works

Calls are received by your chosen AL-E platform and then routed to the Vurella ACD software. The Vurella ACD is pre-configured to specify how calls are then routed to the “remote” agents. Once a remote agent is found, the call is accepted by the agent using our Rainbow Dock Application, shown below. The Rainbow vACD application allows the agent not only to accept the calls but also to manage their own state as an agent (available, unavailable, and so on).

Whether you decide to deploy the application in the cloud or on your premises, the ACD features

are accessed via Rainbow vACD and as you can see from the screenshot, the Agent has a whole host of features available to them including:

- Wrap-up Time, End Wrap-up
- Raise Hand
- Go Unavailable (unlimited absence codes)
- Log in and Log out to monitor the start and end of their working day
- Queue identification of the call being delivered
- Auto Answer for people wearing a headset.

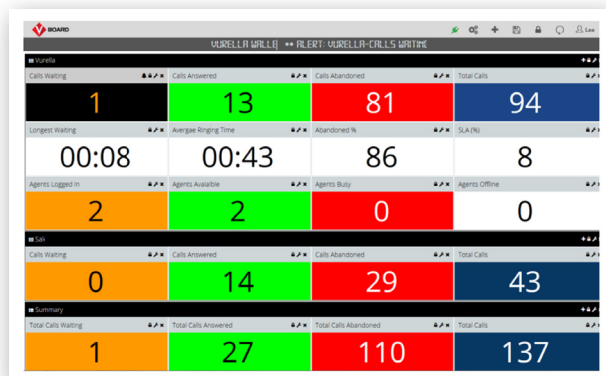


How we enhance the OmniPCX Office and Enterprise

By taking the intelligence off-board from the PBX into our software, we can exceed any limits set by the onboard ACD. This means we can supply a more comprehensive solution and include standard features that are missing from the existing ACD solution, some of which are listed:

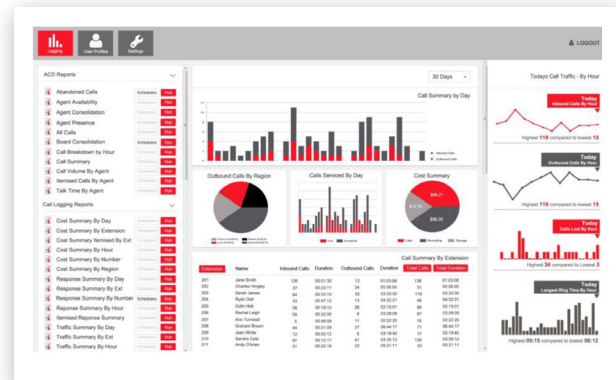
- More than 32 Agents assigned to ACD queues
- Unlimited number of queues
- In Queue Position messages to callers who are waiting to talk to an agent
- A Call Centre Wallboard including agent statistics with alerts and thresholds
- A supervisor, with a full set of ACD Reports in both PDF & Excel formats which can be sent by email at a scheduled date/time

Call Centre Wallboard

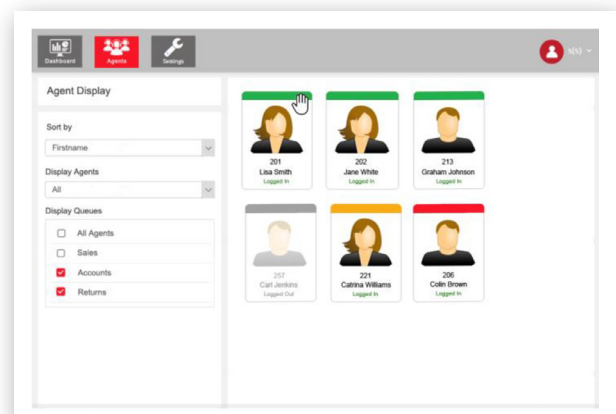


The solution works by configuring the OmniPCX Platform to route calls into our off-board, stand alone SIP server module. This can be done immediately or as an option from the platforms built in IVR attendant. The call remains within our server until the appropriate agent is located, at which point the call is transferred back to the PBX and delivered to the Agent's extension. While the call resides in our server, we are able to play media messages such as position in queue and music on-hold.

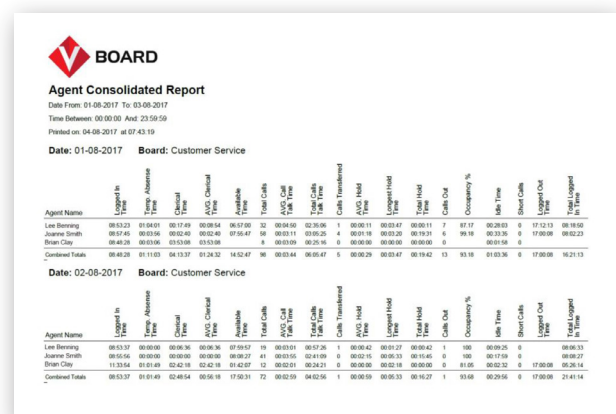
Supervisor Reporting Tool Dashboard



Real Time supervisor view of the ACD Agents & their status



Example of an ACD Report





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Rainbow™

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