

## SV8100 ACD

### Licensing :

4426028 ACD License, 64 ACD groups, 256 Agents, 12 Supervisors

4426030 ACD MIS basic (2102), 1 monitor (2103) and 3 Agent licenses (2104)

4426032 ACD MIS Addmon, - max 4 additional supervisor monitor licenses

4426033 ACD MIS Agent, 1 license = 5 users.

Licenses can be checked using 10-50-01 from a keyphone.

### Introduction

Basic ACD supports login to one ACD queue only.

It is possible to login to multiple queues with the use of Agent Identification Codes.

Assign ACD Pilot MB 11-17 (NOTE – only available on Trunk calls )

Assign Function Keys MB 15-07

ACD Log in/out \*10

ACD Supervisor (emergency) call \*12

ACD Off Duty \*13

ACD Work Wrapup Time \*17

ACD off duty is a break function to temporarily stop call delivery. Off duty is automatically activated if a call is delivered to the agent and not answered (timer = MB 41-14-10). Off duty time is reported in the ACD MIS.

Work Time leaves the agent on duty for reporting stats, to complete paper work post call. Pressing this button toggles the wrap up mode, or automatic wrap time can be set in the system. MB 41-14-02 and 41-14-09. 15-07 must be programmed for the feature to work

Group Supervisor. MB 41-04-01. Assign extn to call when Emergency button is pressed. This MB can also select if Supervisors can receive ACD calls normally, overflow only or not at all. An ACD can only have 1 supervisor, and an extn can only be the supervisor for 1 ACD. A System supervisor can also be assigned in MB 41-01-01. system supervisor can receive emergency calls if the group supervisor is not available.

Supervisor log in control – MB 20-13.33 supervisors can control the log in status and queue membership. (also see MB 20-13-33 and 20-13-39)

ACD Agent Work Schedules MB 41-05, specifies when the call delivery will occur. (generally set for 24 hr, and use night mode to control call delivery)

ACD Trunk Work Schedules MB 41-06, used if different trunk groups require different ACD delivery times. (generally set for 24 hr, and use night mode to control call delivery)

ACD Weekly Schedules MB 41-07, to assign the patterns above to different days of the week. (generally set for 7 day operation, and use night mode to control call delivery)

### **Basic single ACD set up**

Assign Agents to ACD groups by day / night mode MB 41-02-01. Extns can only be members of 1 ACD group for each of the night service modes.

If using PC Pro, upload the changes and disconnect to save the data to the running config.

Lift / replace the handset on the ACD phones, they should display a log in prompt.

Press the ACD login key.

### **Headset Operation.**

It is possible to set Auto Answer when using ACD.

Assign a headset key MB 15-07- feature code 05

Assign auto answer per ACD group, MB 41-14-04

Press Feature , then the headset button to activate auto answer.



Each AIC table sets the queues that will be delivered for each day /night mode.  
The ACD AIC number assigned in 41-18-01 can be repeated for many AIC tables,  
allowing more than one queue to be answered in the same mode.

Eg to answer ACD groups 1,2 and 3 during mode 1.

Choose a 3 digit AIC code eg 111

MB 41-18-01, table 1, assign 111 as the AIC code and set 41-18-03 to 1

MB 41-18-01, table 2, assign 111 as the AIC code and set 41-18-03 to 2

MB 41-18-01, table 3, assign 111 as the AIC code and set 41-18-03 to 3

### **Skills Based Routing**

With R5 software – enhanced licence option 4426154 enables skill based routing.

To set up :

41-21, assign skill table to log in ID

41-22, allow skill based routing to each ACD

41-23, assign skill level 1-7 on each skill table to each ACD. Skill1= highest

Eg, 206 wants all calls for ACD 1, 208 is only to get calls from ACD 1 when 206 is not available.

41-21 set 206 = skill table 1, 208 = skill table 2

41-22 allow skill based routing on ACD1

41-23 skill table 1 = 1 for ACD 1, skill table 2 = 2 for ACD 1

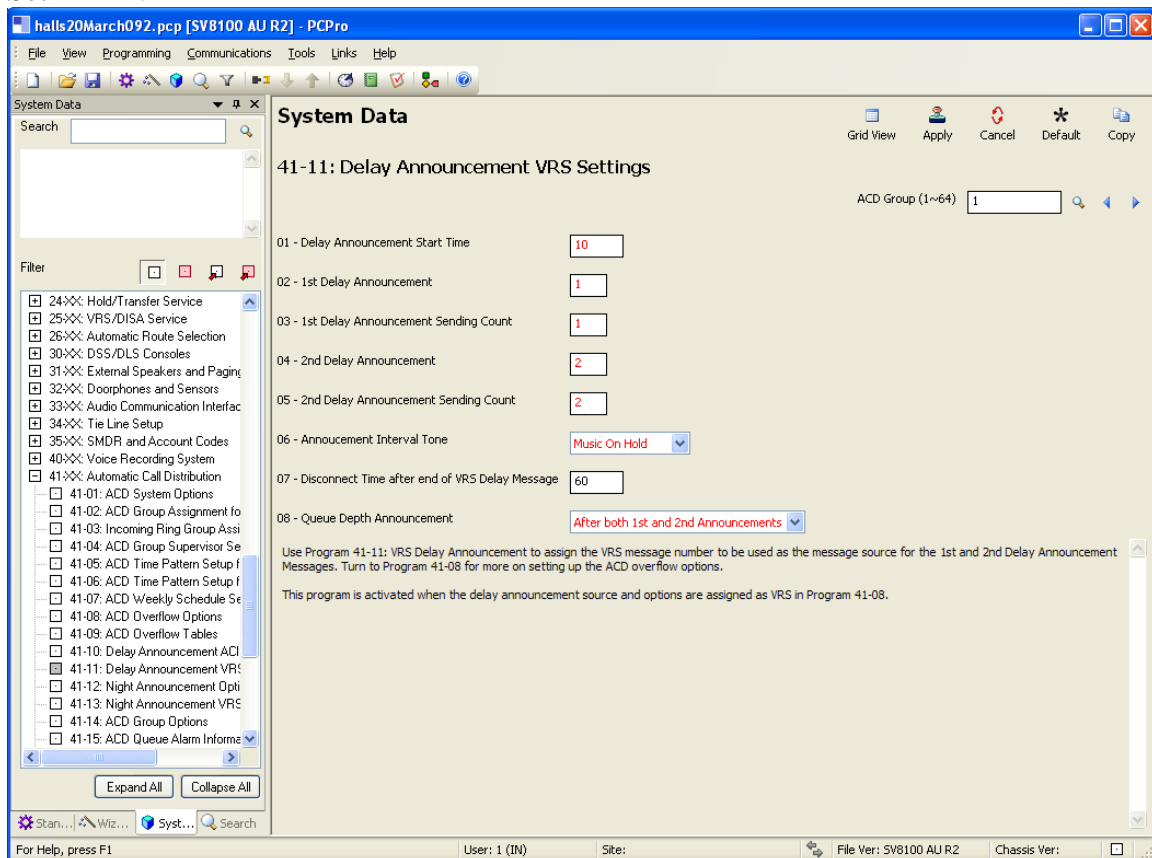
## Delay Announcements.

There are 2 ways to play delay announcements – using the VRS card, or using InMail. VRS has the added feature of playing position in queue.

Each ACD group can have individual or common announcements, with the option of position in queue.

In the example below, ACD group 1 has a 10 sec delay to the first VRS announcement message 1, it is played once. The second delay announcement (VRS message 2) is played, and after timer 22-01-11. Music on Hold is played between messages, and position in queue is played for both 1<sup>st</sup> and 2<sup>nd</sup> announcements.

Set 41-11 :



To record the VRS messages, dial #16 and follow LCD prompts. VRS message 1 = message 001.

One digit dialing options - MB 41-14-13 /14. Allows you to press a single digit and exit the queue to either an extn, voicemail, ring group, speed dial or another ACD group. If you want voicemail, the ACD pilot is used as the mailbox ID – you can create either a standard mailbox or a routing mailbox.

To activate Delay messages :

41-08-01 – no Overflow with 1<sup>st</sup> and 2<sup>nd</sup> announcements  
41-08-03 – VRS

## ACD MIS Software

ACD MIS is a reporting system only. It does not allow the supervisor to change the SV8100 ACD programming. It simply collects data from the SV8100 to provide real time graphics and historical reporting.

To activate the ACD MIS connection in the SV8100 set these MB's:

ACD MIS connection MB 41-01-03 set to 3 for TCPIP  
ACD MIS TCP port MB 10-20-02 default 4000

Test output with Telnet connection to see raw data.

If multiple agents use the same phone, or agents hot desk, then an Agent ID can be assigned. This code is not verified, but it must be unique. Each Agent will be assigned a code by the supervisor to match the settings they enter in the ACD MIS system for reporting purposes.

Login ID Code. MB 41-01-02 set digit length for login code

When the agent presses the Log in key they will be asked for their login code. If AIC codes are in use, they will then be asked for the AIC code.

Install the server and client software from the Application disk.

The following pages show tips on IPKII ACD MIS.  
Refer to the SV8100 ACD Supervisor Manual for more info.

Backups –

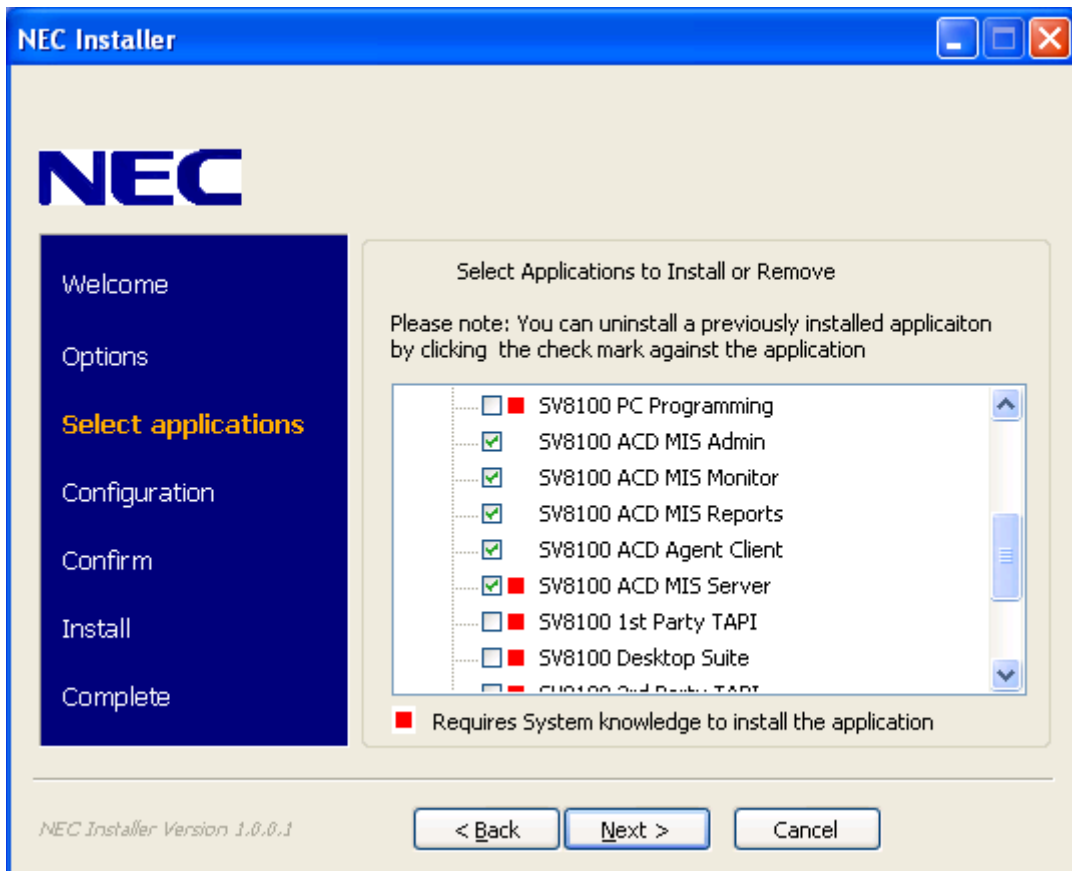
Call data = program files\nec\ACD MIS suite\ACD MIS Server\data  
Config = program files\nec\ACD MIS suite\ACD MIS Server\config.txt

If restoring config.txt data, use the import tool on the ACD MIS Admin.

## ACD MIS Installation

Insert the application CD and select the ACD options

All of these can be installed on the same machine for testing. In a normal environment the ACD MIS Server would be installed on a server machine and the admin, monitor and reporting on a supervisors machine.

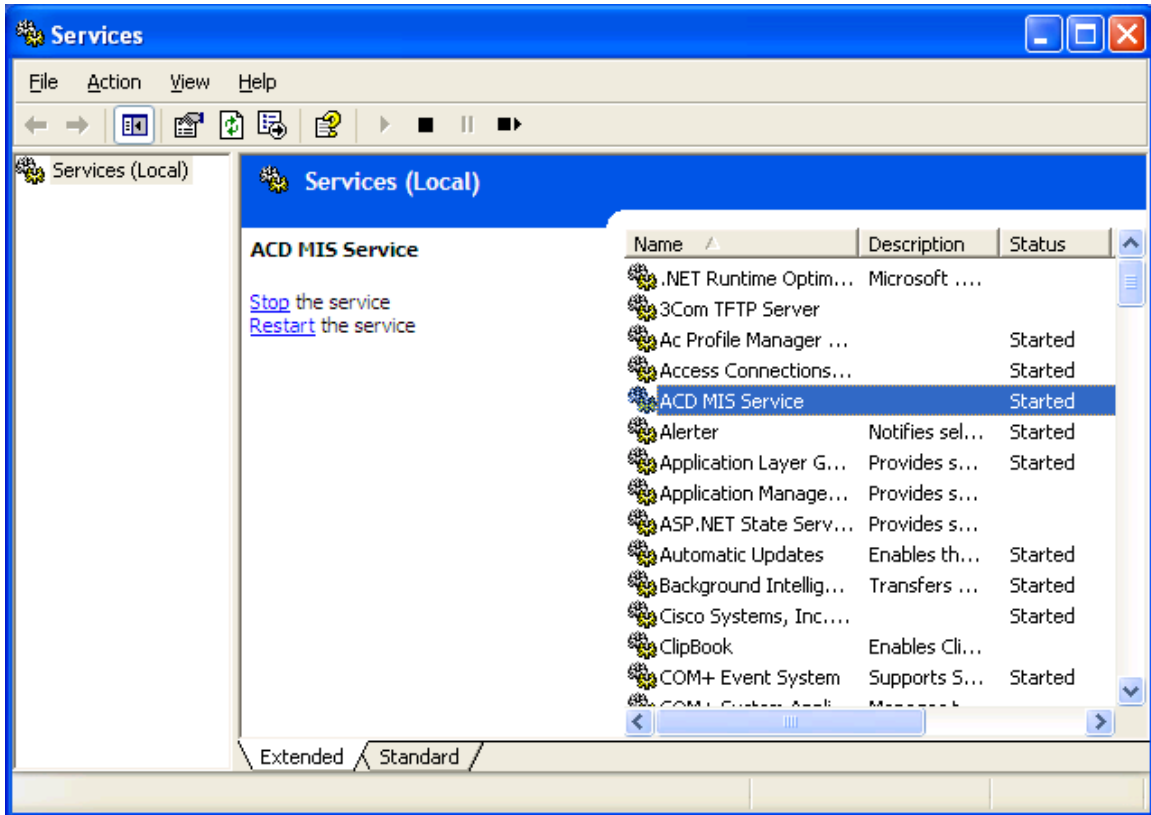


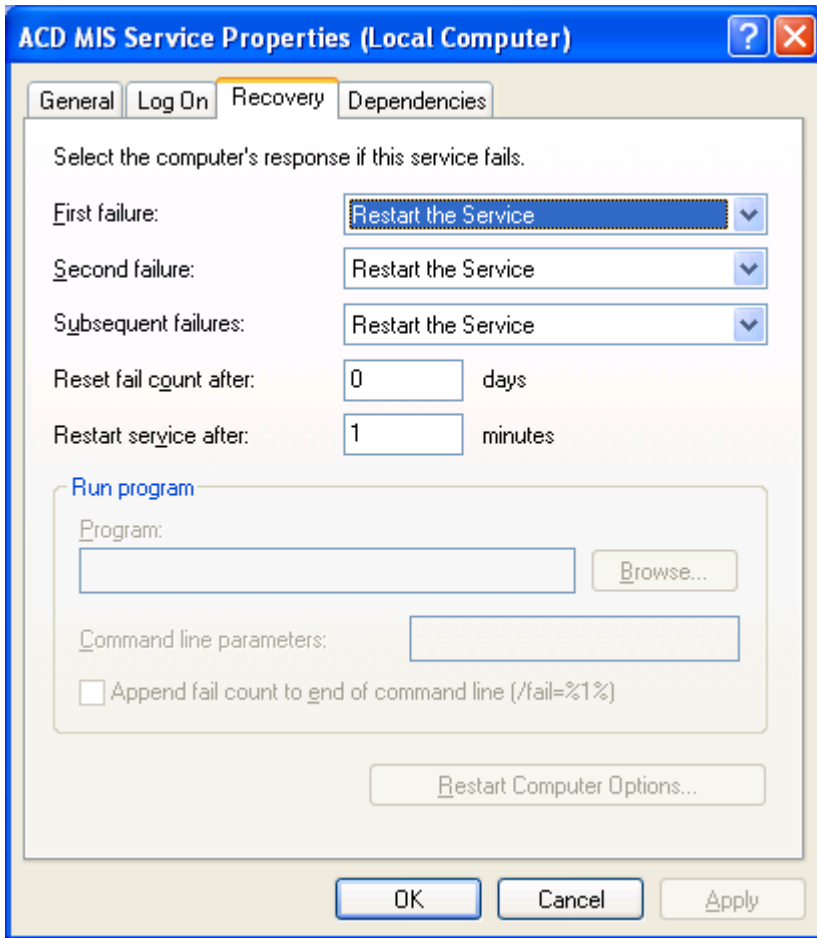
You will be prompted to enter the IP address of the SV8100

Before running the server app you may need to start the ACD MIS service.

Go to Control Panel / Computer Administration / Services.

Select ACD MIS Service





On the Recovery Tab, set failures to “restart the service”

You can now run the ACD MIS Server.



Note the Status Message window – it shows all transactions between the server and the SV8100 and desktop clients.

Green light shows ACD successfully connected to SV8100. If you don't get that far, check the address and port number setting match, and the SV8100 licensing is loaded.

Click on Setup / server settings

MIS Server Setup

**ACD**

IP Address 172.16.0.10

TCP/IP Port 4000

**O & M**

TCP/IP Port 8010

User ID user1

Password 1111

Get Names

Status: Last retrieval 8/11/2009 9:26 AM

**License Server**

TCP/IP Port 6080

**MIS Server**

TCP/IP Port 8080

OK Cancel

SV8100 IP address

Port number = MB 10-20-02

Licenses are downloaded from SV8100

This is the port number the ACD clients connect to.

Enter the O&M information as shown above.  
Click on Get Names.

This will copy the ACD configuration from the SV8100.

ACD Admin program

This is used to customize the ACD database in the ACD Server – it has no control over the SV8100 programming.

User name is Admin

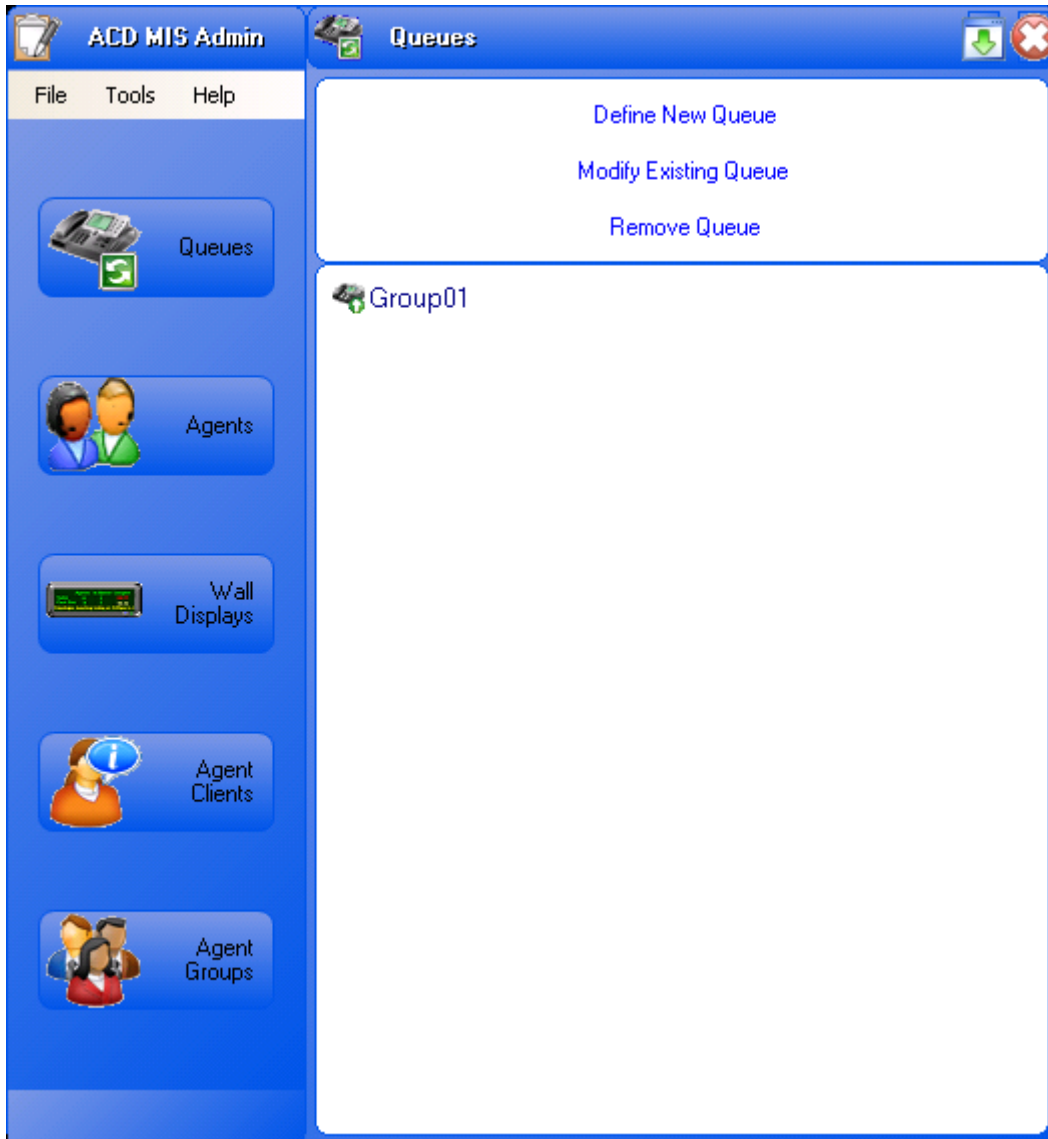
Load Config from ACD



The information learnt by the server when it did the Get Names will be shown.

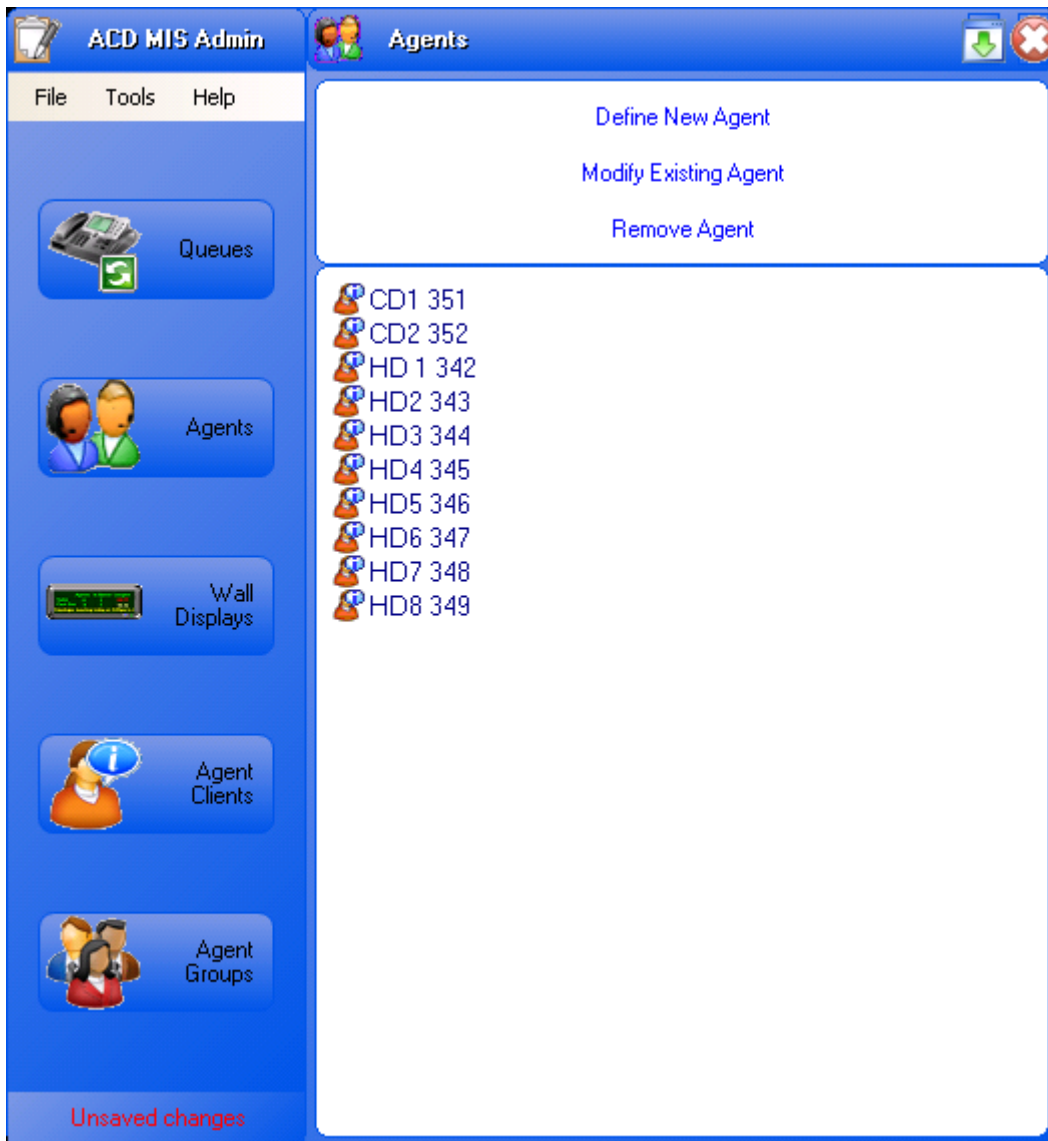
The names of queues can be customized.

If you are using Agent Login ID, these need to be added as individual agents, rather than the extn numbers learnt by the system. The Agent ID's are not stored or verified by the SV8100, they are only used to provide reporting in the ACD MIS.



Click on Modify Existing Queue to customize the Queue name

Note- Queue numbers relate the ACD group number in 11-17 (0-63)

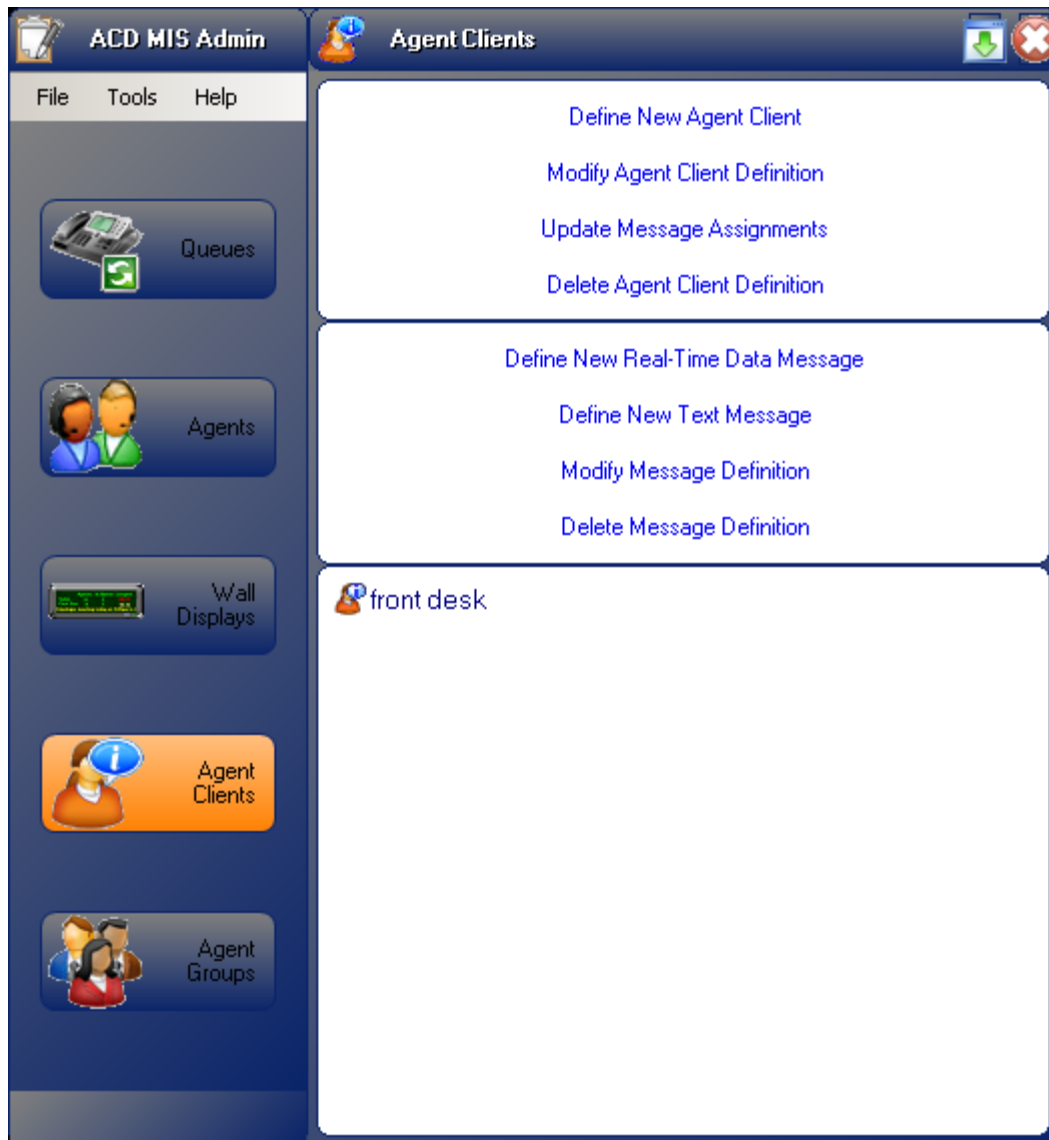


Extns will have been auto learnt from the system.  
Define new agents if you need to set up Agent Login ID's

Agent Client program

Used to provide an on screen queue monitor for the agents. Can either be a ticker tape along the top of the screen or a mini display with multiple line. The client can provide audio alerts at certain thresholds

Click on Agent Clients



Click on Define new real time message

Setup the name and type of info to be displayed in the real time message

**Real-Time Message**

**InACD MIS Admin Wizard**

Name the message

Type a name for the real-time message:

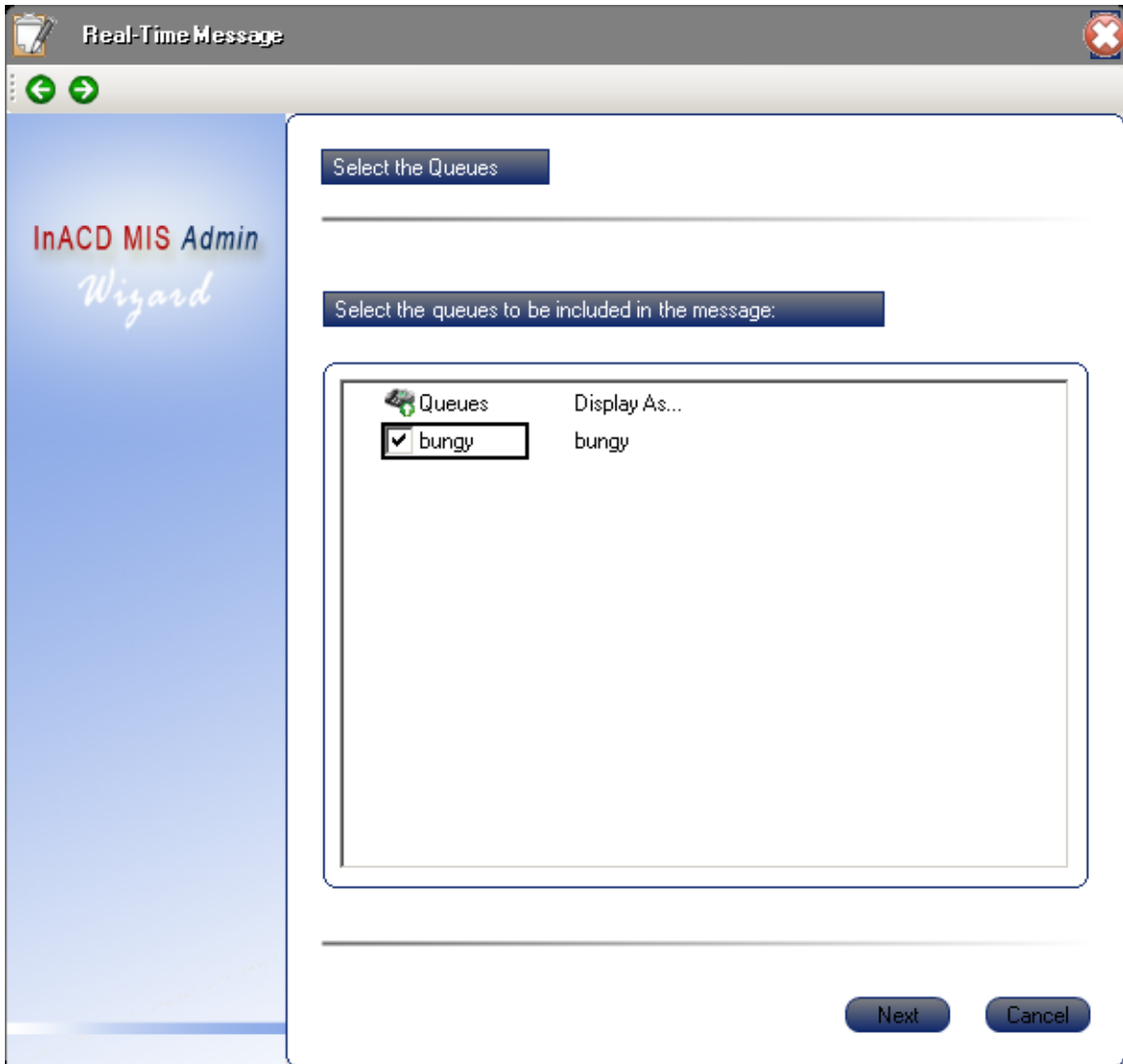
Que Mon

Select the type of real-time message to create:

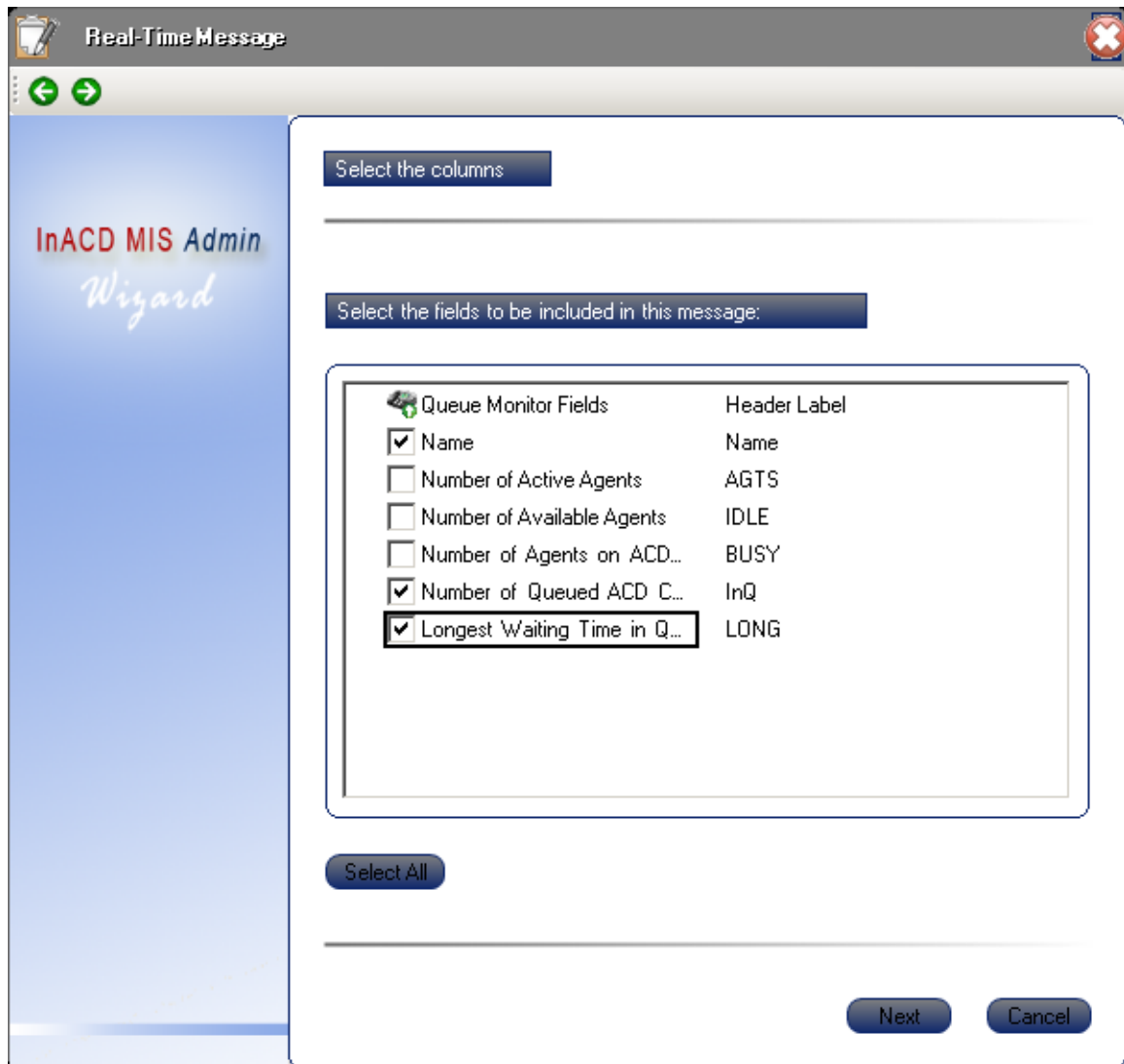
- Queue Monitor  
Shows current call counts, agent counts, and time in queue.
- Queue Summary  
Shows cumulative totals and averages over a fixed time interval.
- Call Center Monitor  
Shows current call counts and agent counts for the entire call center.
- Call Center Summary

Next Cancel

Select the queues to be displayed



Set the fields to be displayed



Set the colors and alarm thresholds



Click on Update Message Assignments to determine which display the agent client will run



\*\*\* Upload changes \*\*

If you have a large number of agents that want the same display, you can group them in an Agent Group and apply the message display to the group.

In the Agent Client you can determine the appearance – either ticker or wall board.  
Properties settings :

