

Centric ACD Server

Agent Profiles Centric lets businesses serve and manage both computer-based and telephone-based callers in a single integrated environment—all without any circuit-switching. Centric uses the switching capability inherent in its IP backbone network, and the intelligence for the automatic distribution resides in the ACD Server.

The ACD (Automatic Call Distributor) Server, the core component of Centric, manages calls, queues, CSRs, agent groups, teams, skills, and priorities. This is a full-featured, high-capacity ACD, capable of managing thousands of CSRs and of organising calls into any number of Queues. CSRs are organised into Agent Groups with customer-defined many-to-many relationships between Queues and Groups. Call Requests and Agents are complete and independent objects which are defined by attributes and properties which the ACD uses to determine queue configuration and processing.



ACD Server administration includes CSR profile configuration. Fields include: Name, User ID, Password, Agent Group, and Skills Possessed.

The Queue is Centric's basic call organising unit. Call requests are organised into one or more Queues, where they are served by the next available agent. The name of a Queue is one of the attributes of a call request, and Centric allows the administrator to define any number of queues.

Skills are an attribute of both call requests and a Centric CSR profile. When a call that includes required skills reaches the front of the queue, it is assigned to the next available CSR who possesses the required skills. The Universe ACD Server features a highly configurable priority management algorithm. Call request priority is independent of both queue and skills. Higher priority requests move faster through their queue than lower priority requests. Any number of priorities may be defined.

- 8,000 agents
- 50,000 simultaneous calls and messages
- 500,000 call arrivals per hour
- High performance MS SQL Server database

Agents log in to the ACD Server to begin an Agent session. The ACD Server validates the login against the agent database and records the agent's IP address for easy tracking. Therefore, the physical location of an agent is not a significant factor. Agents are location-independent.

ACD Server Administration also includes definition of an unlimited number of Agent Groups.

Any Agent Group can be linked to any number of Queues, and any Queue can be served by any number of Groups.

When the ACD Server receives a call request, it checks to see that there is at least one agent logged in who is qualified by Queue links and Skills to serve the call. If not, the ACD Server responds to the call request with a user definable "no agent available" message.

The ACD Server is capable of distributing messages as well as calls, routing them through the same mechanisms of Queue, Skills, and Priority.

The ACD Server displays a collection of real-time statistics about each Queue and each Agent Group.

The ACD Server automatically creates a detailed, event-oriented database for calls and agent state changes. Data is stored in MS SQL-Server or any OLE-DB-compatible database. Standard reports are included, and the schema is open for use with any reporting tool.
