



**SCS 4.0**

**ACD Setup & Operation**

**Task Based Guide**

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# ACD Set Up & Operation

## Overview

The SCS system can be configured as an Automated Call Distribution (ACD) solution. This facilitates the management of incoming calls and their distribution to ACD agents. The agents are required to 'login' to their phones in order to receive ACD calls. Real time and historic statistics are provided in relation to call volume and ACD agent behaviour. The statistics can be used to help manage and improve the performance of the ACD system and agents. For details of Real Time Statistics & ACD Reports please refer to the SCS ACD Reporting Task Based Guide.

## Required Information

The following questions should be considered for the successful installation and configuration of the ACD facility on the SCS system:

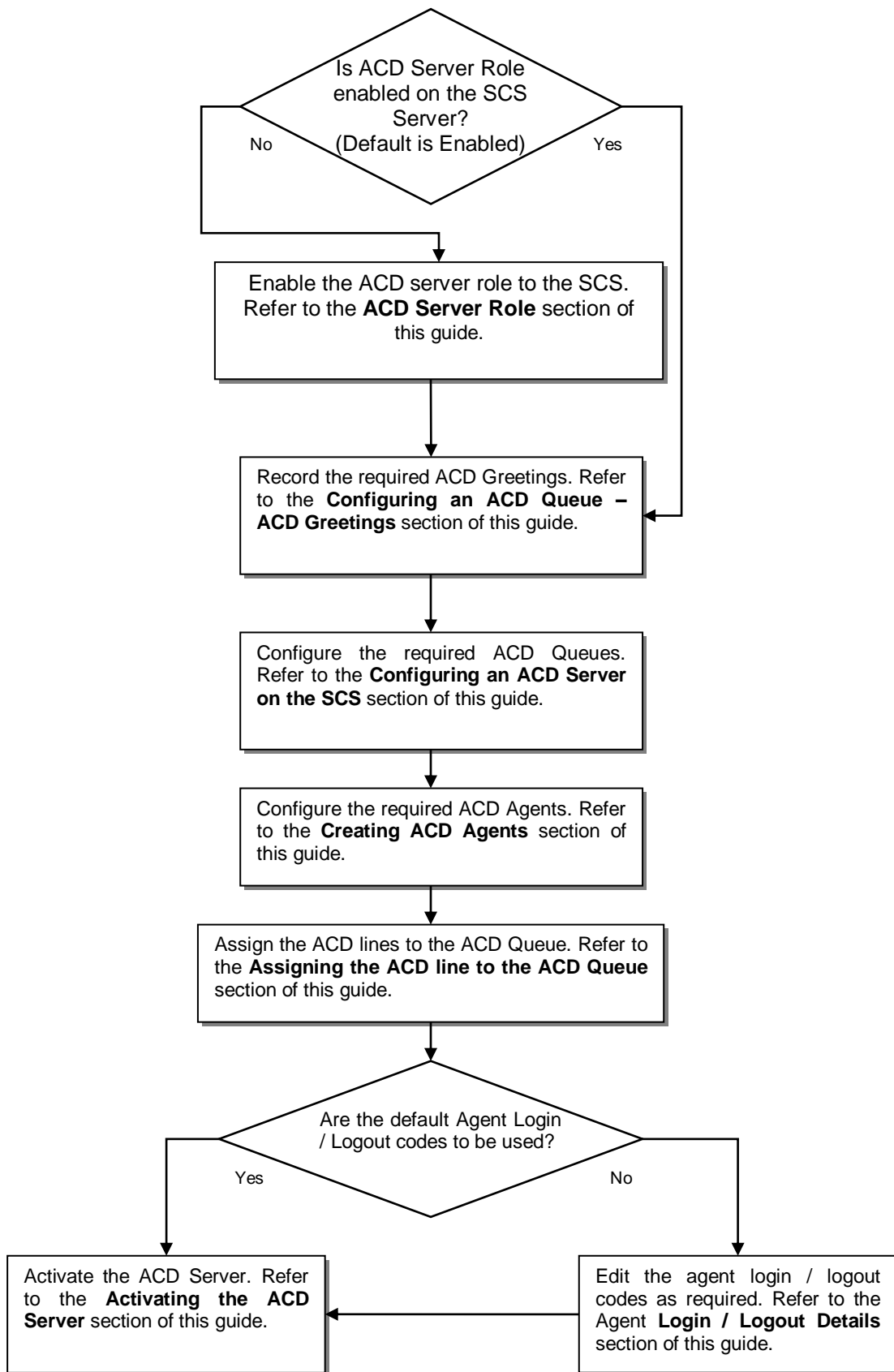
- Which new users are to be configured as ACD agents?
- How many ACD queues are required?
- The ACD Server Role is enabled by default, has this setting been changed?
- If required, have the ACD queue announcements been scripted ready for recording?
- What lines are to be assigned to the ACD queue?
- How will calls be presented to the ACD queue?
- Will a secondary ACD Server be configured?

## ACD Capacities

The capacities of the SCS ACD system are:

<b>ACD Feature</b>	<b>Capacity</b>
Agents	50
Queues	50
Max Simultaneous Calls	20

## Flow Chart



## Accessing the SCS Programming Interface.

### **Web Browser requirements for accessing the SCS system**

Avaya recommends the following browsers for accessing the GUI of the SCS:

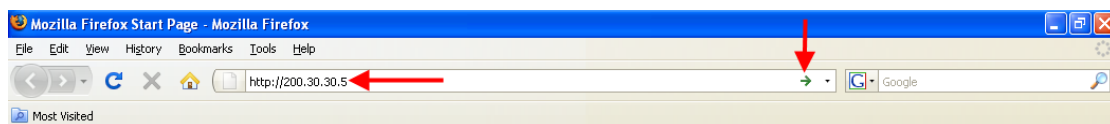
- Mozilla Firefox 3.5 or later
- Internet Explorer version 7.0 or later

In order to configure the Software Communications System you will need to login to the system with an account that has administrative privileges.

Please refer to the **SCS 4.0 Configuring User Profiles Task Based Guide** for details of how to create users and assign them administrative privileges.

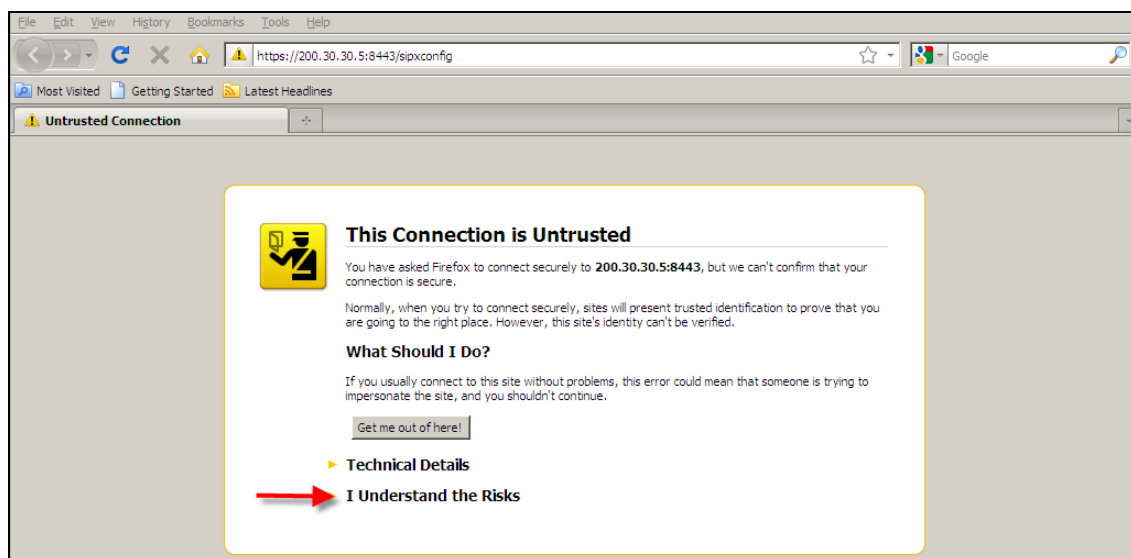
The following procedure describes how to access the SCS web browser administration utility:

1. Open your web browser and enter the IP address or FQDN (Fully Qualified Domain Name) of the SCS system in the address bar. Then press enter.

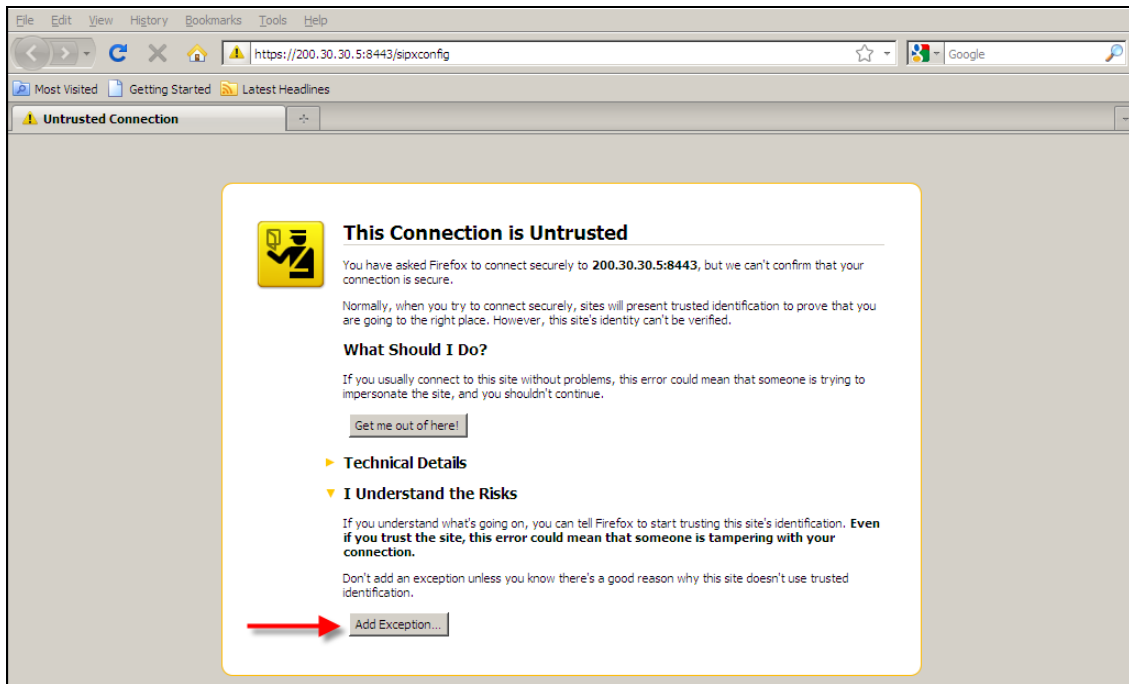


2. Depending on your browser settings, you may receive a warning concerning the site's security certificate. Approve the certificate by clicking on **OK** (or **Yes**, depending on which browser you are using) to continue browsing to the SCS administrator portal.

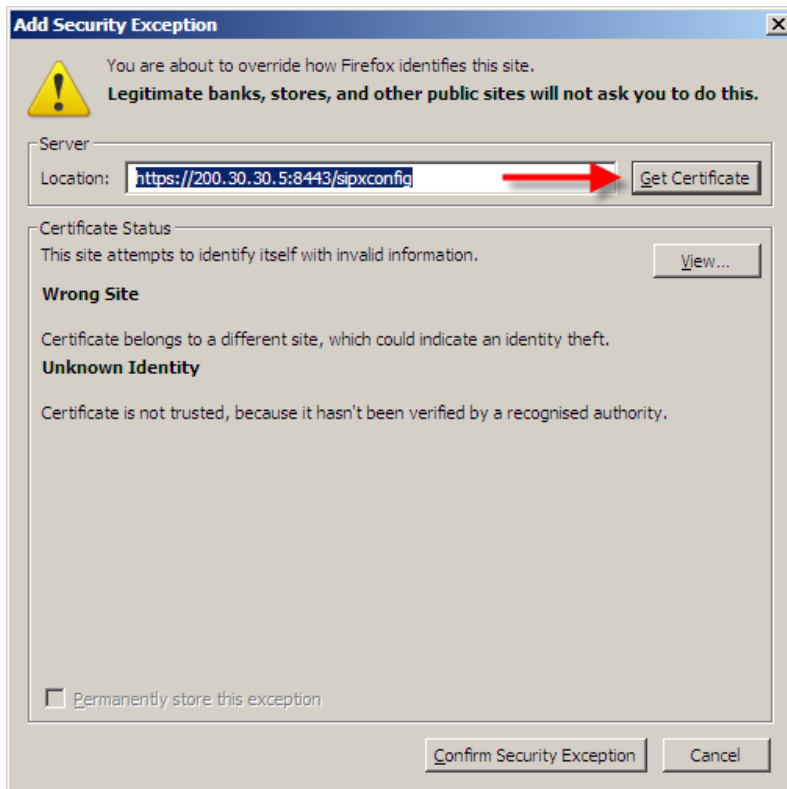
3. If you are using Mozilla Firefox 3.6, an exception will have to be added to a security certificate exception. Click on the **I Understand the Risks** link.



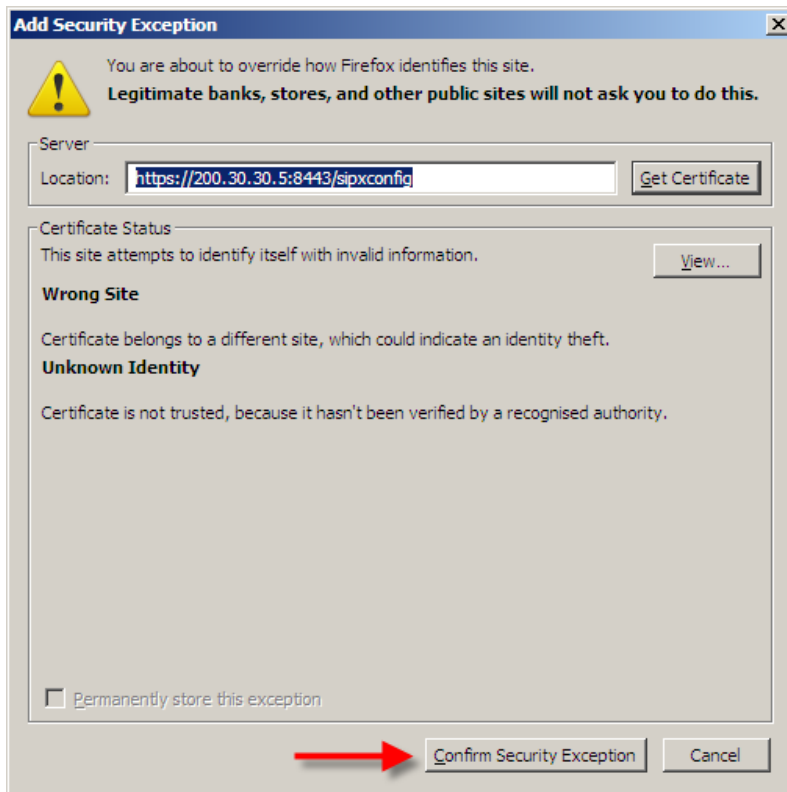
4. Click on **Add Exception**.



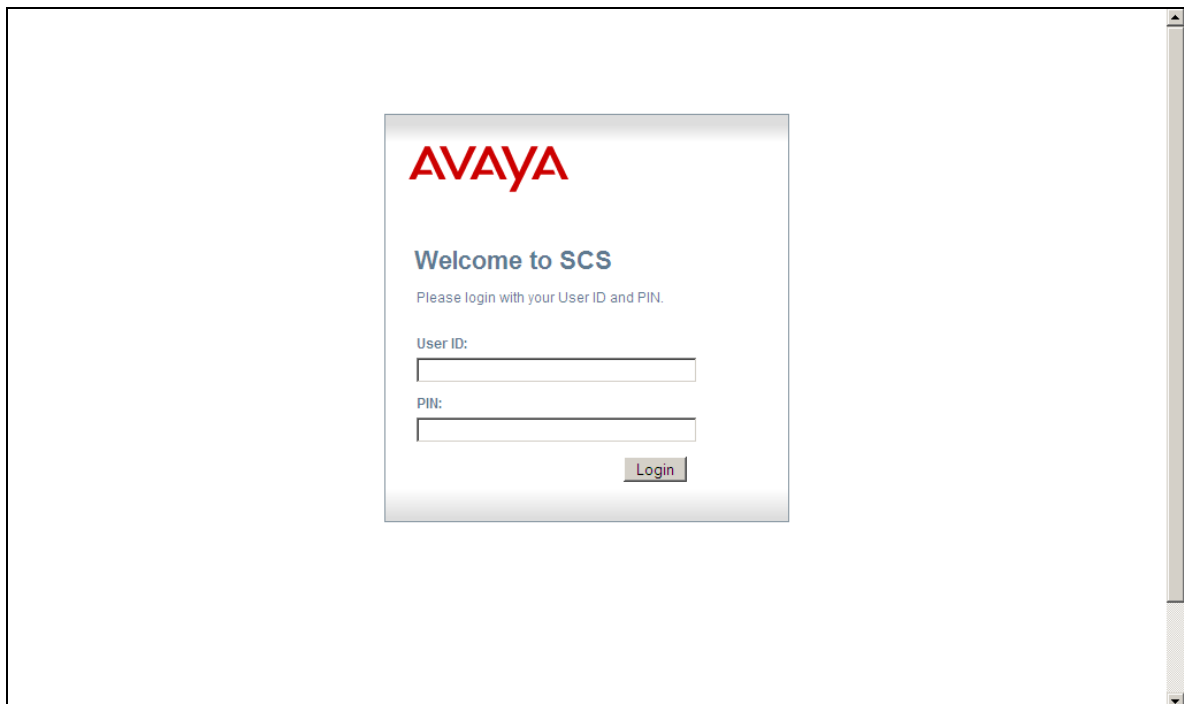
5. Click **Get Certificate**. This is a default certificate installed by the system at the point of installation to ensure security. To avoid exception messages in the future you can install a trusted certificate from within the browser – open the **System** menu and select **Web Certificates**.



6. Now click **Confirm Security Exception**.

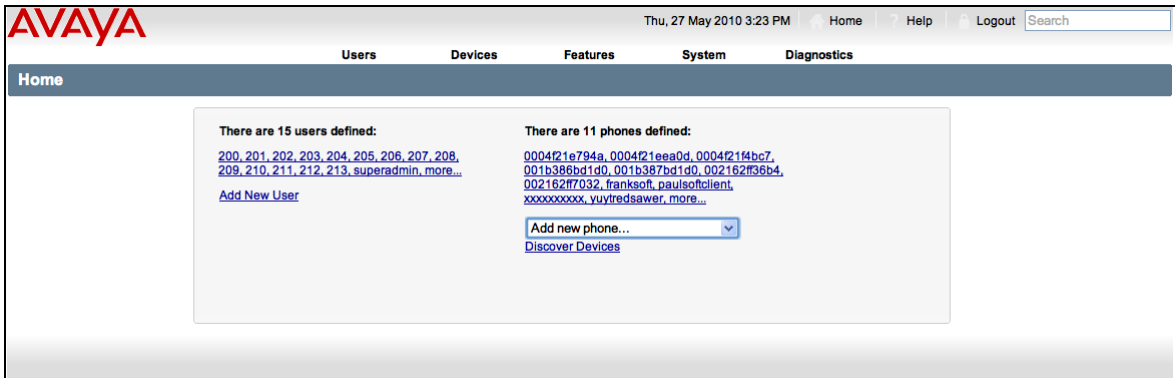


7. You will be presented with the initial login screen. Enter the user id **superadmin** and the password (PIN) previously defined by the administrator. Then click the **Login** button.



**Note:** For details of how to configure Users for the SCS please refer to the **SCS 4.0 Configuring User Profiles Task Based Guide**.

8. You will be presented with the SCS Interface.

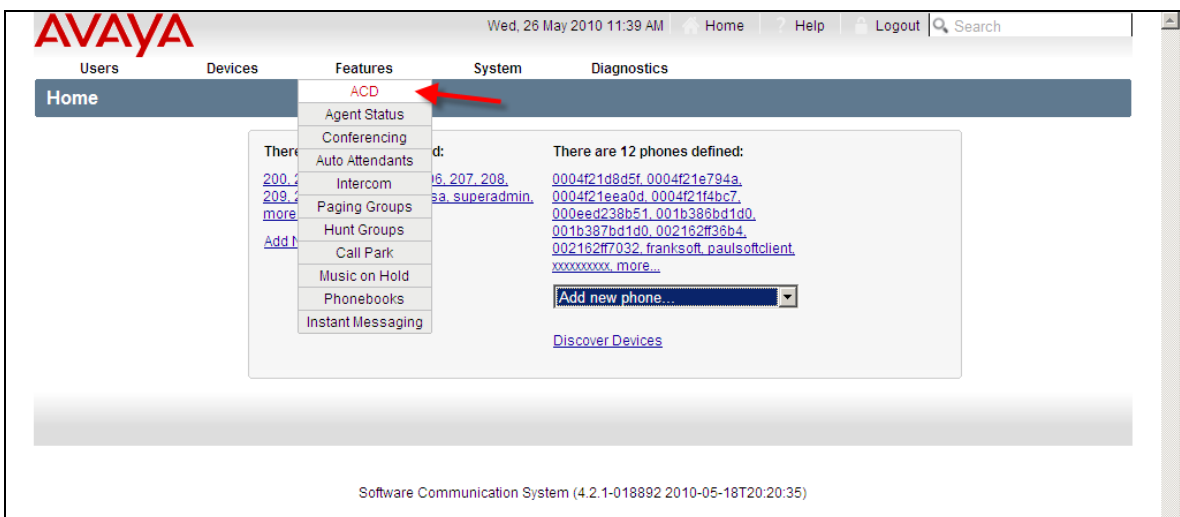


**Note:** The ACD server role is enabled by default on the SCS, however if you need to check this, please refer to the **SCS 4.0 Troubleshooting Task Based Guide**.

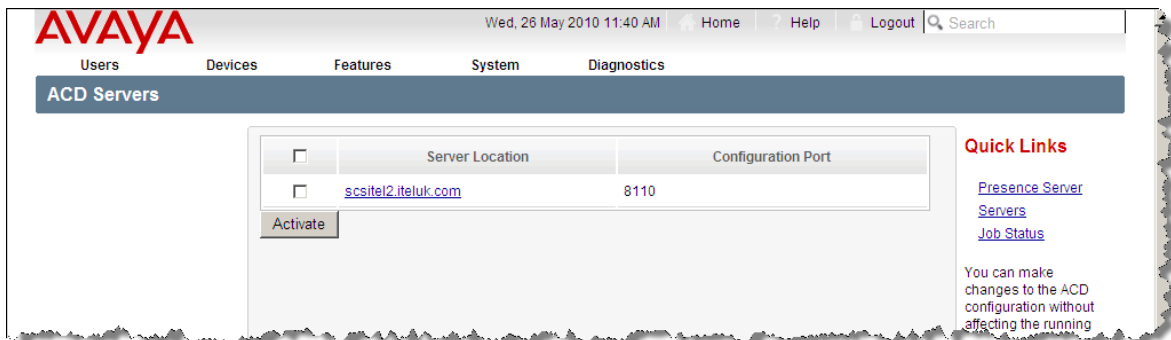
## Configuring an ACD Queue

The ACD queues determine how incoming calls are handled and distributed. If calls are queued, the system can be configured to overflow the call to other destinations such as other ACD queues or hunt groups, which can improve the call answering time offered to customers.

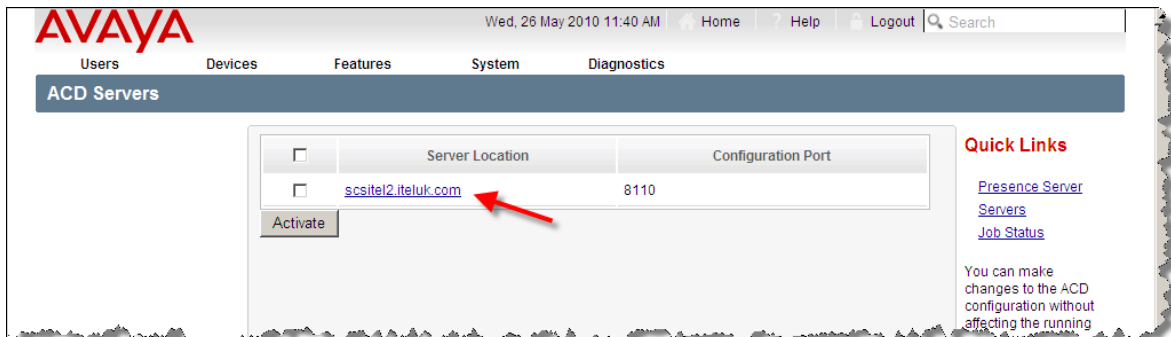
1. Click the **Features** heading, followed by **ACD**



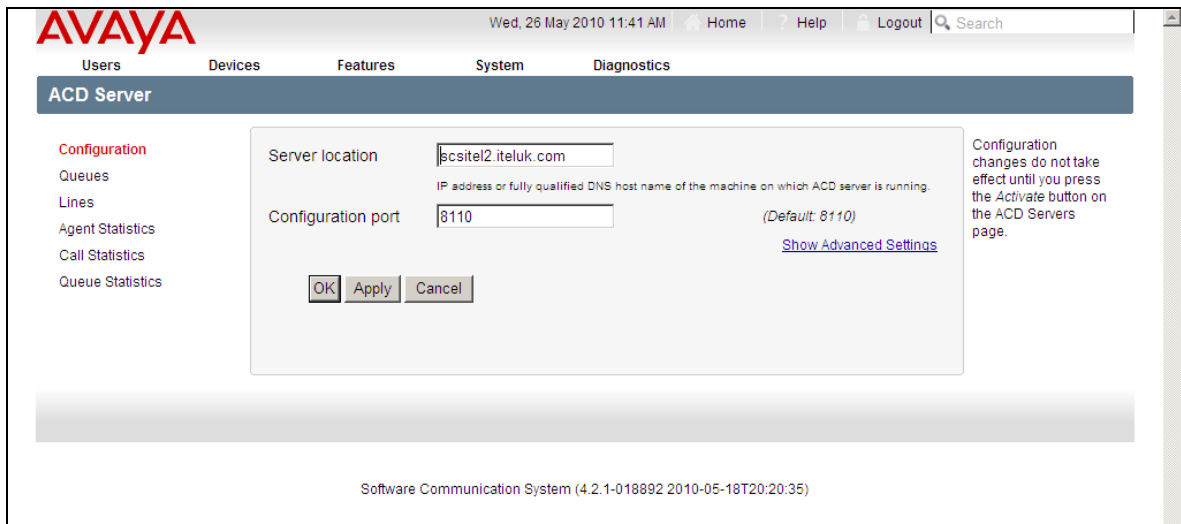
- You will be presented with the **ACD Servers** screen. In this example, a server is displayed that when activated, will run on `scs1.scsnetwork.local` which is this SCS system itself.



- Click the link for the ACD server as required.



- The **Configuration** details for the ACD Server will be displayed.



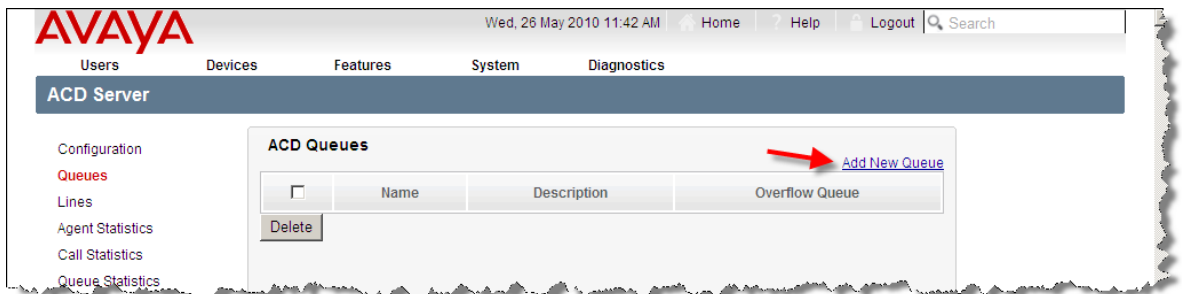
5. Click the **Queues** link.



6. You will be presented with the **ACD Queues** screen.



7. Click on the **Add New Queue** link.



8. You will be presented with the **ACD Queue** screen.

AVAYA
Wed, 26 May 2010 11:46 AM
Home
Help
Logout
Search

Users
Devices
Features
System
Diagnostics

ACD Queue

Name

Description

[Show Advanced Settings](#)

Overflow Type

Define an overflow type

Overflow destination

Overflow destination value depending on the selected overflow type.

Overflow entry

Call can be transferred to an internal extension or a SIP URI upon an overflow condition if no overflow destination is defined for this queue.

Call routing scheme  *(Default: Circular)*

The ACD call routing scheme that will be employed on this queue.

Answer mode  *(Default: Immediate)*

If set to Immediate, the call will be answered immediately upon arriving at this queue and the configured welcome-audio file will be played to the caller. Once the audio has completed, the queue will then attempt to route the call. If set to Deferred, the queue will first attempt to route the call. If it is unable to immediately route the call, it will then be answered. If set to Never, the call will not be answered while on this queue other than when actually connecting to an agent.

Barge in  *(Default: unchecked)*

If set, the welcome audio will be terminated early, should an agent become available while it is being played.

Welcome audio

The welcome audio played to callers. If no file is specified, then silence will be played. Several files can be uploaded and selected.

Queue audio

The queue audio played repeatedly to the caller until the queue either routes the call to an agent or to another queue. Several files can be uploaded and selected.

Audio interval  *(Default: 15)*

The interval, in seconds, to wait before repeating play of the specified Queue audio.

Call termination audio

The message played to the caller when it has been determined that the call must be terminated. Once the audio has completed, the call will be dropped. If no audio is specified, then a busy tone will be played prior to terminating the call. The duration of the busy tone is specified by the termination-tone-duration attribute.

Termination tone duration  *(Default: 2)*

The duration in seconds that the termination tone (busy tone) is to be played if no call-termination-audio is specified and the call is to be dropped by the queue. A value of zero indicates that no tone is to be played prior to dropping the call.

Agent wrap-up time  *(Default: 15)*

The period of time, in seconds, that has to pass before the ACD transfers a new call to an agent after a previous call has been completed. If set to 0, it will be disabled.

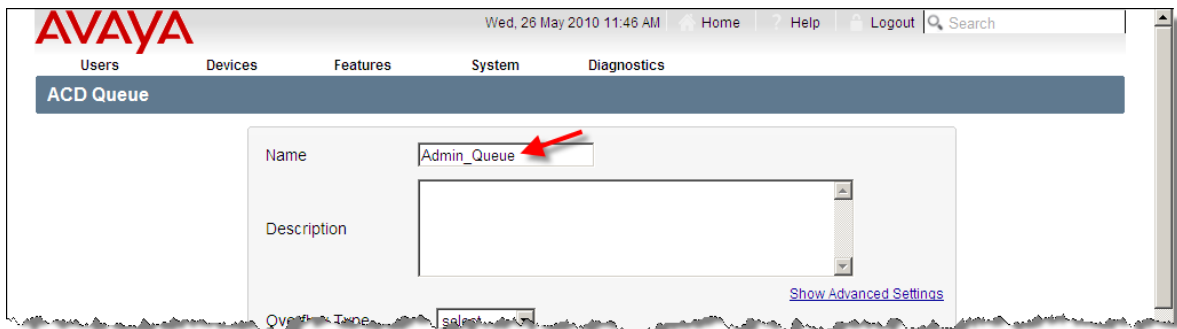
Agent Non-Responsive time  *(Default: 30)*

The period of time, in seconds, that has to pass before the ACD transfers a new call to an agent after a previous call was not answered.

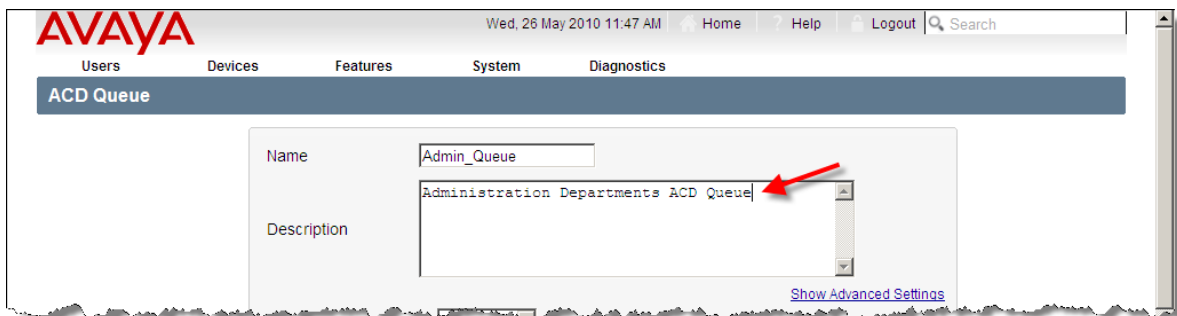
Maximum Bounce Count  *(Default: 3)*

The number of rejected or non-answered calls an agent may have before being "bounced" (automatically signed out). If set to 0, it will be disabled.

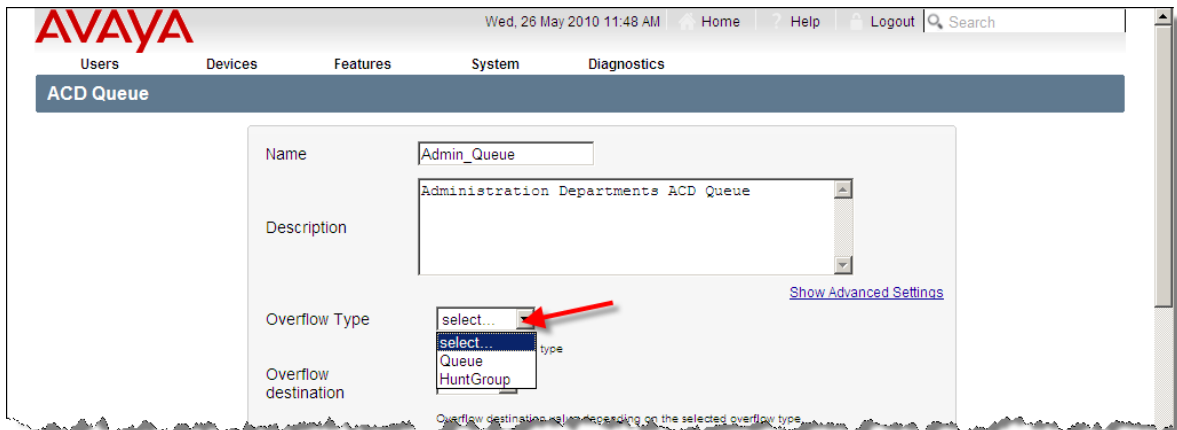
9. In the **Name** field, enter a name for the queue.



10. In the **Description** field, enter a description for the queue.



11. From the **Overflow Type** drop down box, select the overflow type. The choices are **Queue** or **Hunt Group**.



12. From the **Overflow Destination** drop down box, select the required overflow destination. In this example an **Overflow Type** of **Queue** has previously been selected, therefore the overflow destinations available are other configured ACD Queues, such as the Sales queue.

The screenshot shows the Avaya ACD Queue configuration interface. The 'Overflow Type' is set to 'Queue'. The 'Overflow destination' dropdown menu is open, showing 'Sales' as the selected option, indicated by a red arrow. The 'Name' field is 'Admin\_Queue' and the 'Description' is 'Administration Departments ACD Queue'. A 'Show Advanced Settings' link is visible next to the overflow type dropdown.

13. When the 'Hunt Group' Overflow Type is selected, the potential overflow destinations will be other existing Hunt Groups. In this example, Hunt Groups named Marketing Hunt Group, Team1 and Team 2.

The screenshot shows the Avaya ACD Queue configuration interface. The 'Overflow Type' is set to 'HuntGroup'. The 'Overflow destination' dropdown menu is open, showing 'Marketing' as the selected option, indicated by a red arrow. The 'Name' field is 'Admin\_Queue' and the 'Description' is 'Administration Departments ACD Queue'. A 'Show Advanced Settings' link is visible next to the overflow type dropdown. The 'Overflow entry' field is empty.

**Note:** Only previously configured ACD Queues and Hunt Groups will be available for selection as Overflow Destinations.

14. If an **Overflow Destination** has not been defined for this queue, in the **Overflow Entry** field, enter a destination to which overflowed calls will be transferred. Overflowed calls can be transferred to an internal extension or a SIP URI upon an overflow condition.

The screenshot shows the Avaya ACD Queue configuration interface. The 'Overflow entry' field is highlighted with a red arrow. The 'Overflow destination' is set to 'Marketing'. The 'Call routing scheme' is set to 'Circular'.

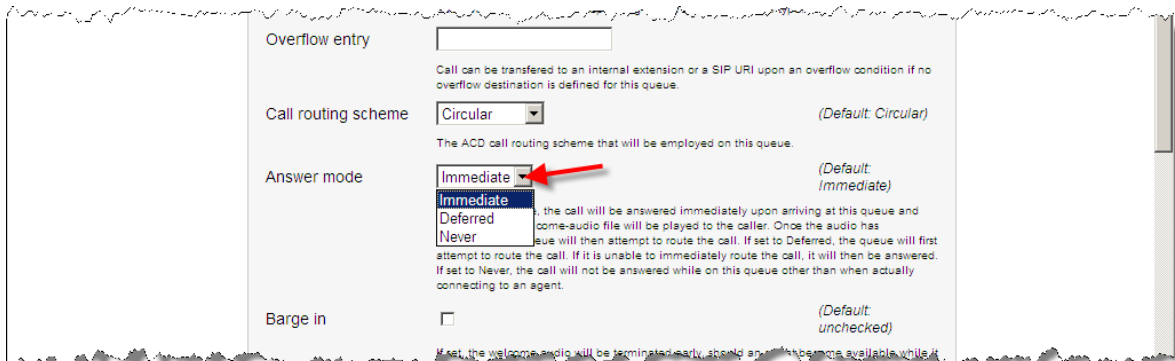
15. From the **Call Routing Scheme** drop down box, select a call distribution method for calls to this queue. The options available are:

- **Ring All:** Rings all available agents. The first agent that answers the call connects to the caller.
- **Circular:** The next available agent is selected in a round-robin fashion. The order in which an agent is assigned to a queue determines the order used to select the next available agent.
- **Linear:** All incoming calls go to the first agent assigned in a queue. If that agent is not available, the call goes to the second assigned agent and so on for every call. In this way agents can be presented with calls in a prioritised manner.
- **Longest Idle:** Calls are distributed based on which agent has been in an idle state for the longest period of time.

The screenshot shows the 'Call routing scheme' dropdown menu open, with 'Circular' selected. The 'Overflow destination' is set to 'Marketing'. The 'Answer mode' is set to 'Immediate'.

16. From the **Answer mode** drop down box, select the mode to which calls will be answered for this queue. The options available are:

- **Immediate:** The call is immediately answered and the configured welcome greeting played to the caller. Once the greeting has played, the queue will then attempt to route the call.
- **Deferred:** The queue will first attempt to route the call. If it is unable to route the call, the Welcome Audio is played and the call queued until an agent becomes available.
- **Never:** The call will not be answered when in this queue other than when connecting to an agent.



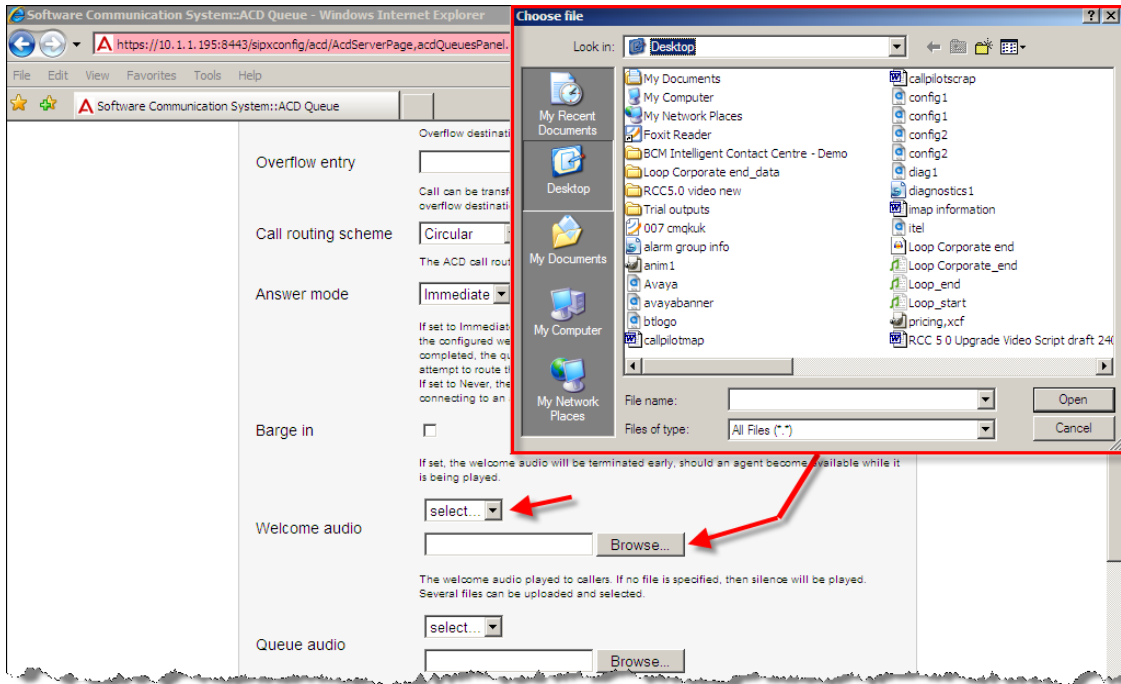
The screenshot shows a configuration window for an ACD queue. The 'Answer mode' dropdown menu is open, showing three options: 'Immediate', 'Deferred', and 'Never'. A red arrow points to the 'Immediate' option. The 'Barge in' checkbox is unchecked. The 'Call routing scheme' is set to 'Circular'. The 'Overflow entry' field is empty. The 'Barge in' checkbox is unchecked. The 'Answer mode' dropdown is currently set to 'Immediate'.

**Note:** Any welcome or queue audio files must be in RIFF (little-endian) data, WAVE audio, Microsoft PCM, 16 bits, mono, 8000 Hz format.

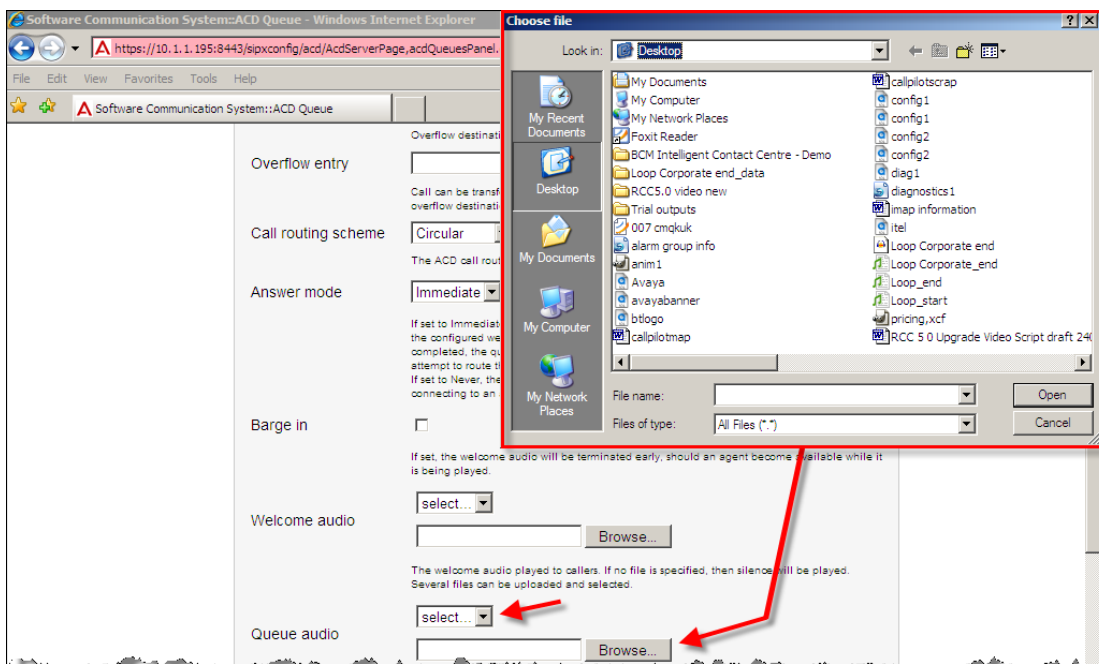
17. If the **Barge in** check box is selected, the welcome audio greeting will be terminated early, should an agent become available while it is being played.

## Configuring an ACD Queue - ACD Greetings

1. The **Welcome audio** greeting played to callers can be defined. If no file is specified, then the callers will hear silence. Any configured welcome greetings can be selected from the drop down box. Otherwise, click the **Browse** button to locate the required audio welcome greeting.

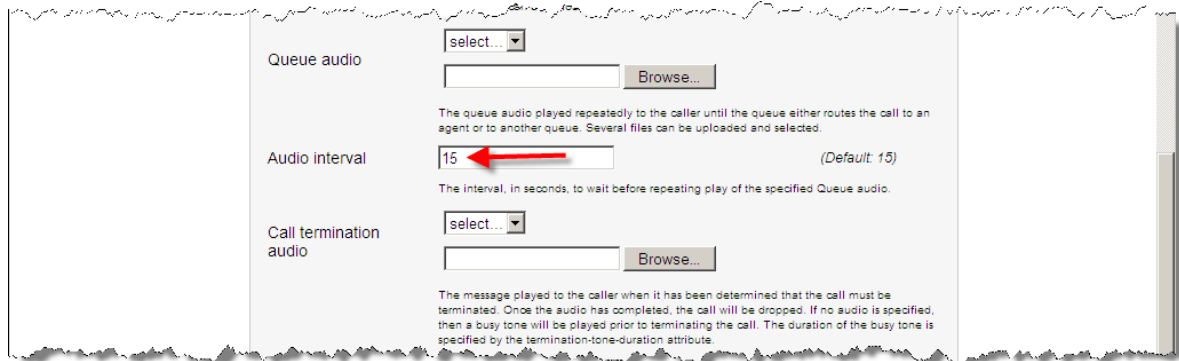


2. The **Queue audio** can be defined that will be played repeatedly to the caller until the queue either routes the call to an agent or to another queue. Any configured audio file can be selected from the drop down box. Otherwise, click the **Browse** button to locate the required audio file.

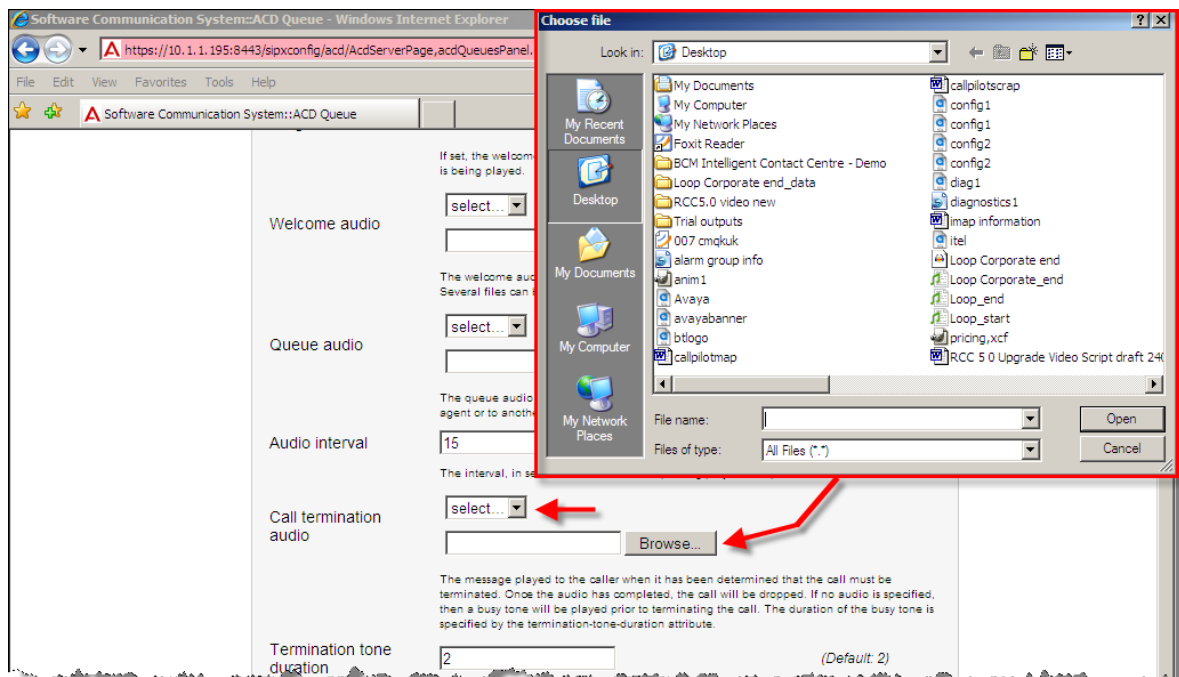


**Note:** Any recorded .wav files must be 8khz / 16 bit PCM samples, signed, little-endian, 1 channel (mono), .wav header (implied 128kbps)

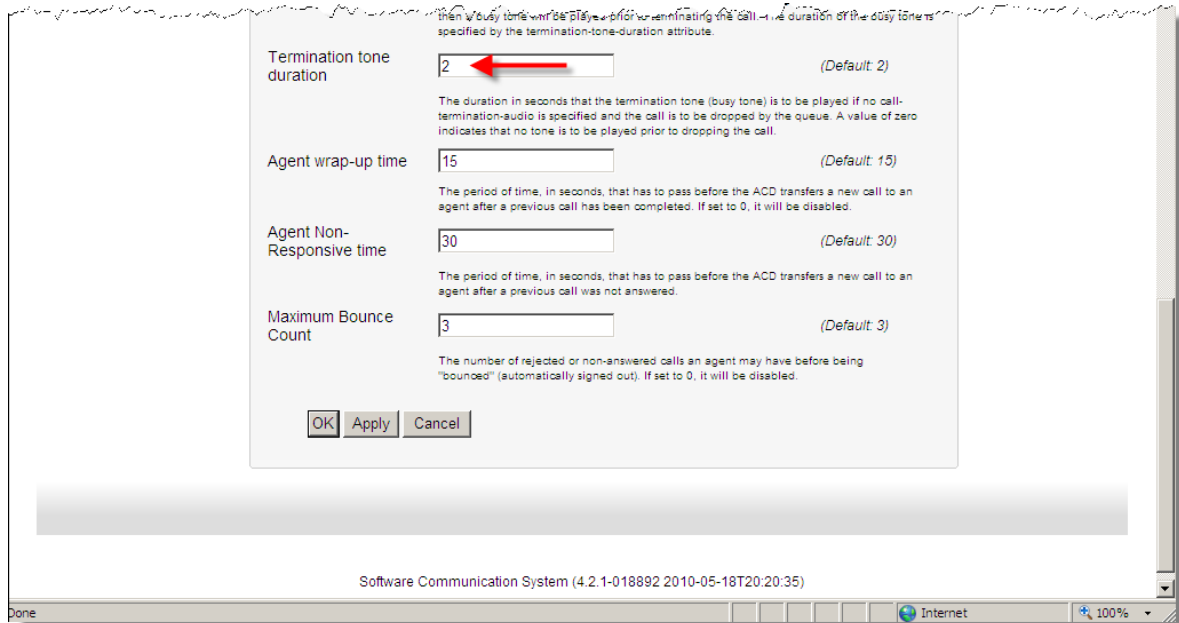
3. In the **Audio Interval** field, enter the interval, in seconds, that calls will wait before hearing the repeated queue audio. By default, this is 15 seconds.



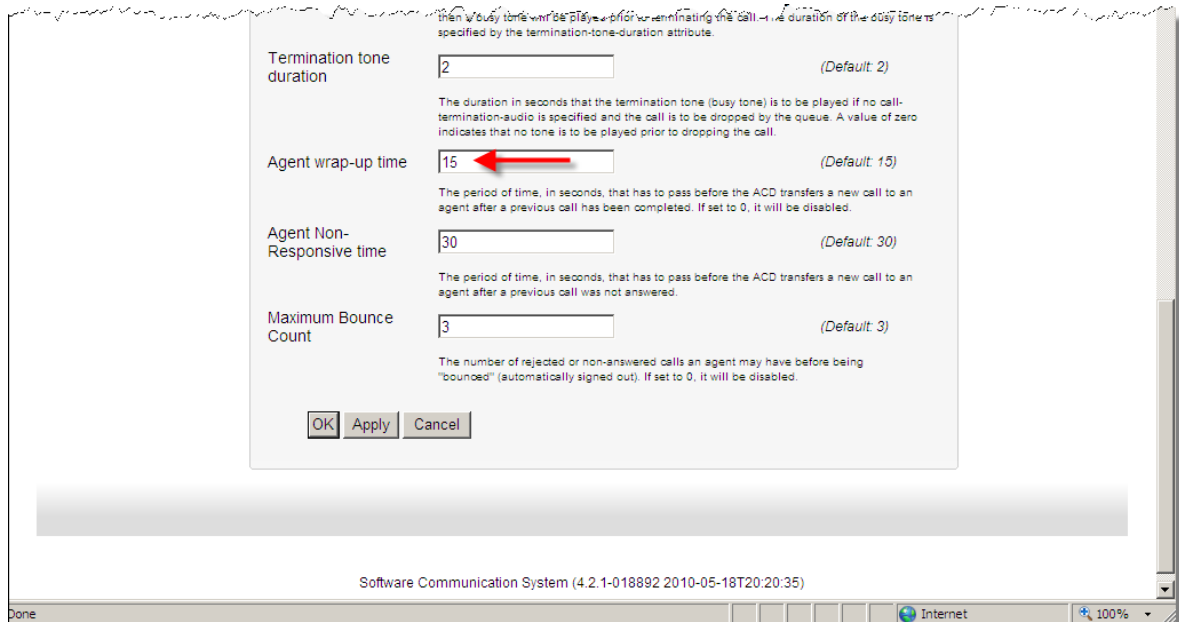
4. The **Call Termination Audio** is the message played to callers if their call is to be terminated. Once the message has been played, the call will be dropped. If a message is not specified, a busy tone is played prior to terminating the call.



- In the **Termination Tone Duration** field, the duration of the busy tone can be specified. A value of zero indicates that no tone is to be played prior to dropping the call.



- In the **Agent wrap-up time**, you can enter a time in seconds that will elapse before another call is presented to this agent, after the completion of a previous call. If set to 0, this setting is disabled.



7. In the **Agent Non-Response Time** field, enter the period of time in seconds that has to pass before the ACD transfers a new call to an agent, after a previous call was not answered.

The screenshot shows a dialog box titled "Software Communication System (4.2.1-018892 2010-05-18T20:20:35)". The dialog box contains four fields with their respective values and default values:

- Termination tone duration: 2 (Default: 2)
- Agent wrap-up time: 15 (Default: 15)
- Agent Non-Responsive time: 30 (Default: 30) - A red arrow points to this field.
- Maximum Bounce Count: 3 (Default: 3)

Each field has a text input box and a description of the field's function. At the bottom of the dialog box are three buttons: "OK", "Apply", and "Cancel".

8. In the **Maximum Bounce Count** field, enter the number of rejected or non-answered calls an agent may have before being "bounced" (automatically signed out). If set to 0, this setting will be disabled.

The screenshot shows the same dialog box as above, but with the "Maximum Bounce Count" field highlighted by a red arrow. The values and descriptions for all fields remain the same as in the previous screenshot.

9. Click **Apply**, followed by **OK** to save the configuration settings.

The screenshot displays the Avaya ACD Queue configuration interface. At the top, there is a navigation bar with 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. Below this is a sub-header 'ACD Queue'. On the left, there is a sidebar with 'Configuration' (highlighted), 'Agents', 'Agent Statistics', and 'Call Statistics'. The main content area contains the following configuration fields:

- Name:** Admin\_Queue
- Description:** Administration Departments ACD Queue
- Overflow Type:** HuntGroup (with a 'Show Advanced Settings' link)
- Overflow destination:** Marketing
- Overflow entry:** (empty text field)
- Call routing scheme:** Circular (Default: Circular)
- Answer mode:** Immediate (Default: Immediate)
- Barge in:**  (Default: unchecked)
- Welcome audio:** select... (with a 'Browse...' button)
- Queue audio:** select... (with a 'Browse...' button)
- Audio interval:** 15 (Default: 15)
- Call termination audio:** select... (with a 'Browse...' button)
- Termination tone duration:** 2 (Default: 2)
- Agent wrap-up time:** 15 (Default: 15)
- Agent Non-Responsive time:** 30 (Default: 30)
- Maximum Bounce Count:** 3 (Default: 3)

At the bottom of the configuration area, there are three buttons: 'OK', 'Apply' (highlighted with a red box), and 'Cancel'.

10. The configured Queue will be displayed.

The screenshot shows the AVAYA ACD Server configuration interface. The top navigation bar includes 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. The main content area is titled 'ACD Server' and contains a sidebar with 'Configuration', 'Queues', 'Lines', 'Agent Statistics', 'Call Statistics', and 'Queue Statistics'. The 'ACD Queues' section displays a table with the following data:

<input type="checkbox"/>	Name	Description	Overflow Queue
<input type="checkbox"/>	Admin_Queue	Administration Departments ACD Queue	

Below the table is a 'Delete' button. A red box highlights the 'Admin\_Queue' row. A 'Delete' button is also visible below the table. The footer indicates 'Software Communication System (4.2.1-018892 2010-05-18T20:20:35)'.

11. Further advanced settings are available for the configured queue.

12. Select the required queue and click the **Show Advanced Settings** link.

The screenshot shows the AVAYA ACD Queue configuration interface. The top navigation bar includes 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. The main content area is titled 'ACD Queue' and contains a sidebar with 'Configuration', 'Agents', 'Agent Statistics', and 'Call Statistics'. The 'Configuration' section displays the following settings:

- Name: Admin\_Queue
- Description: Administration Departments ACD Queue
- Overflow Type: HuntGroup
- Overflow Queue: Marketing

A red arrow points to the 'Show Advanced Settings' link. The footer indicates 'Software Communication System (4.2.1-018892 2010-05-18T20:20:35)'.

13. The **Advanced Settings** will then be displayed.

The screenshot shows the AVAYA ACD Queue Advanced Settings page. The top navigation bar includes 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. The main content area is titled 'ACD Queue' and contains a sidebar with 'Configuration', 'Agents', 'Agent Statistics', and 'Call Statistics'. The 'Advanced Settings' section displays the following settings:

- Maximum ring delay: 15 (Default: 15)
- Maximum queue length: 10 (Default: 10)
- Maximum wait time: 60 (Default: 60)
- FIFO overflow:  (Default: checked)
- Answer mode: Immediate (Default: Immediate)

A red box highlights the 'Maximum ring delay', 'Maximum queue length', 'Maximum wait time', and 'FIFO overflow' settings. The footer indicates 'Software Communication System (4.2.1-018892 2010-05-18T20:20:35)'.

**Maximum Ring Delay:** The maximum time in seconds that an agent's phone will ring before a ring-no-answer condition is declared, and the call is re-routed to a different agent.

**Maximum Queue Length:** The maximum number of calls that are allowed to wait in this queue. If a call arrives at the queue and the resulting call count exceeds this number, then an overflow condition for this queue will be triggered. A value of -1 disables this limit check.

**Maximum Wait Time:** The maximum time in seconds that a call can reside in a queue. When a waiting call exceeds this time limit, an overflow condition for this queue will be triggered. A value of zero disables timeouts.

**FIFO Overflow:** In an overflow condition, a FIFO (First in, first out) rule will be employed to determine which call will be moved to the configured overflow queue. If not set, then a LIFO (Last In, First Out) rule will be employed.

A call is defined as being in an Overflow Condition:

When it remains in a queue longer than the maximum time specified in the **Maximum Wait Time** parameter.

When the number of calls in a queue exceeds the maximum number of calls specified in the **Maximum Queue Length** parameter.

If all agents are logged off when a new call is presented to the queue, a call will overflow (regardless of FIFO/LIFO). Existing calls in the queue are not affected when the last agent logs off. An agent may indeed log back into the queue and answer queued calls.

14. Click **Apply**, followed by **OK** to save the configuration settings.

The screenshot shows the AVAYA ACD Queue configuration interface. The page title is 'ACD Queue' and the sub-page is 'Configuration'. The main configuration area includes the following fields and options:

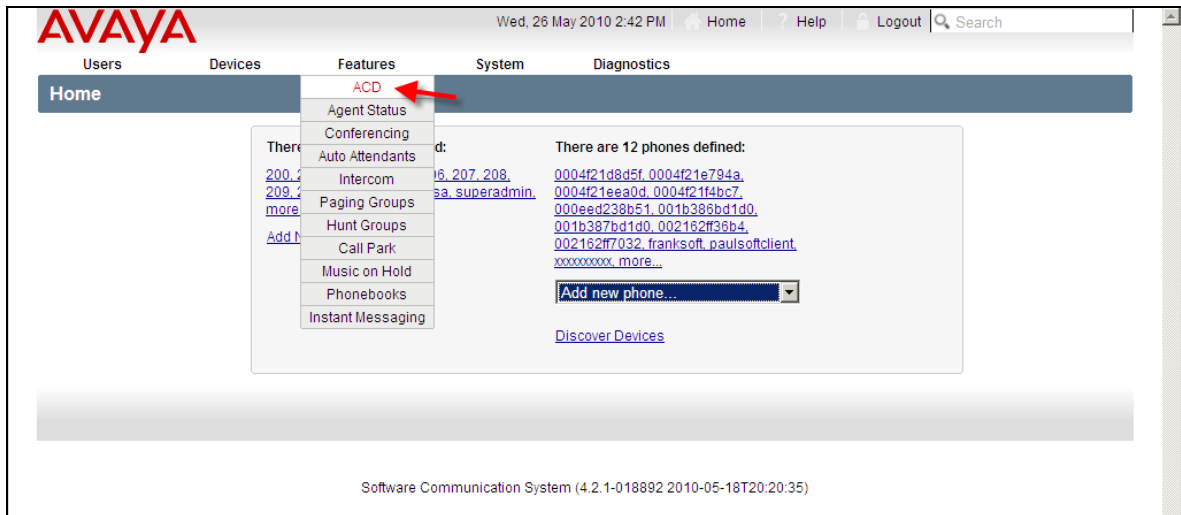
- Name:** Admin\_Queue
- Description:** Administration Departments ACD Queue
- Overflow Type:** HuntGroup
- Overflow destination:** Marketing
- Overflow entry:** (Empty text field)
- Call routing scheme:** Circular (Default: Circular)
- Maximum ring delay:** 15 (Default: 15)
- Maximum queue length:** 10 (Default: 10)
- Maximum wait time:** 60 (Default: 60)
- FIFO overflow:**  (Default: checked)
- Answer mode:** Immediate (Default: Immediate)
- Barge in:**  (Default: unchecked)
- Welcome audio:** select... (Browse... button)
- Queue audio:** select... (Browse... button)
- Audio interval:** 15 (Default: 15)
- Call termination audio:** select... (Browse... button)
- Termination tone duration:** 2 (Default: 2)
- Agent wrap-up time:** 15 (Default: 15)
- Agent Non-Responsive time:** 30 (Default: 30)
- Maximum Bounce Count:** 3 (Default: 3)

At the bottom of the configuration area, there are three buttons: **OK**, **Apply** (highlighted with a red box), and **Cancel**.

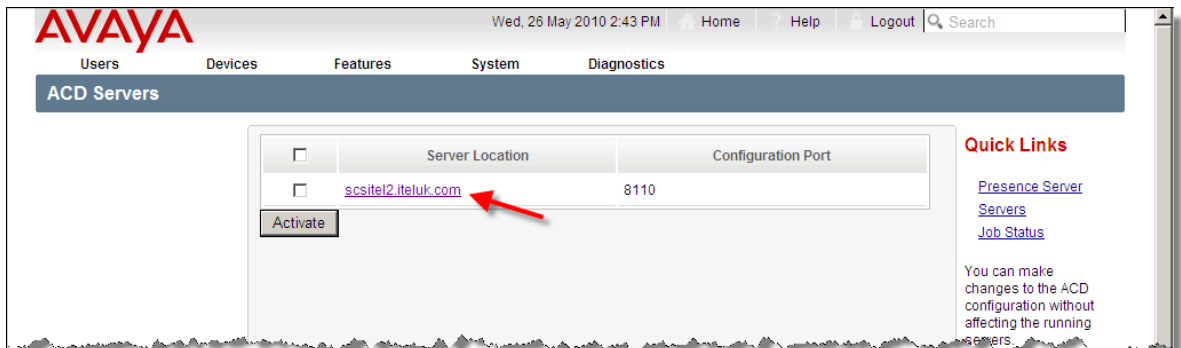
## Creating ACD Agents

The agents who will answer the ACD calls can now be created and added to the ACD Queue.

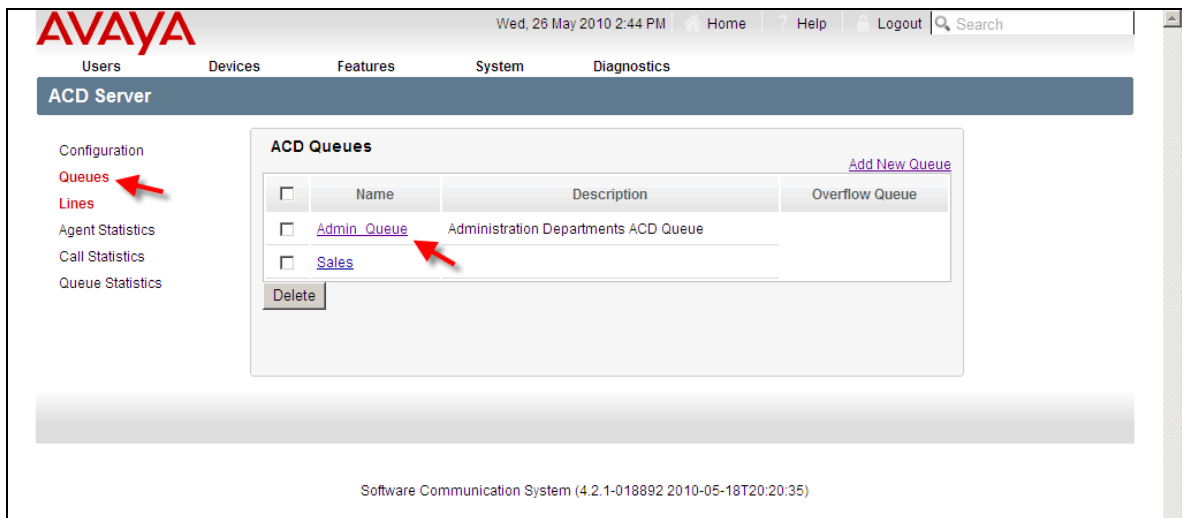
1. From the main interface of the SCS system, select **Features** followed by **ACD**.



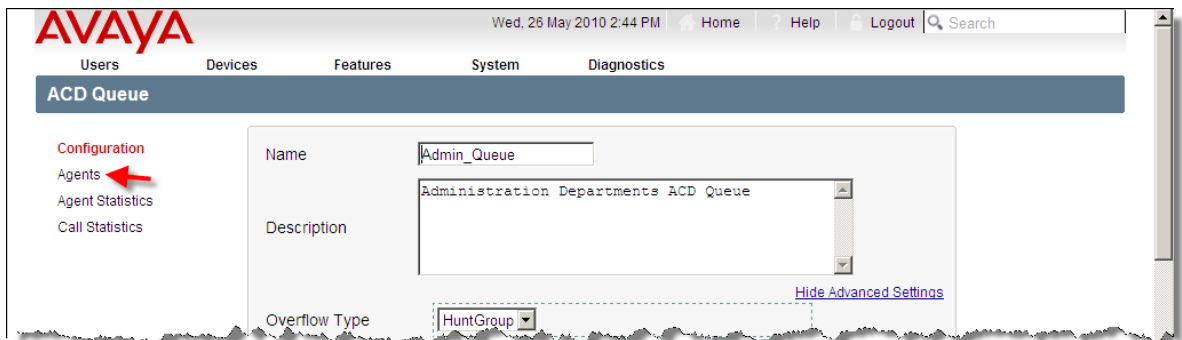
2. The **ACD Servers** screen will be displayed. Select the link for the server to be utilized.



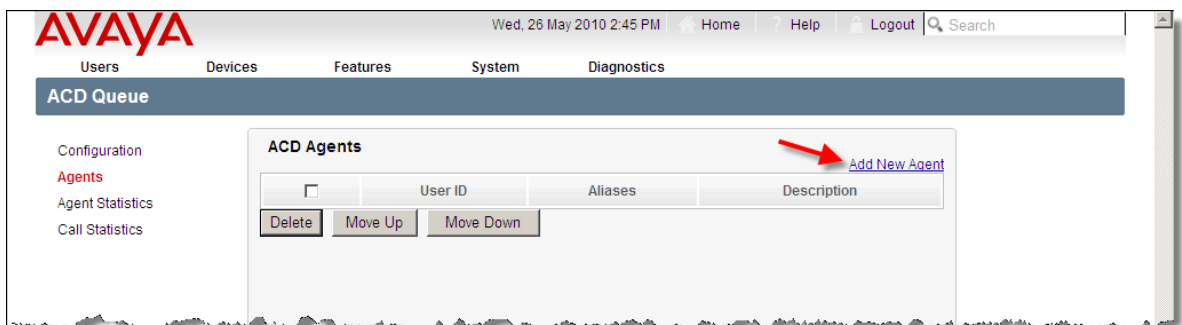
3. Select the **Queues** link followed by the ACD Queue to which the agents will be added. In this example, a queue named **Admin Queue** has been selected.



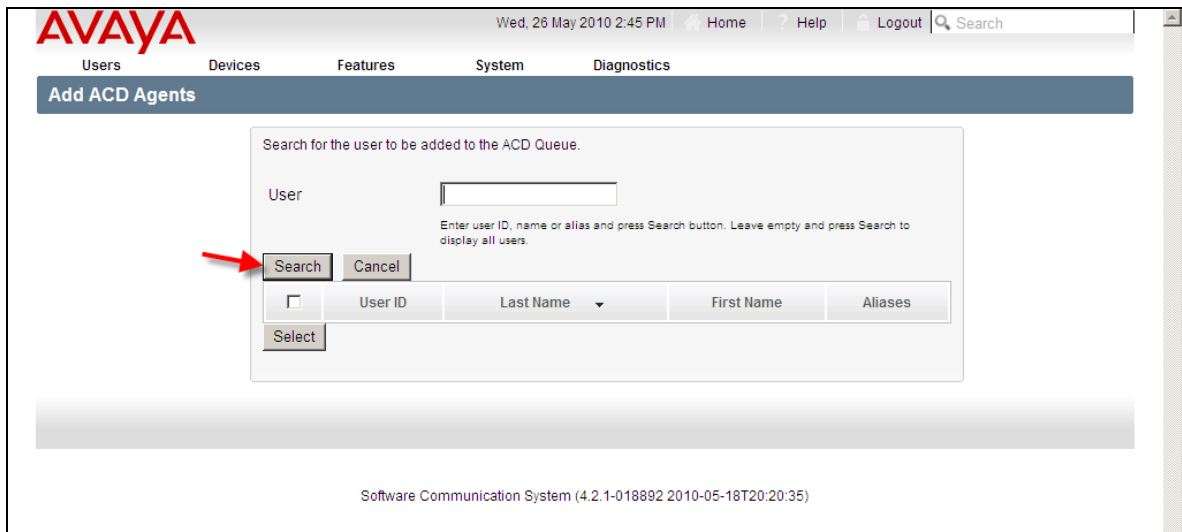
4. Click the **Agents** link.



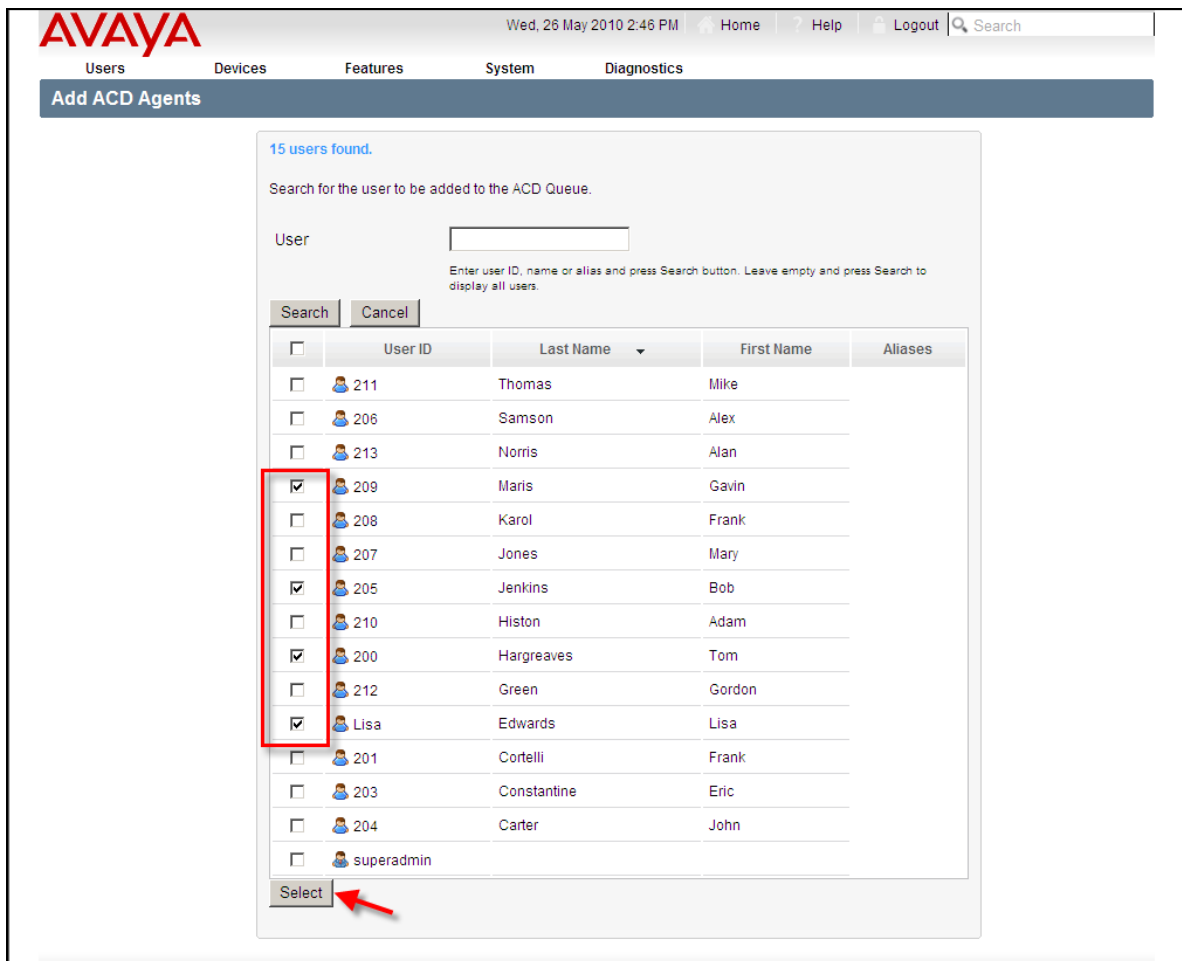
5. You will be presented with the **ACD Agents** screen. Click the **Add New Agent** link.



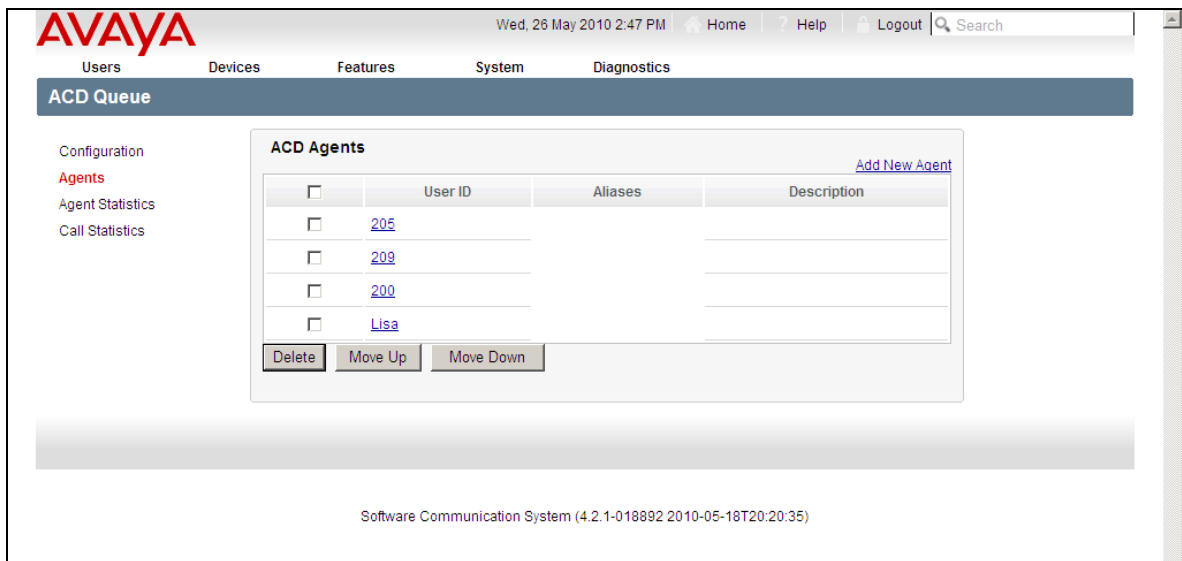
- The **Add ACD Agents** screen will be displayed. To view a list of potential agents, click on the **Search** button.



- Select each check box for the users to be added as agents to this ACD Queue. Then click the **Select** button.



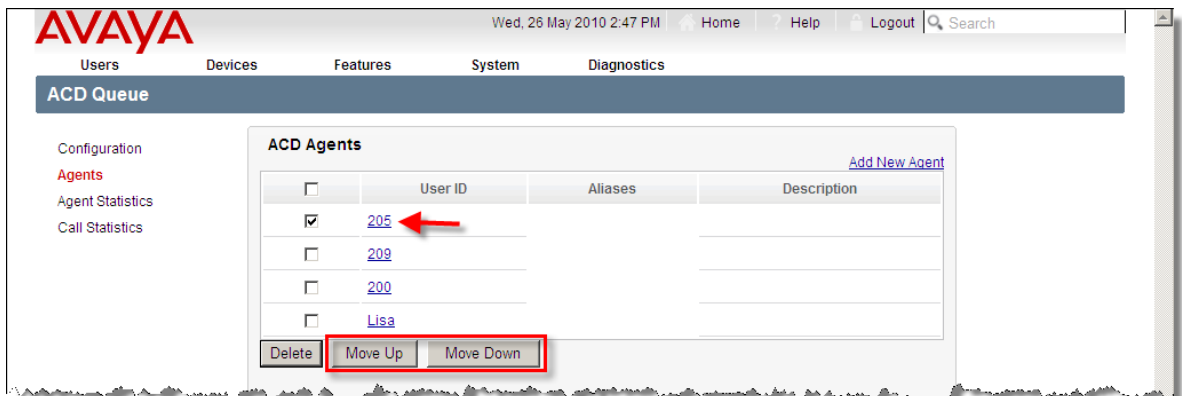
8. The agents assigned to this ACD Queue will be displayed.



The screenshot shows the Avaya ACD Queue configuration page. The page title is "ACD Queue". On the left, there is a navigation menu with "Configuration" selected, and sub-items "Agents", "Agent Statistics", and "Call Statistics". The main content area is titled "ACD Agents" and contains a table with the following columns: "User ID", "Aliases", and "Description". The table lists four agents: 205, 209, 200, and Lisa. Each agent has a checkbox in the first column. Below the table are three buttons: "Delete", "Move Up", and "Move Down". A link "Add New Agent" is located at the top right of the table. The page footer indicates "Software Communication System (4.2.1-018892 2010-05-18T20:20:35)".

<input type="checkbox"/>	User ID	Aliases	Description
<input type="checkbox"/>	<a href="#">205</a>		
<input type="checkbox"/>	<a href="#">209</a>		
<input type="checkbox"/>	<a href="#">200</a>		
<input type="checkbox"/>	<a href="#">Lisa</a>		

9. The agents can be moved to their required position by selecting the **Move up** / **Move Down** buttons. This is particularly relevant if for example, linear has previously been selected as the Call Routing Scheme for this ACD Queue. In this example, user 203 has been move to the top of the ACD Agents list.



The screenshot shows the Avaya ACD Queue configuration page, similar to the previous one. In this view, the checkbox for agent 205 is checked, and a red arrow points to it. The "Move Up" button is highlighted with a red box. The "Move Down" button is also visible. The "Add New Agent" link is at the top right. The page footer indicates "Software Communication System (4.2.1-018892 2010-05-18T20:20:35)".

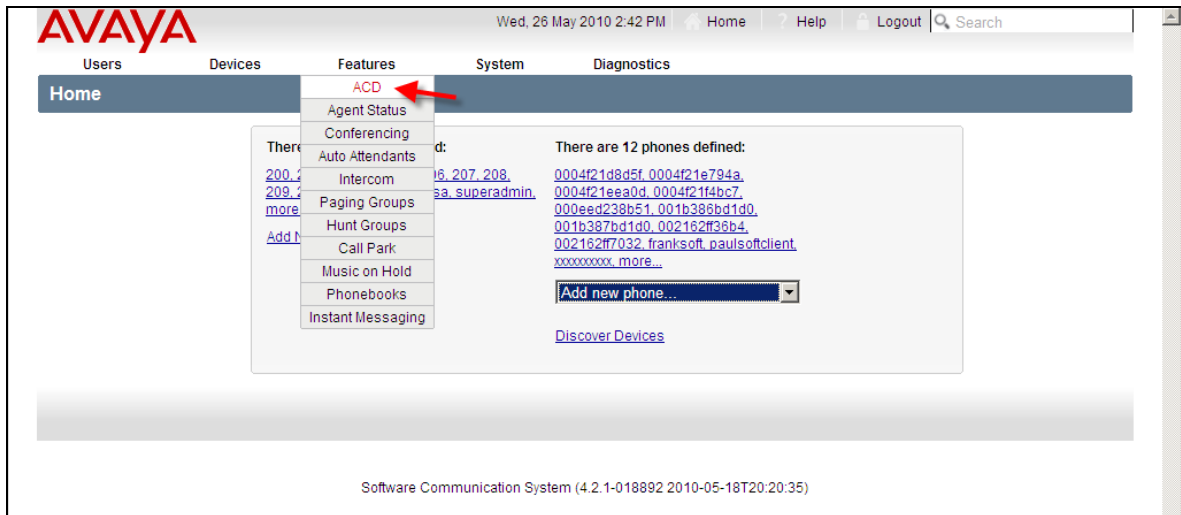
<input checked="" type="checkbox"/>	User ID	Aliases	Description
<input type="checkbox"/>	<a href="#">209</a>		
<input type="checkbox"/>	<a href="#">200</a>		
<input type="checkbox"/>	<a href="#">Lisa</a>		

10. The ACD Line should now be assigned to the ACD Queue.

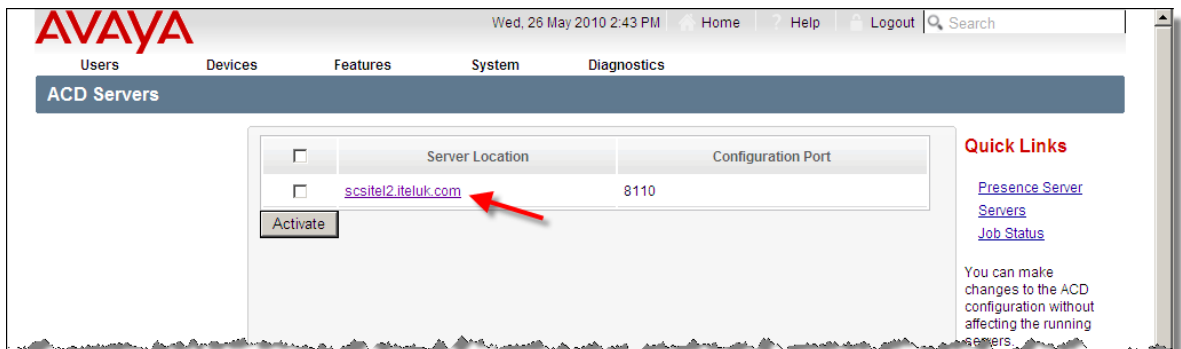
## Assigning the ACD Line to the ACD Queue.

An ACD line is a virtual line that defines how calls will reach the ACD queue. You can enter an extension (for example, 500) as an ACD line or you can enter a Direct Inbound Dialing (DID) number (for example, 670201). Therefore, the line is assigned to an ACD extension in the same way as you would assign lines to other SCS users on the SCS system.

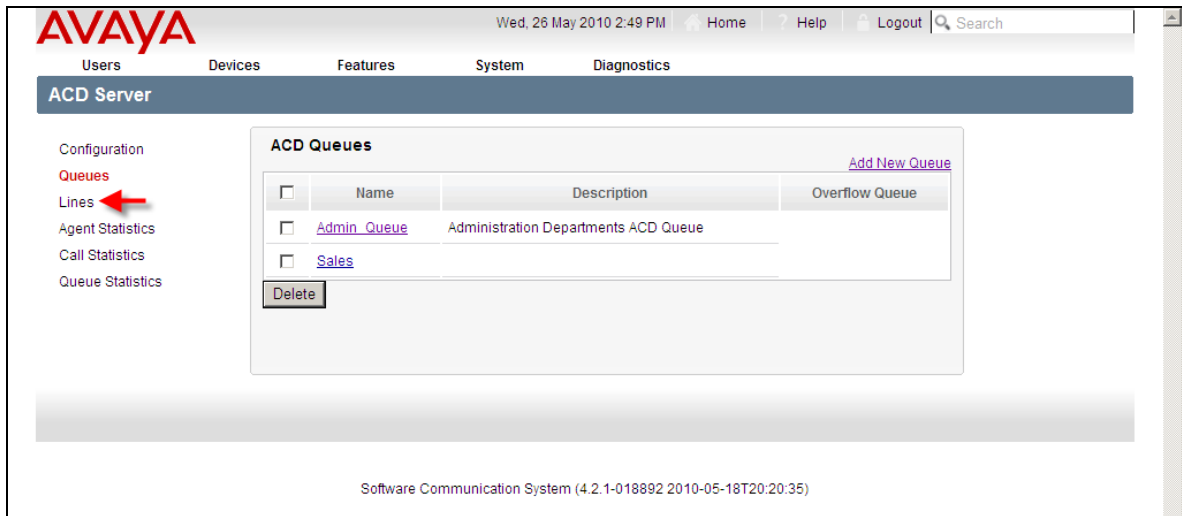
1. From the main interface of the SCS system, select **Features** followed by **ACD**.



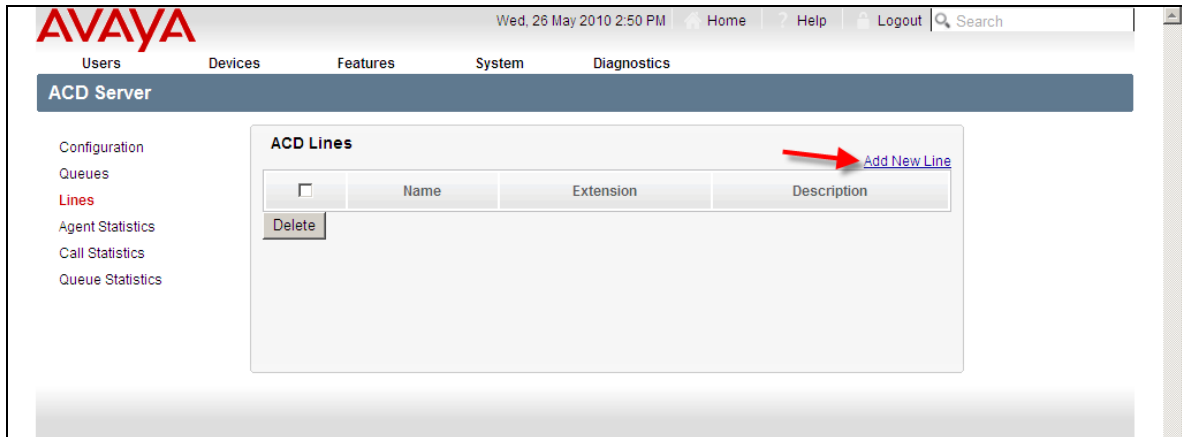
2. The **ACD Servers** screen will be displayed. Select the link for the server to be utilized.



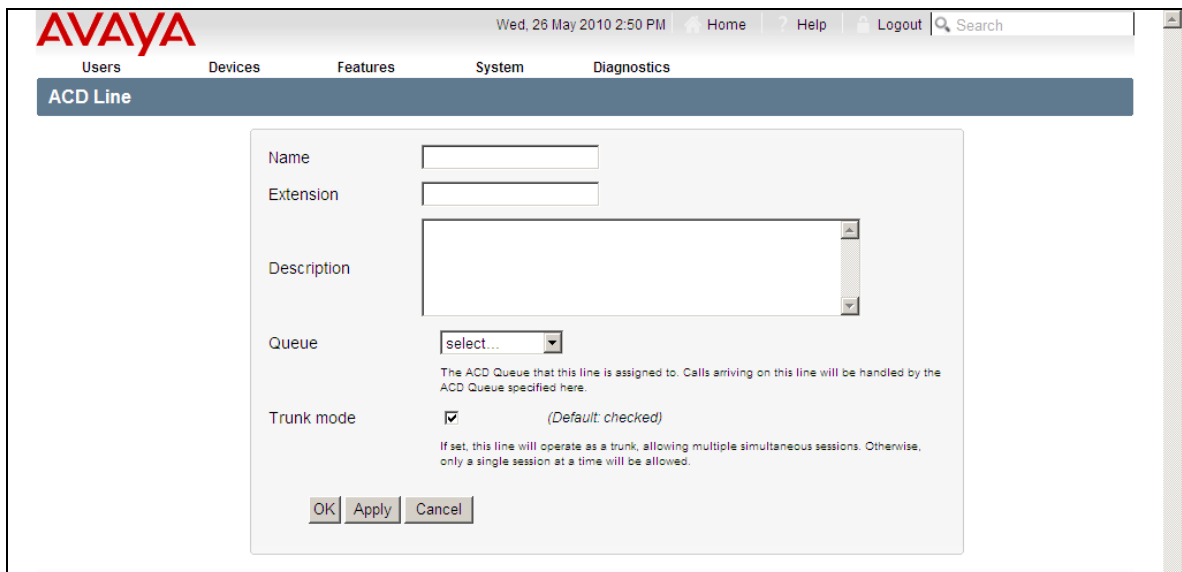
### 3. Select the **Lines** link.



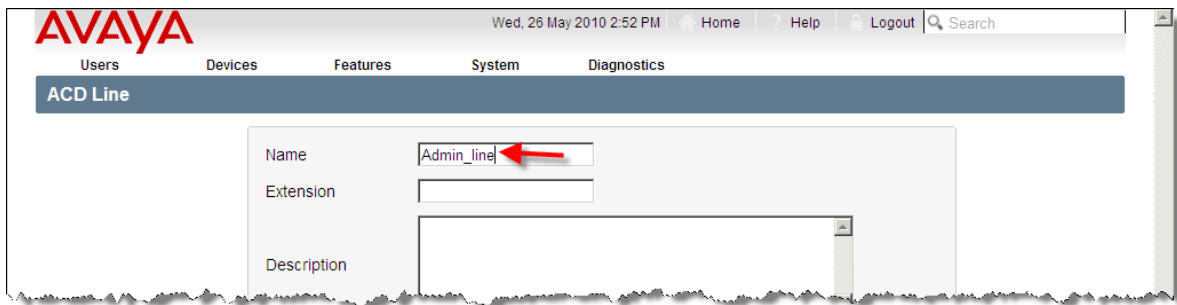
### 4. The **ACD Lines** screen will be displayed. Click **Add New Line** link.



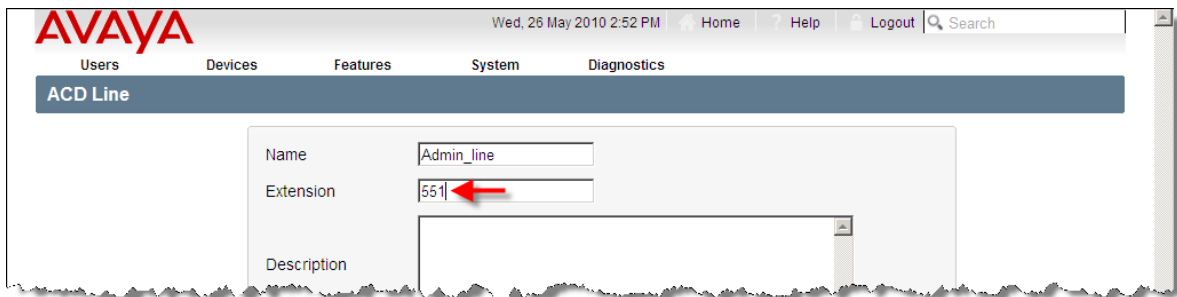
### 5. The **Add New Line** screen will be displayed.



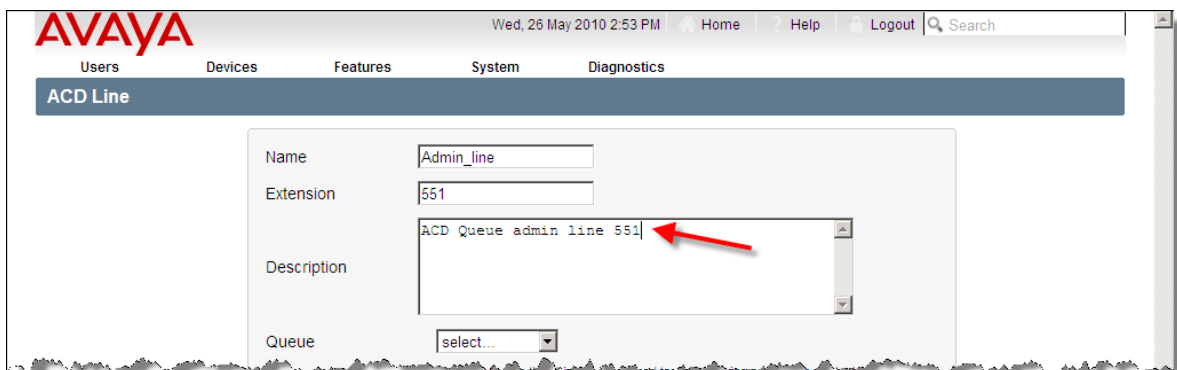
6. In the **Name** field, enter a name to identify the new line.



7. In the **Extension** field, enter a unique extension number for this new line.



8. In the **Description** field, enter a description for the new line.



9. From the **Queue** drop down list, select a queue that will handle calls associated with this line.

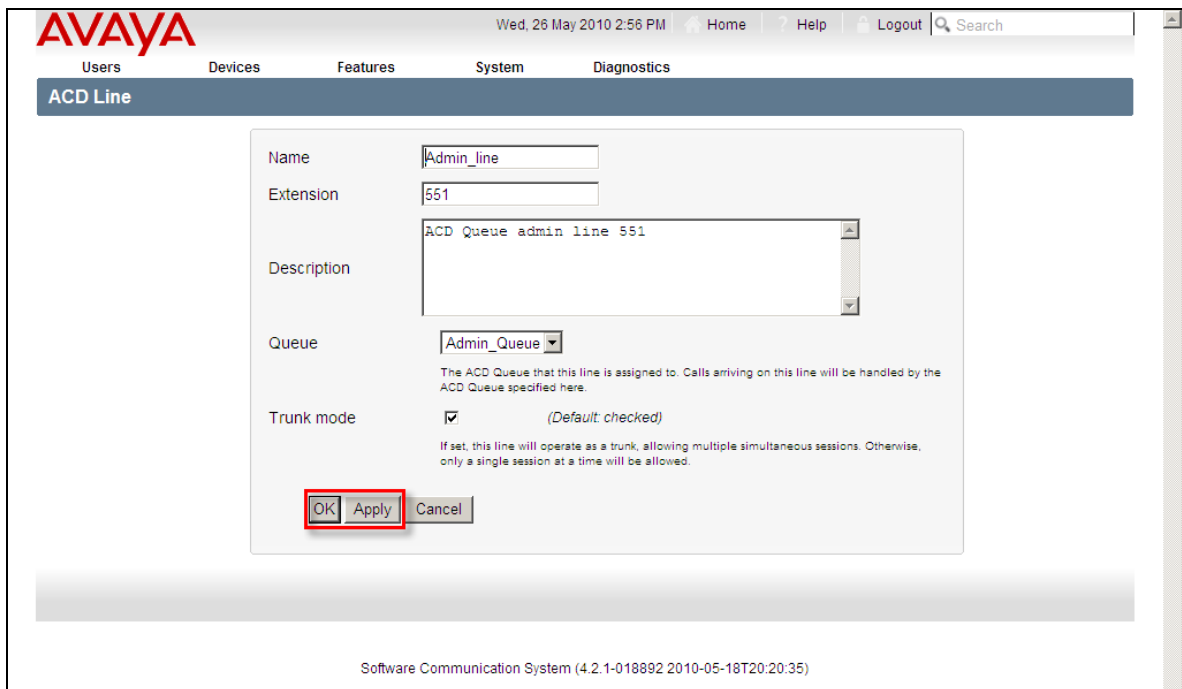
The screenshot shows the Avaya ACD Line configuration interface. The 'Queue' dropdown menu is open, displaying options: 'select...', 'Admin\_Queue', and 'Sales'. A red arrow points to 'Admin\_Queue'. The 'Trunk mode' checkbox is checked and labeled '(Default: checked)'. Below the form, a note states: 'If set, this line will operate as a trunk, allowing multiple simultaneous sessions. Otherwise, only a single session at a time will be allowed.'

10. The **Trunk mode** check box is selected by default. This enables the line to operate as a trunk, allowing multiple simultaneous calls to be received by the ACD Lines Extension and presented to the queue.

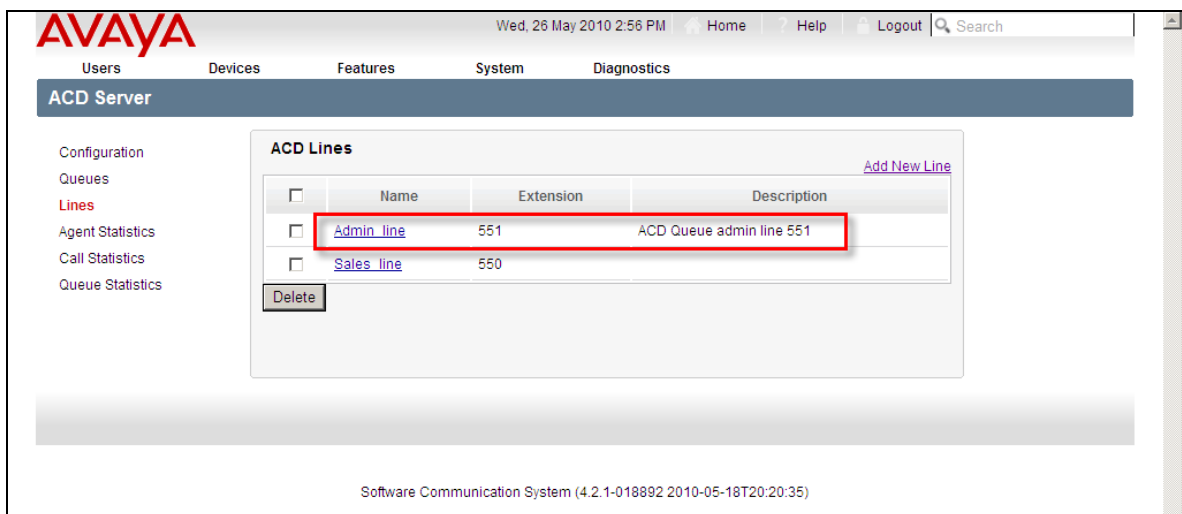
The screenshot shows the Avaya ACD Line configuration interface. The 'Queue' dropdown menu is now closed and set to 'Admin\_Queue'. The 'Trunk mode' checkbox is checked and labeled '(Default: checked)'. A red arrow points to the checked checkbox. Below the form, a note states: 'If set, this line will operate as a trunk, allowing multiple simultaneous sessions. Otherwise, only a single session at a time will be allowed.' At the bottom of the form are buttons for 'OK', 'Apply', and 'Cancel'. The footer of the page reads 'Software Communication System (4.2.1-018892 2010-05-18T20:20:35)'.

**Note:** If the **Trunk mode** facility is disabled, only a single call at a time will be presented to the queue.

11. To save the configuration changes, click the **Apply** button followed by **OK**.



12. The **ACD line** will be displayed.

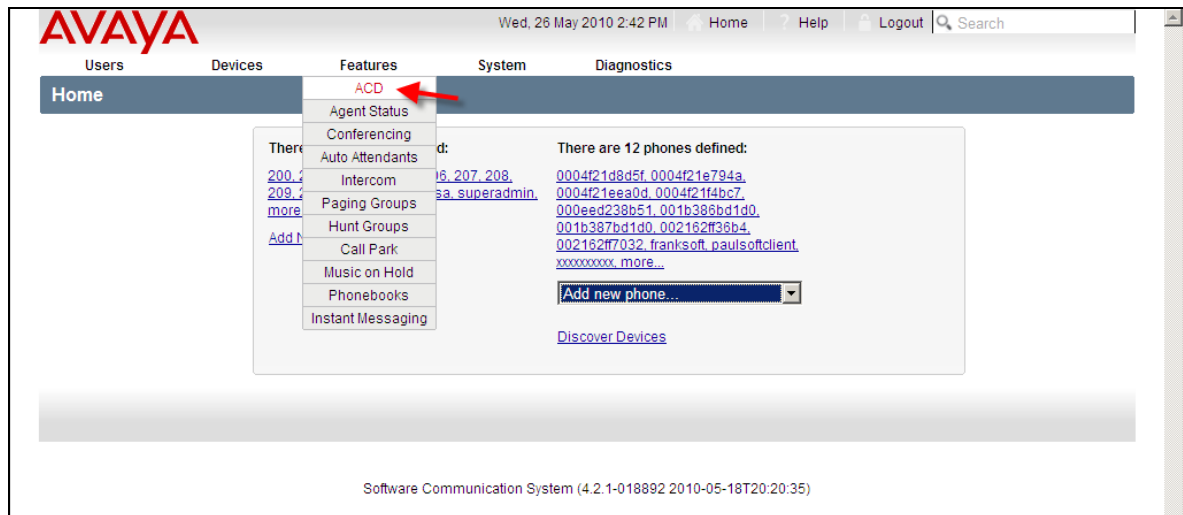


**Note:** If required, more than one line can be added to an ACD queue.

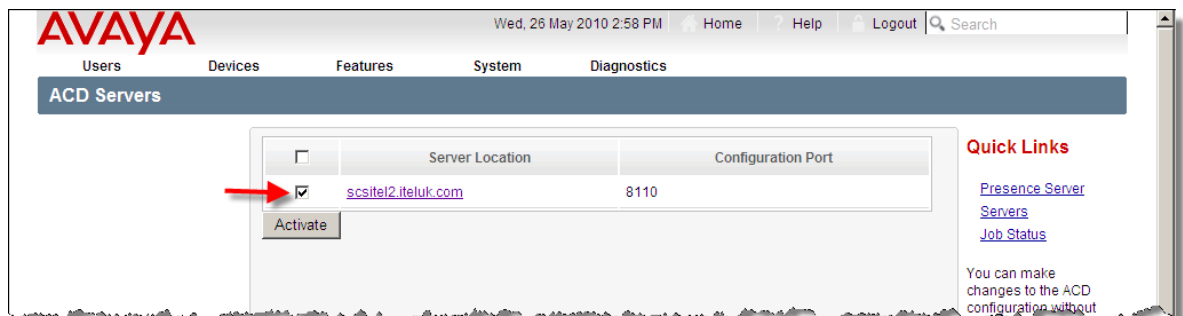
## Activating the ACD Server

Once the ACD server and associated queues, agents, and lines have been configured, the ACD server must be activated. To activate the ACD server:

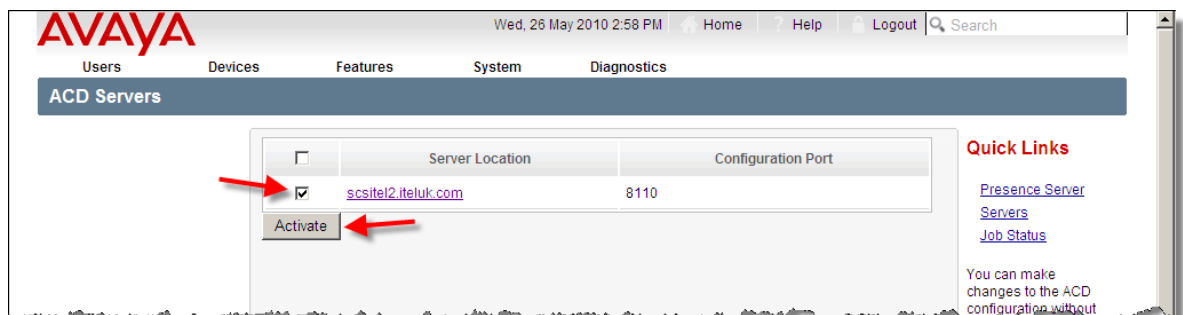
1. From the main interface of the SCS system, select **Features** followed by **ACD**.



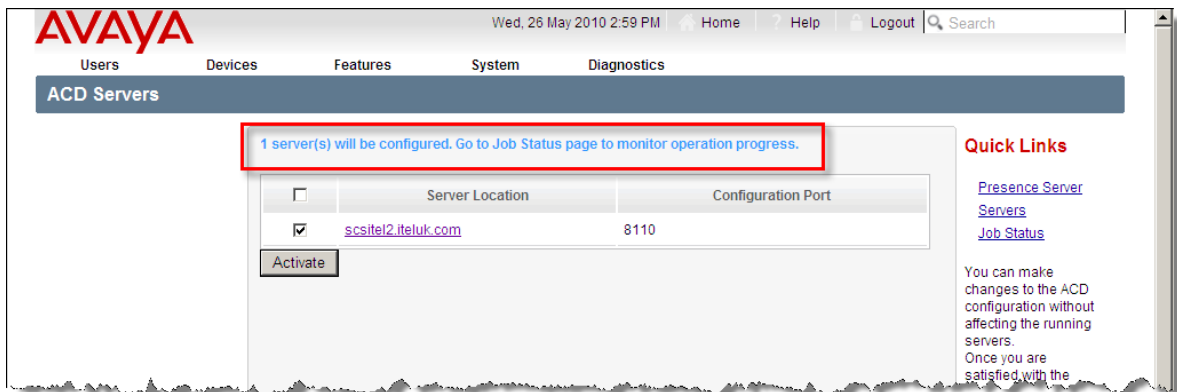
2. Select the check box for the server to be activated.



3. Then click the **Activate** button.



4. You will be notified that the ACD Server has been activated.

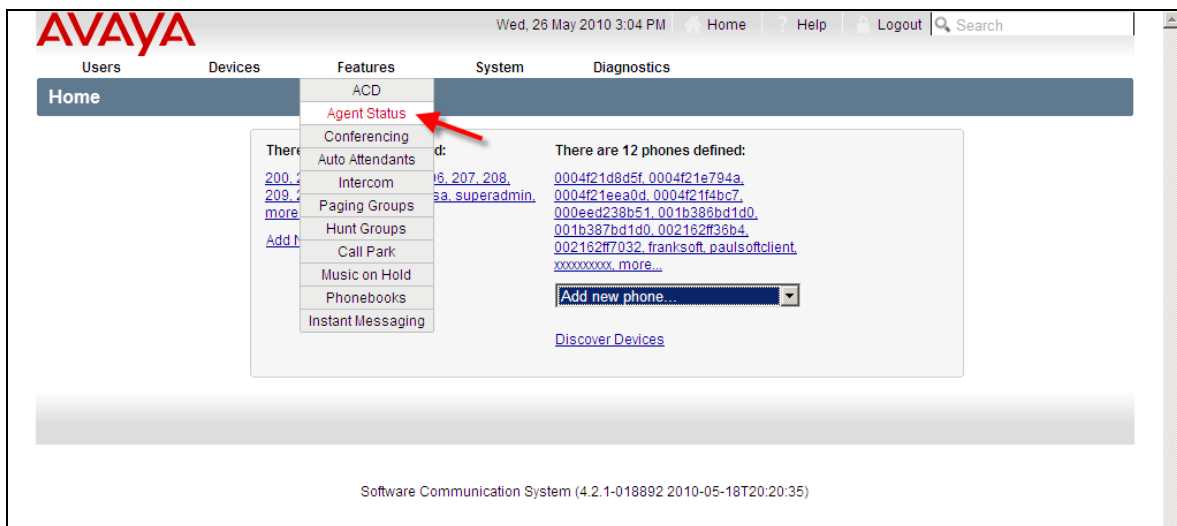


**Note:** If any changes are made to the ACD configuration, the ACD server needs to be activated.

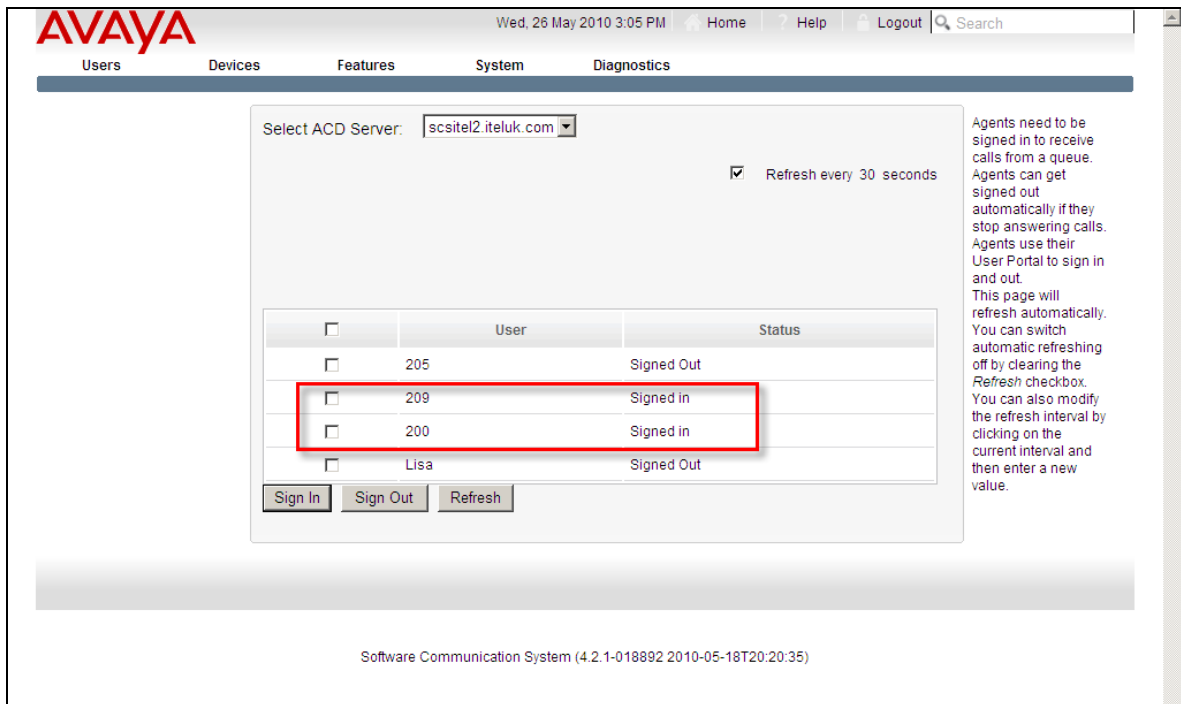
## Agent Status

The 'Agent Status' facility allows you to view the current state of all ACD agents. The agents can be signed in and out of a queue via this interface.

1. From the main interface of the SCS, select **Features** followed by **Agent Status**.



- The **ACD Agent Availability** screen will be displayed. In this example, agents 209 and 200 are signed in.



The screenshot shows the Avaya ACD Agent Availability screen. At the top, there is a navigation bar with the Avaya logo and menu items: Users, Devices, Features, System, and Diagnostics. The main content area includes a dropdown menu for 'Select ACD Server' set to 'scsitel2.iteluk.com' and a checkbox for 'Refresh every 30 seconds' which is checked. Below this is a table with columns for 'User' and 'Status'. The table contains the following data:

<input type="checkbox"/>	User	Status
<input type="checkbox"/>	205	Signed Out
<input type="checkbox"/>	209	Signed in
<input type="checkbox"/>	200	Signed in
<input type="checkbox"/>	Lisa	Signed Out

Below the table are three buttons: 'Sign In', 'Sign Out', and 'Refresh'. To the right of the table, there is a text box explaining that agents need to be signed in to receive calls and that the page will refresh automatically. At the bottom of the page, it says 'Software Communication System (4.2.1-018892 2010-05-18T20:20:35)'.

- If in this example, we wish to sign out agent 200, select the check box for the agent and click on the **Sign Out** button.

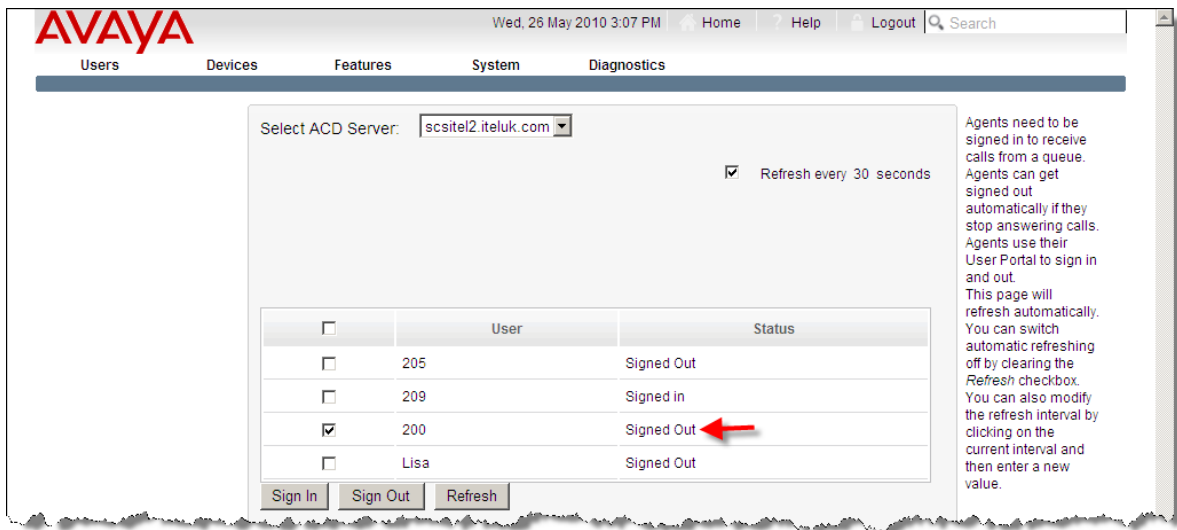


This is a close-up view of the table from the previous screenshot. A red arrow points to the checkbox for agent 200, which is now checked. The 'Sign Out' button is highlighted with a red box.

<input type="checkbox"/>	User	Status
<input type="checkbox"/>	205	Signed Out
<input type="checkbox"/>	209	Signed in
<input checked="" type="checkbox"/>	200	Signed in
<input type="checkbox"/>	Lisa	Signed Out

Below the table are three buttons: 'Sign In', 'Sign Out', and 'Refresh'.

4. The agent will then be signed out of the queue.

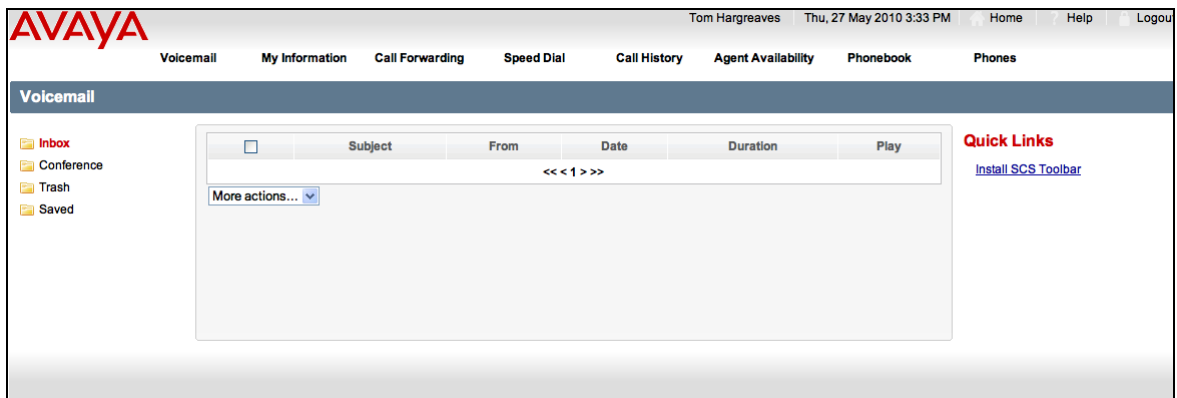


An 'Agent Availability' facility is also available from the user portal screens of the SCS interface.

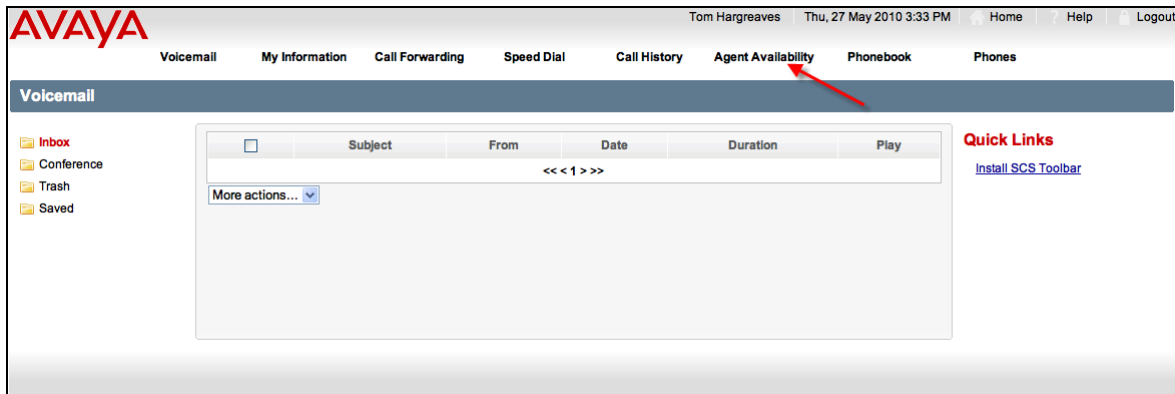
**Note:** Only Users who are agents of the ACD Queue will be presented with the Agent Availability tab in the User Portal.

To access the 'Agent Availability' interface as a general user:

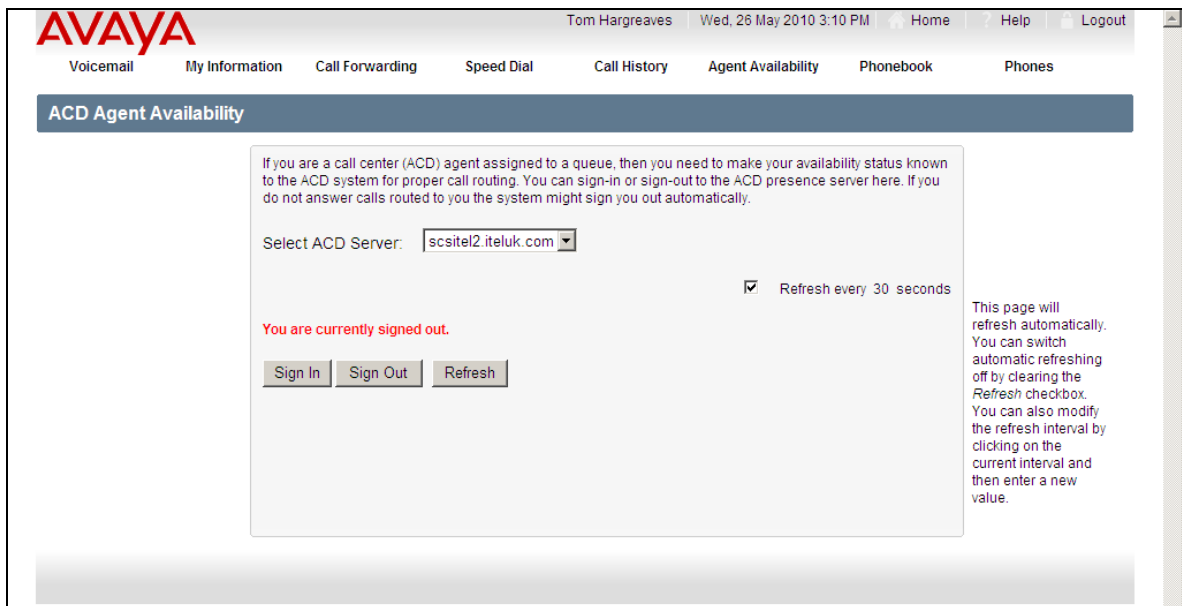
1. Login to the SCS with your user account details. You will be presented with the user portal interface.



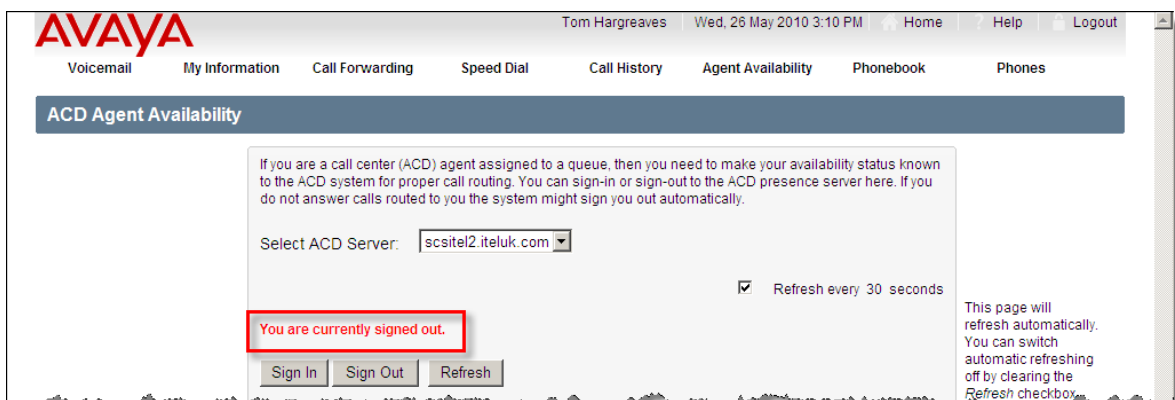
2. Select the **Agent Availability** link.



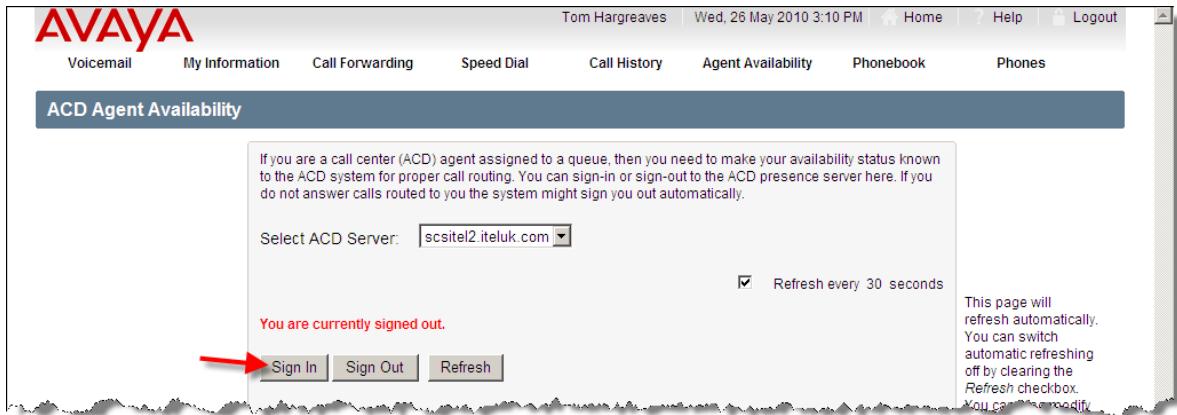
3. You will be presented with the **ACD Agent Availability** status screen.



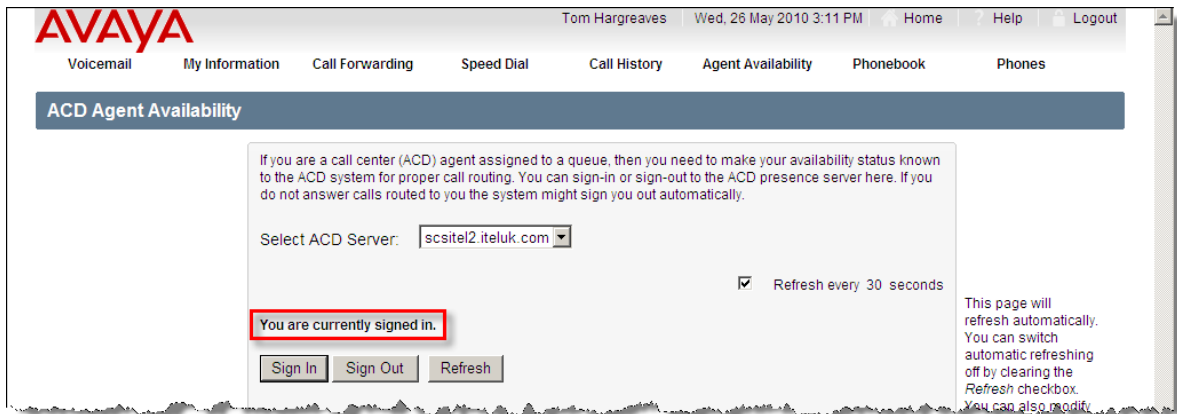
4. In this example, the user is signed out of the ACD presence server.



5. To sign into the presence server, click the **Sign In** button.



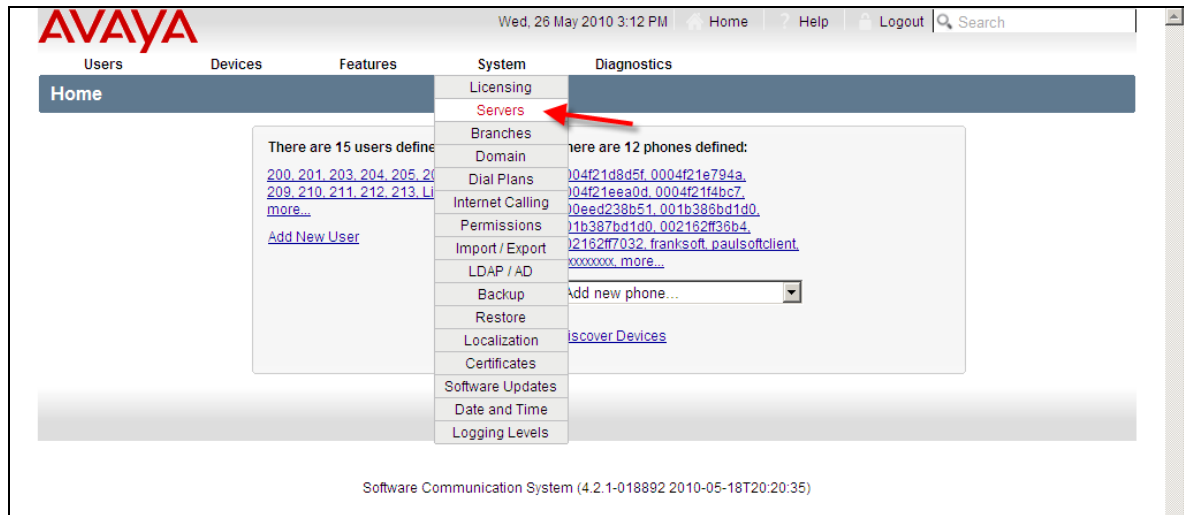
6. The status for the agent will be changed.



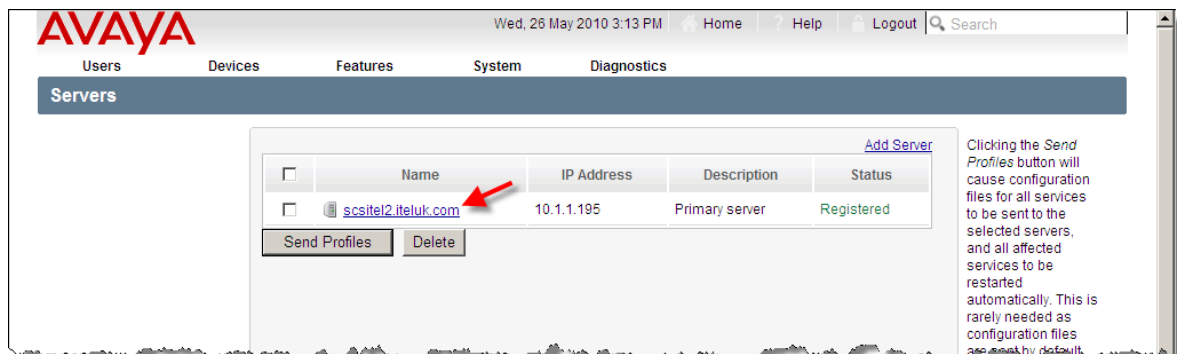
## Agent Login / Out Details

The sign in and sign out codes that agents use to access a queue from an SCS telephone, can be viewed and potentially changed. The details can be viewed as follows:

1. From the main interface of the SCS system, select the **System** link followed by the **Servers** link.



2. The **Servers** screen will be displayed, select the link for the SCS server.



3. The **Services** page will be displayed.

The screenshot shows the Avaya management interface. At the top, there's a navigation bar with 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. Below this is a 'Server' section for 'scsitel2.iteluk.com'. A sidebar on the left contains 'Configure', 'Server Roles', 'Services' (highlighted), 'NAT', and 'Monitor'. The main content area displays a table of services with columns for Name, Status, and Role. A 'Refresh every 30 seconds' checkbox is checked. A warning message on the right states: 'Warning: Restarting services causes service interruption. Do it only if a service requires restart or is not working properly. In such case you might want to take a snapshot and report an issue. This page will refresh automatically. You can switch automatic refreshing off by clearing the Refresh checkbox. You can also modify the refresh interval by clicking on the current interval and then enter a new value.' At the bottom, there are 'Restart' and 'Refresh' buttons.

<input type="checkbox"/>	Name	Status	Role
<input type="checkbox"/>	Park	Running	Primary SIP Router
<input type="checkbox"/>	<a href="#">Instant Messaging</a>	Running	Instant Messaging
<input type="checkbox"/>	<a href="#">Call Control</a>	Running	Management, Primary SIP Router
<input type="checkbox"/>	<a href="#">MyBuddy</a>	Running	Instant Messaging
<input type="checkbox"/>	Statistics	Running	Management
<input type="checkbox"/>	<a href="#">Configuration</a>	Running	Management
<input type="checkbox"/>	<a href="#">ACD</a>	Running	ACD
<input type="checkbox"/>	<a href="#">Phone Provisioning</a>	Running	Management
<input type="checkbox"/>	<a href="#">ACD Agent Status</a>	Running	ACD
<input type="checkbox"/>	ACD Statistics	Running	ACD
<input type="checkbox"/>	Shared Appearance Agent	Running	Primary SIP Router
<input type="checkbox"/>	<a href="#">Media Services</a>	Running	Conferencing, Voicemail
<input type="checkbox"/>	Licensing	Running	Management
<input type="checkbox"/>	Voicemail MWI	Running	Voicemail
<input type="checkbox"/>	<a href="#">SIP Trunking</a>	Running	SIP Trunking
<input type="checkbox"/>	Paging	Running	Primary SIP Router
<input type="checkbox"/>	<a href="#">Media Relay</a>	Running	Primary SIP Router
<input type="checkbox"/>	<a href="#">SIP Registrar</a>	Running	Primary SIP Router
<input type="checkbox"/>	<a href="#">CDR</a>	Running	Management
<input type="checkbox"/>	<a href="#">SIP Proxy</a>	Running	Primary SIP Router
<input type="checkbox"/>	Presence	Running	Primary SIP Router
<input type="checkbox"/>	Conference Recording	Running	Conferencing
<input type="checkbox"/>	<a href="#">Voicemail and Auto Attendant</a>	Running	Voicemail

Restart Refresh

Software Communication System (4.2.1-018892 2010-05-18T20:20:35)

4. Click the **ACD Agent Status** link.

<input type="checkbox"/>	Name	Status	Role
<input type="checkbox"/>	Park	Running	Primary SIP Router
<input type="checkbox"/>	<a href="#">Instant Messaging</a>	Running	Instant Messaging
<input type="checkbox"/>	<a href="#">Call Control</a>	Running	Management, Primary SIP Router
<input type="checkbox"/>	<a href="#">MyBuddy</a>	Running	Instant Messaging
<input type="checkbox"/>	Statistics	Running	Management
<input type="checkbox"/>	<a href="#">Configuration</a>	Running	Management
<input type="checkbox"/>	<a href="#">ACD</a>	Running	ACD
<input type="checkbox"/>	<a href="#">Phone Provisioning</a>	Running	Management
<input type="checkbox"/>	<a href="#">ACD Agent Status</a>	Running	ACD
<input type="checkbox"/>	ACD Statistics	Running	ACD
<input type="checkbox"/>	Shared Appearance Agent	Running	Primary SIP Router
<input type="checkbox"/>	<a href="#">Media Services</a>	Running	Conferencing, Voice Mail

an issue.  
This page will refresh automatically. You can switch automatic refreshing off by clearing the *Refresh* checkbox. You can also modify the refresh interval by clicking on the refresh interval and then enter a new value.

5. The **ACD Agent Status** screen will be displayed. The default sign in / sign out codes will be displayed:

- Presence sign in **\*88** which is the code used by an agent to sign in to the ACD Presence Server from an SCS telephone.
- Presence sign out **\*86** which is the code used to sign out of the ACD Presence Server from an SCS telephone.

AVAYA Wed, 26 May 2010 3:16 PM Home Help Logout Search

Users Devices Features System Diagnostics

**ACD Agent Status**

Servers ▸ scsite12.iteluk.com ▸ ACD Agent Status

**ACD Agent Status** [Show Advanced Settings](#)

Presence sign in  (Default: \*88)  
Code to dial to sign in to the presence-config monitor.

Presence sign out  (Default: \*86)  
Code to dial to sign out from the presence-config monitor.

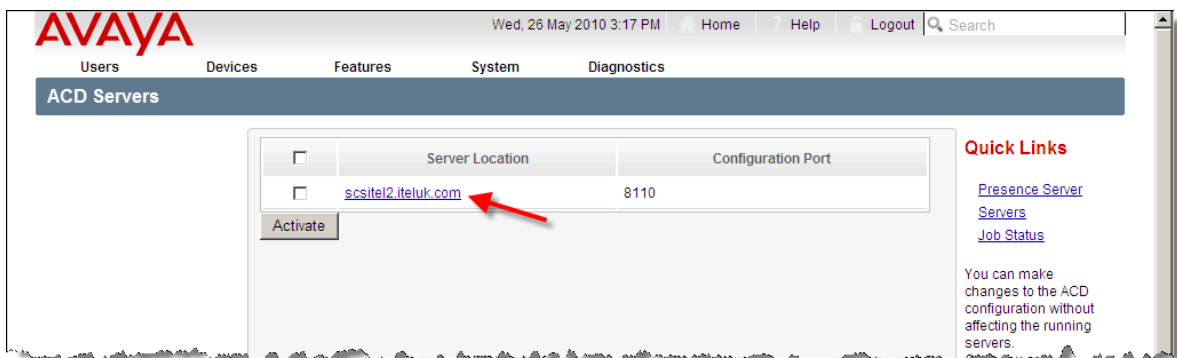
Software Communication System (4.2.1-018892 2010-05-18T20:20:35)

Further agent presence configuration details are available as follows:

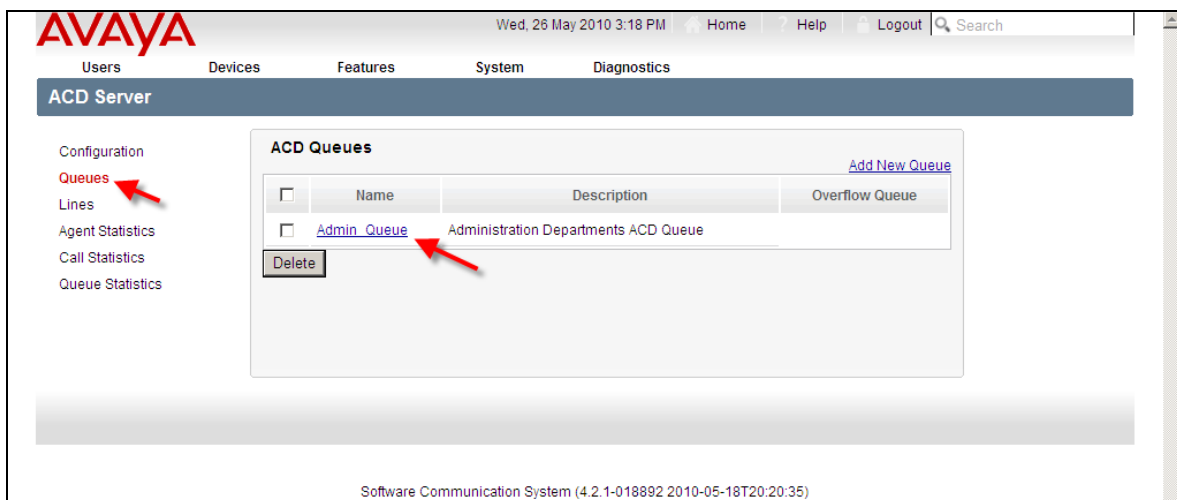
- From the main interface of the SCS system, select the **Features** link followed by the **ACD** link.



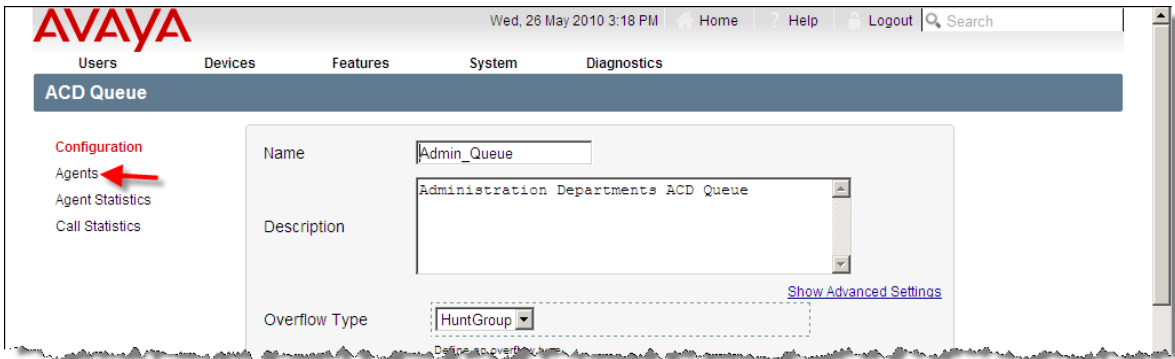
- The **ACD Servers** screen will be displayed, select the link for the SCS server.



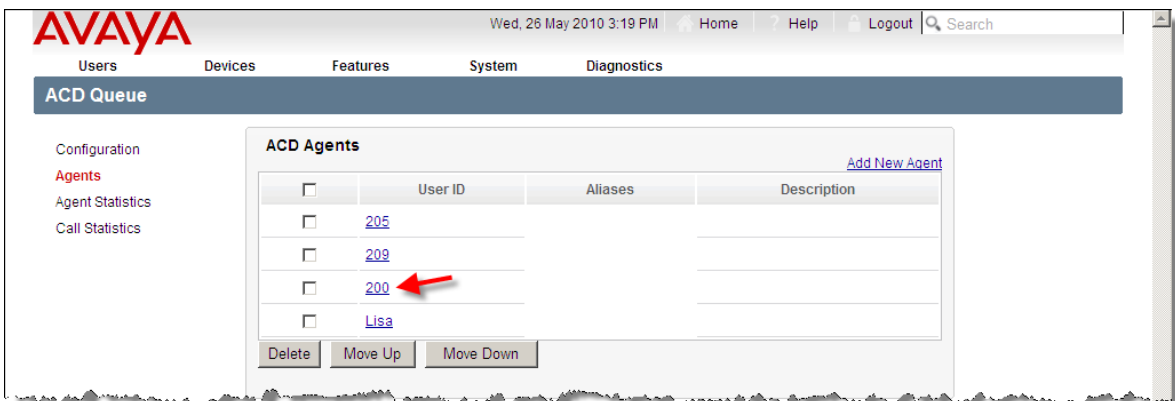
- Then select the **Queues** link followed by the ACD Queue to which the agents have been added. In this example, a queue named **Admin Queue** has been selected.



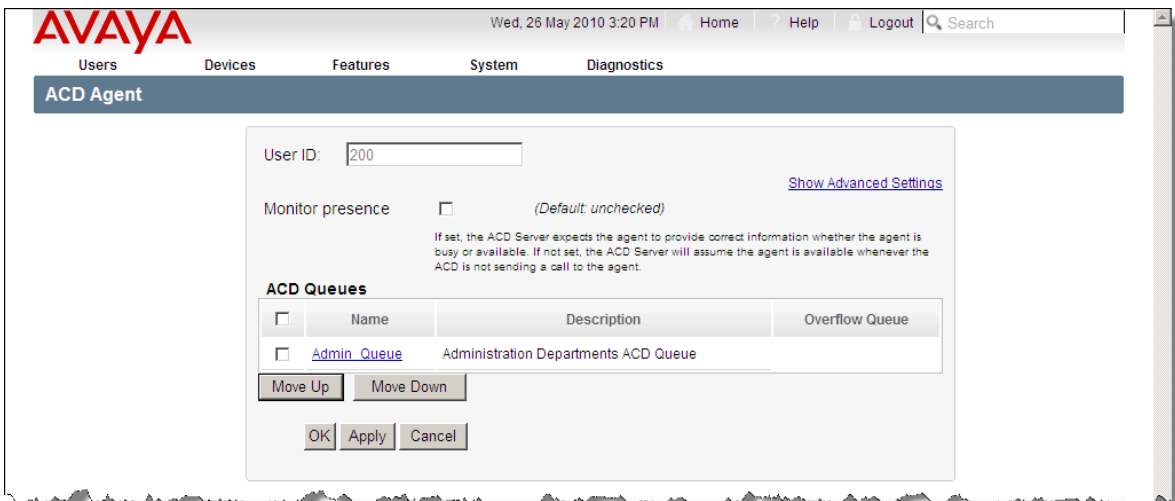
9. Click the **Agents** link.



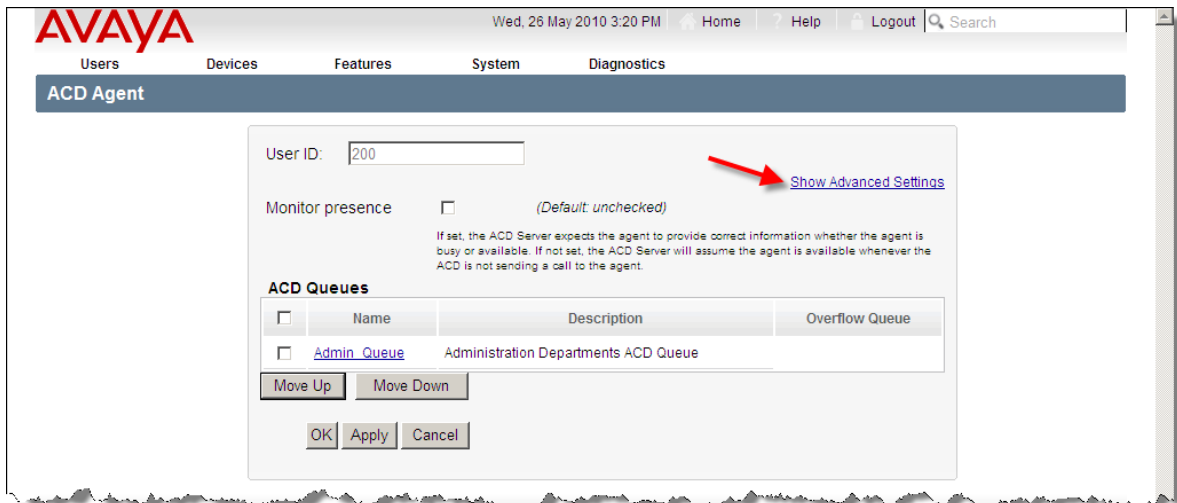
10. Then select the agent's user ID as required.



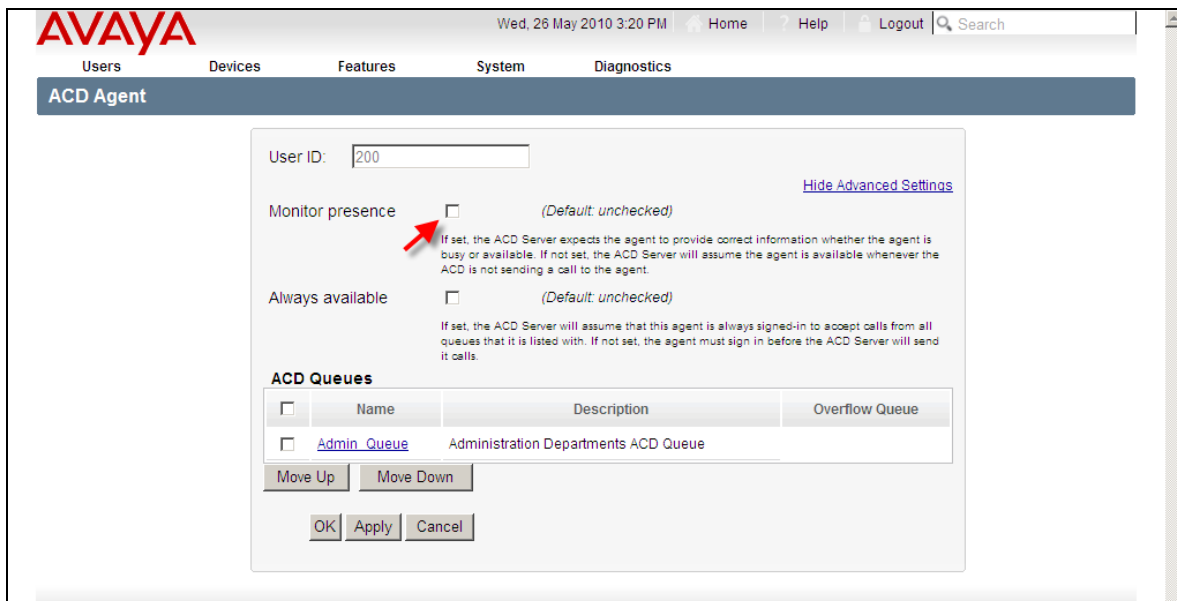
11. The ACD agent's details will be displayed.



12. Click the **Show Advanced Settings** link to view the full settings regarding this agent.



13. **Monitor Presence:** If not checked, the ACD Server will assume the agent is available whenever they are not on an ACD call.



14. **Always Available:** If set, the ACD Server will assume that this agent is always signed-in to accept calls from all queues it is assigned against. If not set, the agent must sign in before the ACD Server will send calls.

The screenshot shows the Avaya ACD Agent configuration interface. At the top, there is a navigation bar with 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. Below this is a header for 'ACD Agent'. The main configuration area includes a 'User ID' field set to '200' and a 'Hide Advanced Settings' link. Two checkboxes are visible: 'Monitor presence' (unchecked) and 'Always available' (unchecked). A red arrow points to the 'Always available' checkbox. Below these are the 'ACD Queues' settings, which include a table with columns for 'Name', 'Description', and 'Overflow Queue'. The table contains one entry: 'Admin Queue' with the description 'Administration Departments ACD Queue'. At the bottom of the configuration area are buttons for 'Move Up', 'Move Down', 'OK', 'Apply', and 'Cancel'.

15. To confirm any changes click the **Apply** button followed by the **Ok** button.

This screenshot is identical to the previous one, showing the Avaya ACD Agent configuration page. The only difference is that the 'Apply' button at the bottom of the configuration area is highlighted with a red rectangular box, indicating the next step in the process.

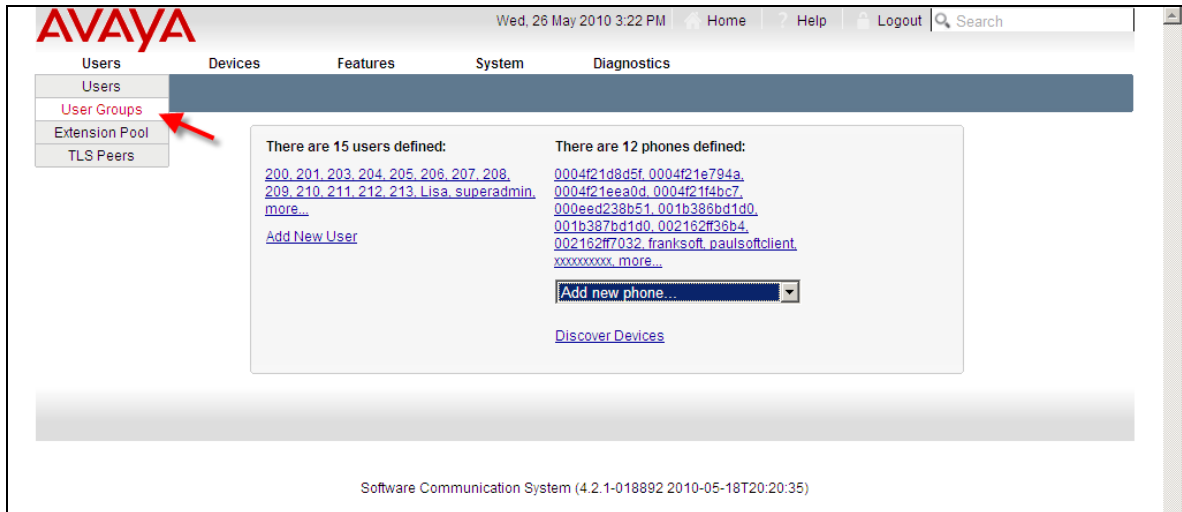
**Note:** If any changes are made to the ACD configuration, the ACD server needs to be activated.

## ACD Agent Supervisor

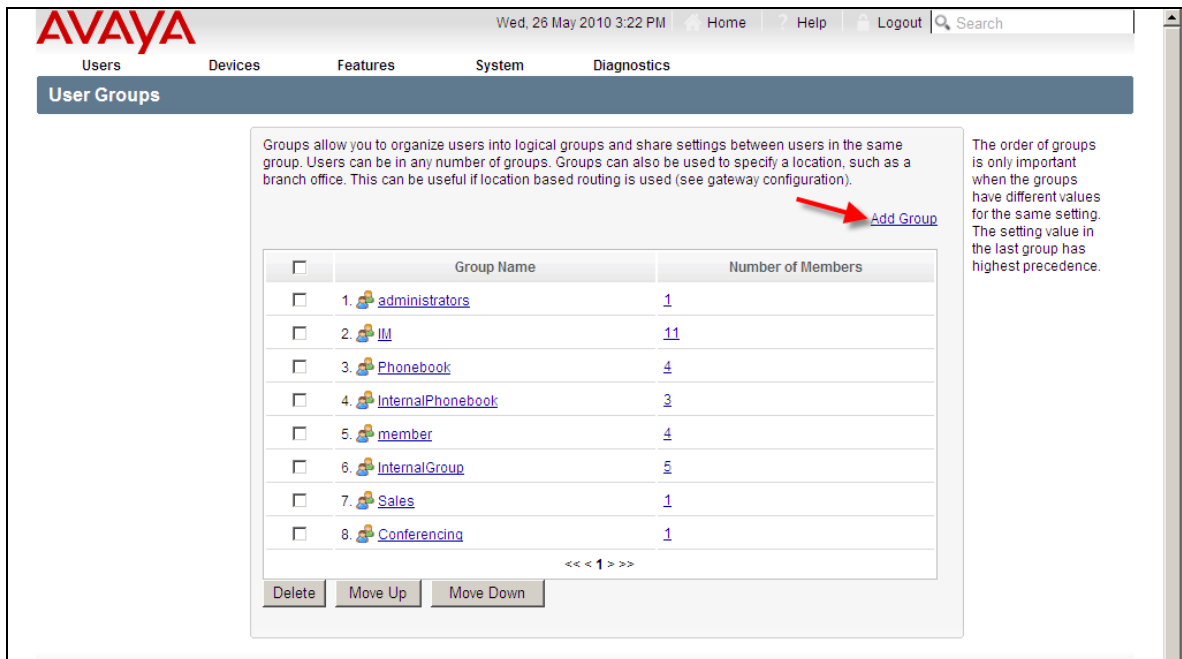
A user can be configured on the SCS to supervise a group or groups of ACD agents. The supervisors can access ACD call statistics for ACD agents who are members of groups they supervise. Statistics are accessible from the User Portal of the supervisor.

The agents to be supervised must first be assigned to user group:

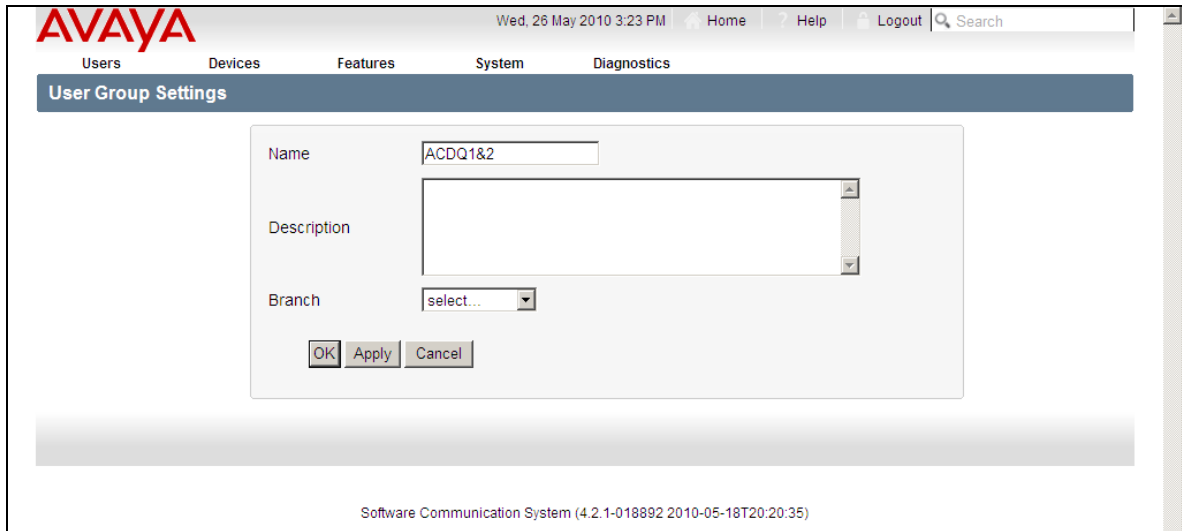
1. From the SCS home page, select **Users** followed by the **User Groups** link.



2. The **User Groups** page will be displayed. Click the **Add Group** link.

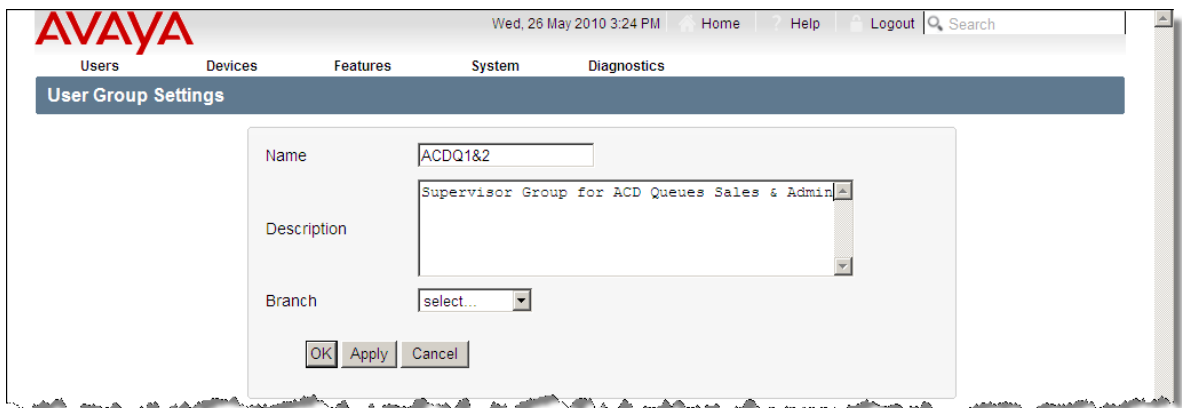


3. The **Add New Group** page will be displayed. In the name field enter a name for this group.



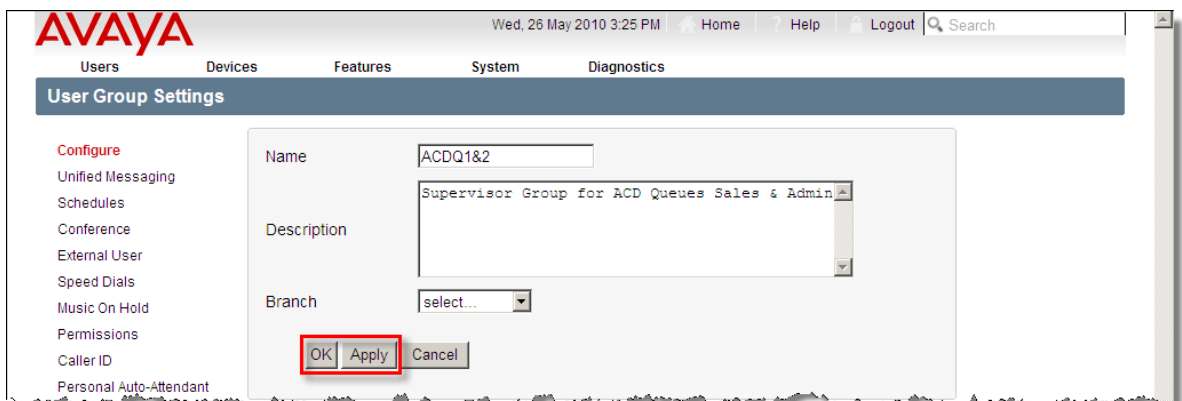
The screenshot shows the AVAYA User Group Settings page. The 'Name' field is filled with 'ACDQ1&2'. The 'Description' field is empty. The 'Branch' field is set to 'select...'. The 'OK', 'Apply', and 'Cancel' buttons are visible at the bottom of the form. The page header includes the AVAYA logo, the date and time 'Wed, 26 May 2010 3:23 PM', and navigation links for Home, Help, Logout, and Search. The page title is 'User Group Settings'.

4. Enter a description for this group in the **Description** field.



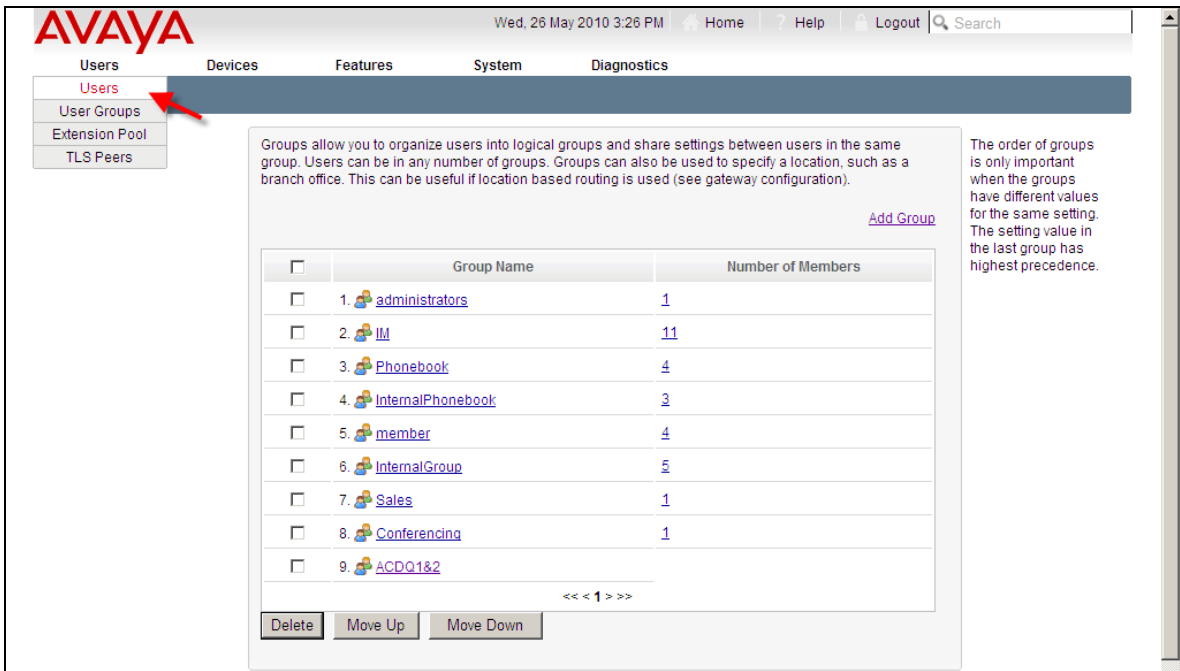
The screenshot shows the AVAYA User Group Settings page. The 'Name' field is filled with 'ACDQ1&2'. The 'Description' field is filled with 'Supervisor Group for ACD Queues Sales & Admin'. The 'Branch' field is set to 'select...'. The 'OK', 'Apply', and 'Cancel' buttons are visible at the bottom of the form. The page header includes the AVAYA logo, the date and time 'Wed, 26 May 2010 3:24 PM', and navigation links for Home, Help, Logout, and Search. The page title is 'User Group Settings'.

5. Click the **Apply** button followed by the **OK** button.

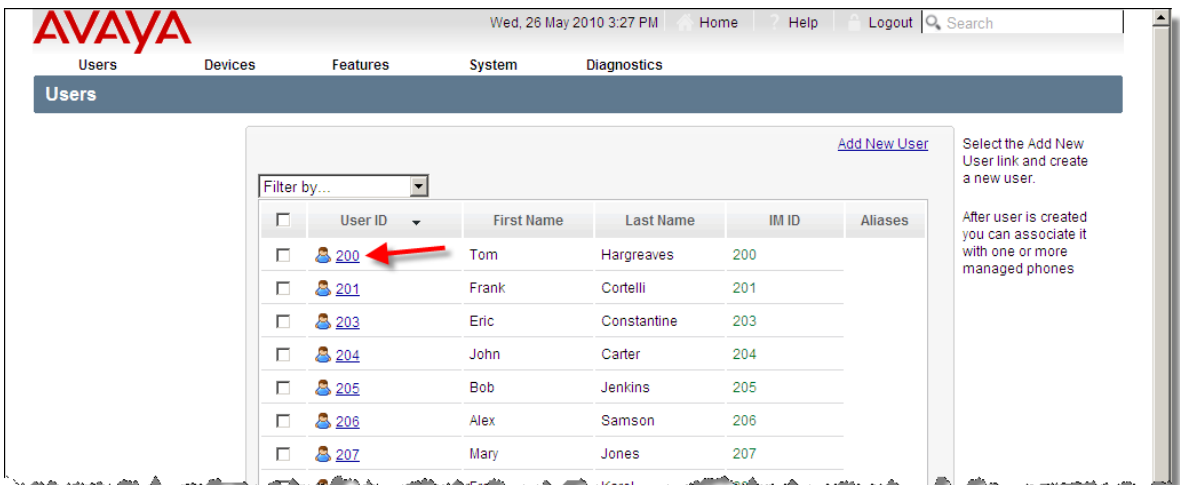


The screenshot shows the AVAYA User Group Settings page. The 'Name' field is filled with 'ACDQ1&2'. The 'Description' field is filled with 'Supervisor Group for ACD Queues Sales & Admin'. The 'Branch' field is set to 'select...'. The 'OK', 'Apply', and 'Cancel' buttons are visible at the bottom of the form. The 'Apply' button is highlighted with a red box. The page header includes the AVAYA logo, the date and time 'Wed, 26 May 2010 3:25 PM', and navigation links for Home, Help, Logout, and Search. The page title is 'User Group Settings'. A sidebar menu on the left lists various configuration options: Configure, Unified Messaging, Schedules, Conference, External User, Speed Dials, Music On Hold, Permissions, Caller ID, and Personal Auto-Attendant.

6. Select **Users** from the **Users** link.



7. You should now assign each of the agents to be supervised to the user group you have just created. Select the first agent from the **Users** page.



8. The details for the agent (user) will be displayed.

**Note:** To be supervised, users must be assigned to the required ACD Queues.

The screenshot shows the Avaya user configuration interface. The top navigation bar includes the Avaya logo, the date and time (Wed, 26 May 2010 3:28 PM), and links for Home, Help, Logout, and Search. Below the navigation bar are tabs for Users, Devices, Features, System, and Diagnostics. The main content area is titled 'Identification' and shows the configuration for 'User: 200'. The form includes the following fields and options:

- User ID:** 200
- Last name:** Hargreaves
- First name:** Tom
- PIN:** [Redacted]
- Confirm PIN:** [Redacted]
- Groups:** IM Phonebook member InternalGroup
- Branch:** Itel\_Chester
- Aliases:** [Empty]

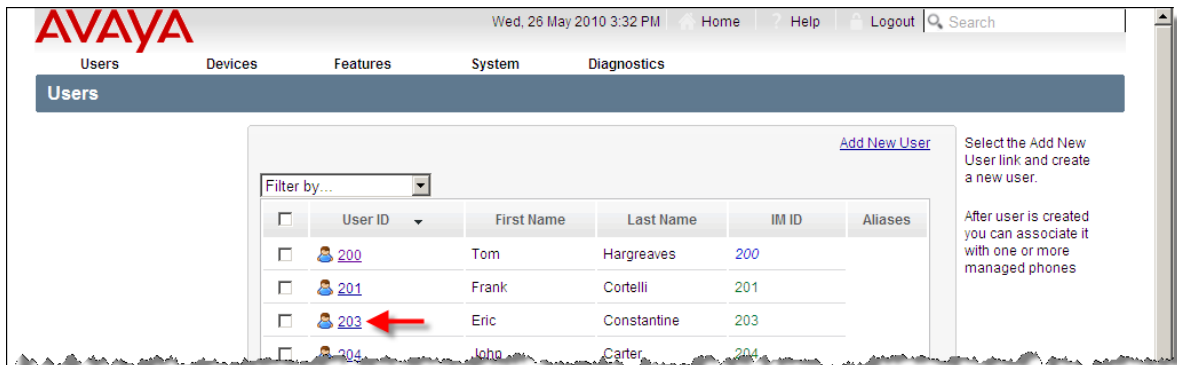
On the right side, there are two sections: 'Existing Groups' (administrators, IM, Phonebook, InternalPhonebook, member, InternalGroup, Sales, Conferencing, ACDQ1&2) and 'New Groups' (You can create new groups simply by adding the new group name to the Groups form value. Select Phones to add this user to one or more phones.). A 'Show Advanced Settings' link is also present.

9. Enter the name of the user group you have previously created in steps 1 to 5 above. As you enter the name, matching group names will be displayed.

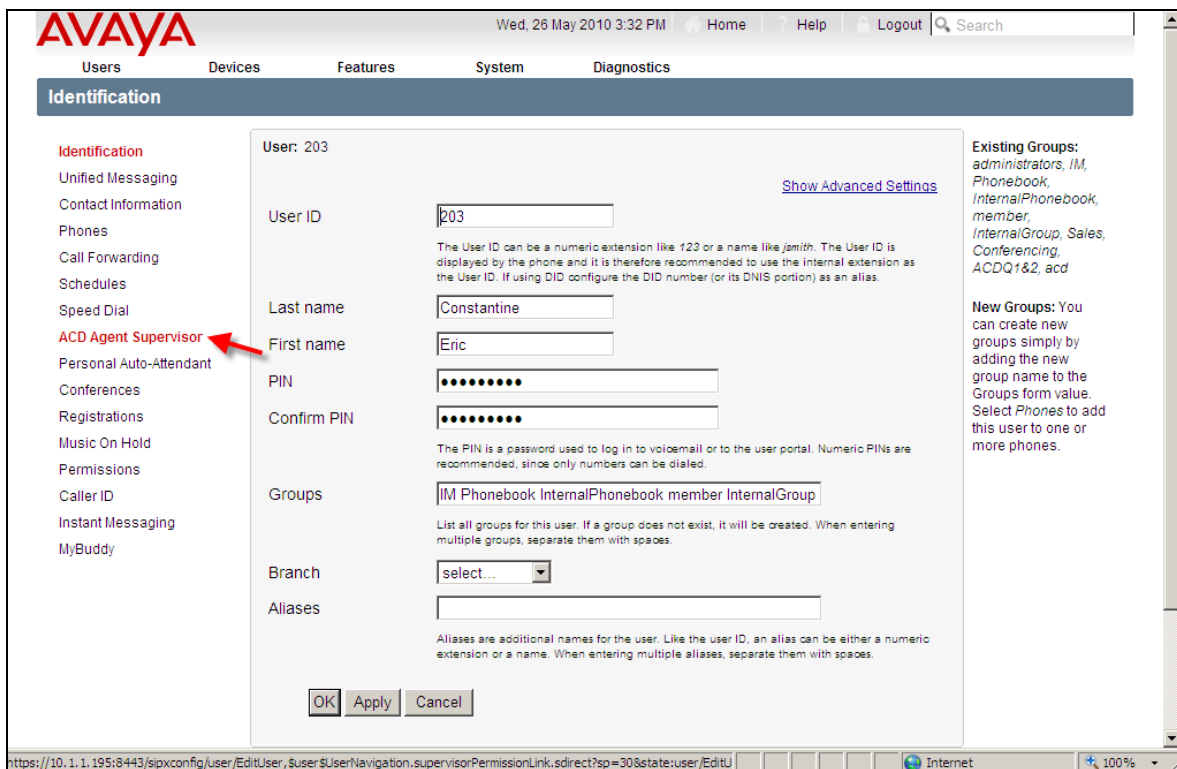
This screenshot shows a close-up of the 'Groups' field in the user configuration interface. The text 'acd' is entered into the field. A dropdown list is visible, showing 'ACDQ1&2' as a matching group name. A red arrow points to the dropdown list. The 'Branch' field is set to 'Itel\_Chester'. The 'Aliases' field is empty.

10. Repeat this process for each ACD agent to be supervised.

11. The ACD supervisor can now be defined. Select the link for the user to be assigned supervisory privileges.



12. The details for the user will be displayed. Click the **ACD Agent Supervisor** link.



13. The **ACD Agent Supervisor** page will be displayed.

AVAYA Wed, 26 May 2010 3:33 PM Home Help Logout Search

Users Devices Features System Diagnostics

**ACD Agent Supervisor**

Identification  
Unified Messaging  
Contact Information  
Phones  
Call Forwarding  
Schedules  
Speed Dial  
**ACD Agent Supervisor**  
Personal Auto-Attendant  
Conferences

User: 203

ACD Agent Supervisor

List all the user groups that include ACD agents that this user can supervise. Supervisors have access to ACD call statistics for users that are ACD agents and that are members of groups they supervise. Statistics are accessible on the User Portal of the supervisor.

Existing Groups: administrators, IM, Phonebook, InternalPhonebook, member, InternalGroup, Sales, Conferencing, ACDQ1&2, acd

New Groups: You can create new groups simply by adding the new group name to the Groups form value.

OK Apply Cancel

14. Enter the name of the User Group that contains the agents who will be supervised, in the **ACD Agent Supervisor** field. As you enter the name, matching group names will be displayed.

AVAYA Wed, 26 May 2010 3:34 PM Home Help Logout Search

Users Devices Features System Diagnostics

**ACD Agent Supervisor**

Identification  
Unified Messaging  
Contact Information  
Phones  
Call Forwarding  
Schedules  
Speed Dial  
**ACD Agent Supervisor**  
Personal Auto-Attendant  
Conferences  
Registrations

User: 203

ACD Agent Supervisor

acdq

ACDQ1&2

List all the user groups that include ACD agents that this user can supervise. Supervisors have access to ACD call statistics for users that are ACD agents and that are members of groups they supervise. Statistics are accessible on the User Portal of the supervisor.

Existing Groups: administrators, IM, Phonebook, InternalPhonebook, member, InternalGroup, Sales, Conferencing, ACDQ1&2, acd

New Groups: You can create new groups simply by adding the new group name to the Groups form value.

OK Apply Cancel

15. Click the **Apply** button, followed by the **OK** button.

AVAYA Wed, 26 May 2010 3:35 PM Home Help Logout Search

Users Devices Features System Diagnostics

**ACD Agent Supervisor**

Identification  
Unified Messaging  
Contact Information  
Phones  
Call Forwarding  
Schedules  
Speed Dial  
**ACD Agent Supervisor**  
Personal Auto-Attendant  
Conferences  
Registrations

User: 203

ACD Agent Supervisor

ACDQ1&2

List all the user groups that include ACD agents that this user can supervise. Supervisors have access to ACD call statistics for users that are ACD agents and that are members of groups they supervise. Statistics are accessible on the User Portal of the supervisor.

Existing Groups: administrators, IM, Phonebook, InternalPhonebook, member, InternalGroup, Sales, Conferencing, ACDQ1&2, acd

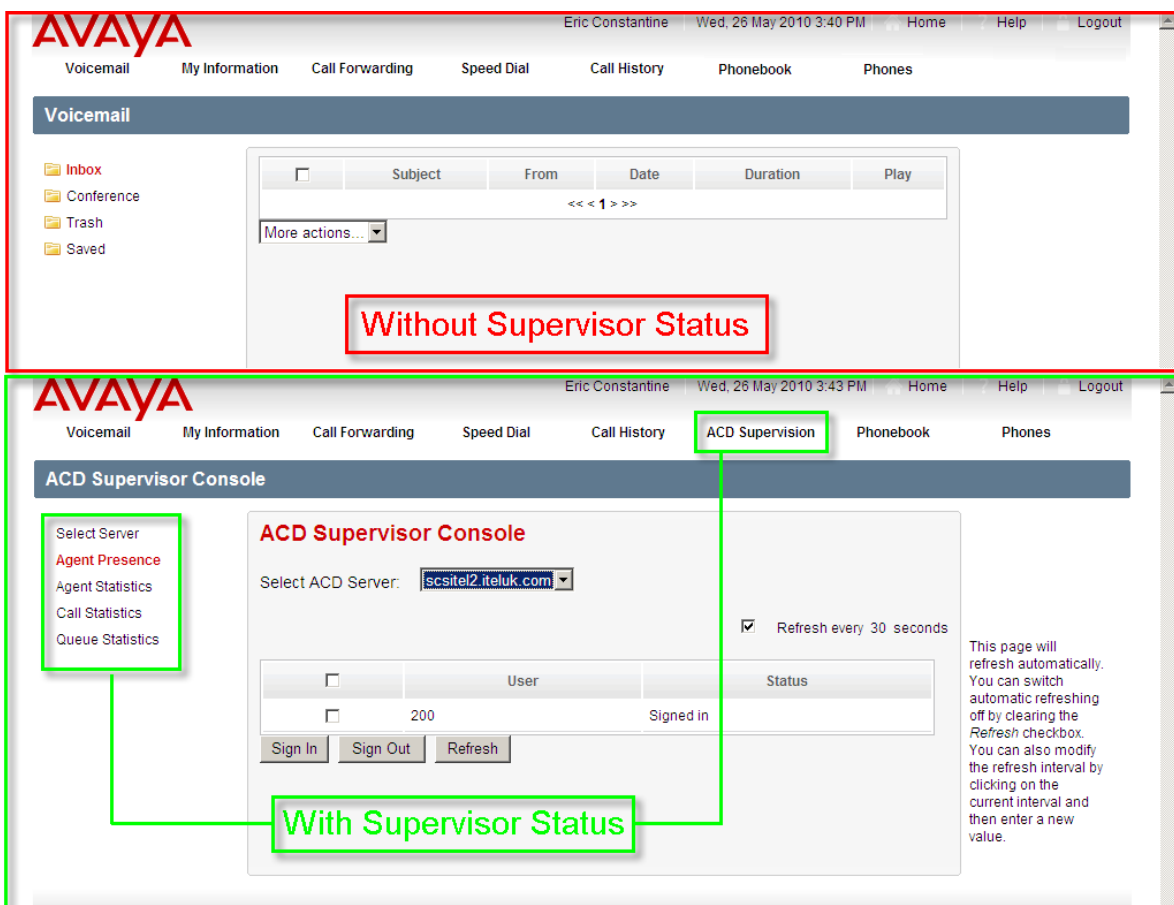
New Groups: You can create new groups simply by adding the new group name to the Groups form value.

OK Apply Cancel

16. Logout of the SCS then sign back in with the login details of the supervisor's user account.

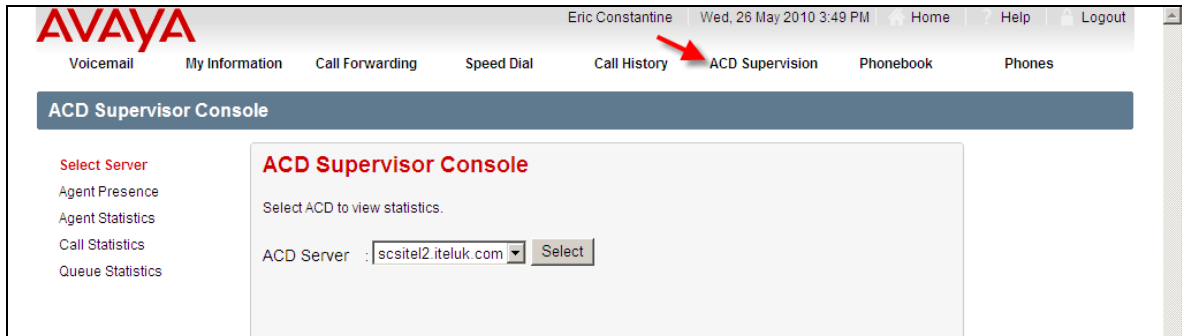


17. The user will now have supervisor status.

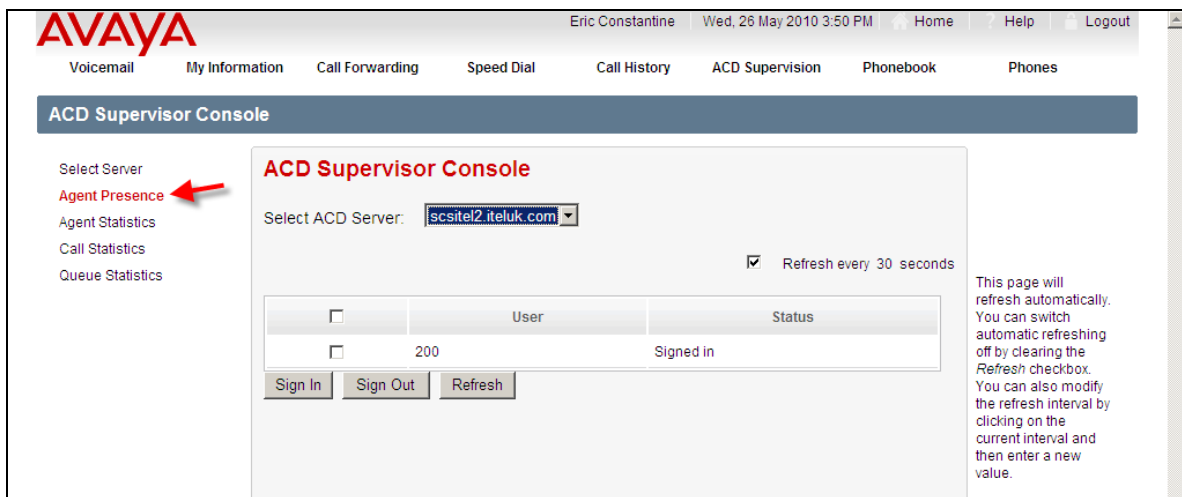


The supervisor can sign agents in and out of the ACD queues to which they are assigned.

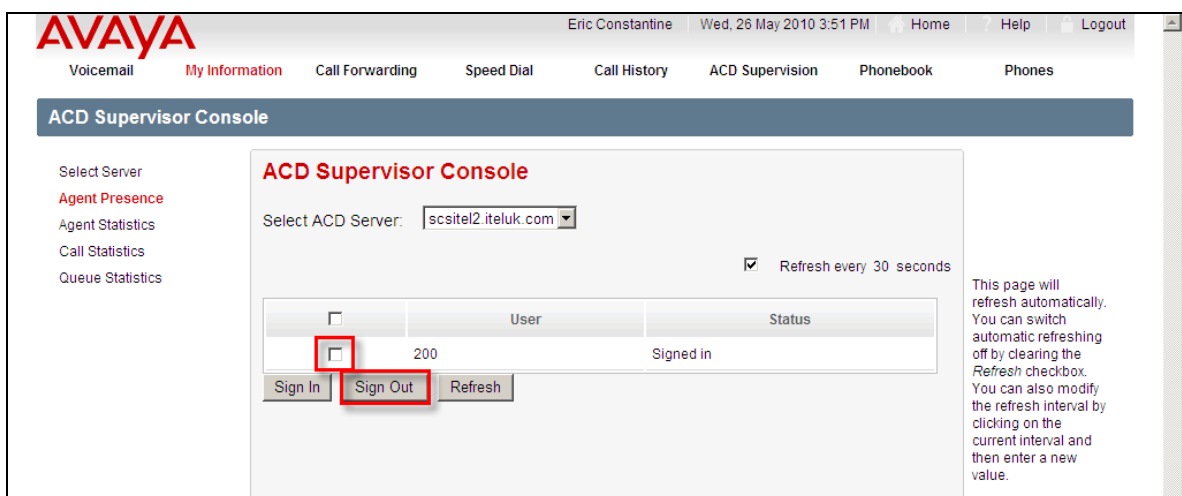
18. Select the **ACD Supervision** link.



19. Followed by **Agent Presence**.



20. Agents can be signed in and out of the ACD queues when they and the appropriate link are selected.



21. In this example, agent 200 has been signed out.

The screenshot shows the Avaya ACD Supervisor Console interface. At the top, the Avaya logo is on the left, and the user 'Eric Constantine' is logged in on the right. Below the logo is a navigation menu with items: Voicemail, My Information, Call Forwarding, Speed Dial, Call History, ACD Supervision, Phonebook, and Phones. The main content area is titled 'ACD Supervisor Console'. On the left, there is a sidebar with links: Select Server, Agent Presence (highlighted in red), Agent Statistics, Call Statistics, and Queue Statistics. The main panel shows 'Select ACD Server: scsitel2.iteluk.com' and a 'Refresh every 30 seconds' checkbox which is checked. Below this is a table with columns for checkboxes, User, and Status. The table contains one row with a checked checkbox, the user '200', and the status 'Signed Out'. Below the table are buttons for 'Sign In', 'Sign Out', and 'Refresh'. On the right side of the main panel, there is a text box explaining that the page refreshes automatically and provides instructions on how to stop or modify the refresh interval.

22. Further ACD statistics are available by selecting the required statistics link. For details relating to ACD statistics and reports, please refer to the SCS 4.0 ACD Reporting Task Based Guide.

This screenshot is similar to the previous one, showing the Avaya ACD Supervisor Console. The sidebar on the left now has 'Agent Statistics' highlighted with a red box, while 'Agent Presence' is no longer highlighted. The rest of the interface, including the main panel with the table showing agent 200 as 'Signed Out', remains the same as in the previous screenshot.

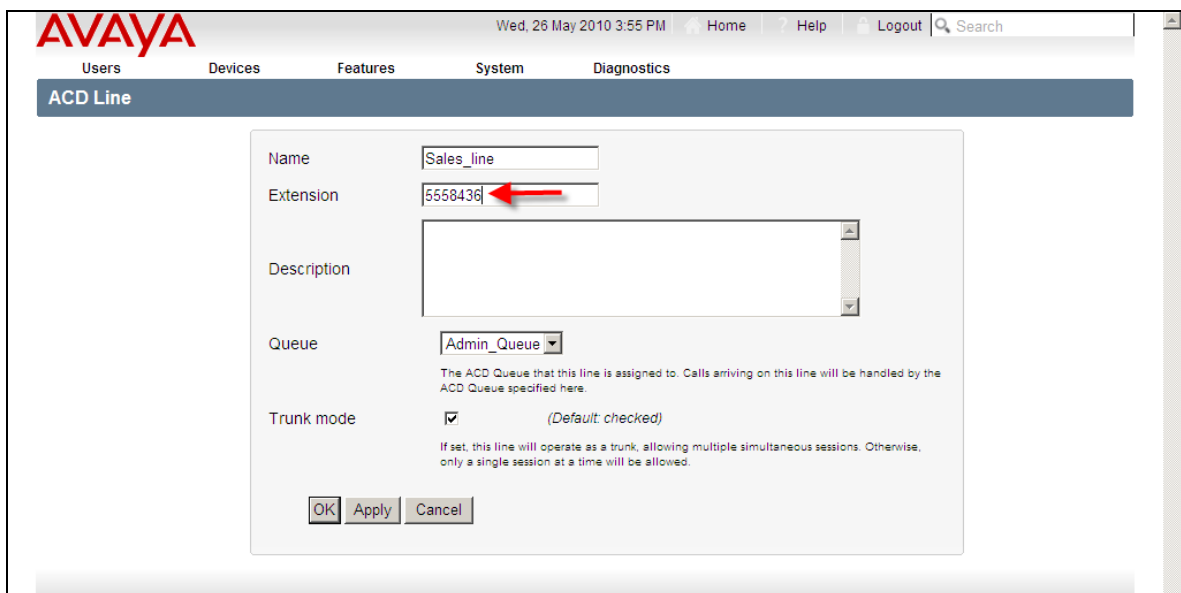
## Examples of Incoming Call Scenarios and ACD Queues

The ACD queues can be associated by their extension number, with the required incoming received digits that are presented to the SCS system.

This will allow the ACD Queue to handle incoming calls.

Therefore, for scenarios where analog gateways are not being used (for example, ISDN scenarios) the digits that are being received from the public network need to be considered. The received digits and the range of these digits will need to be obtained from the provider of the BRI/PRI digital trunks, for example, Received Digit number range 5558430 to 5558460. These digits could then be referenced as the ACD extension numbers.

An ACD Line would be configured that matches the received digits to be presented to the ACD queue. The required received number would be entered in the **Extension** field, for example, 5558436.



The screenshot shows the Avaya ACD Line configuration page. The 'Extension' field is highlighted with a red arrow and contains the value '5558436'. The 'Name' field contains 'Sales\_line', the 'Queue' is set to 'Admin\_Queue', and 'Trunk mode' is checked. The page includes a navigation menu with 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. The 'System' menu is active, and the 'ACD Line' sub-menu is selected. The page also shows a search bar and a date/time stamp: 'Wed, 26 May 2010 3:55 PM'.

**Note:** Please refer to the **Assigning the ACD line to the ACD Queue** section of this guide for details of ACD line configuration.

A configured AudioCodes analog gateway could also be utilized to provide incoming call access to the ACD Queue. If an analog gateway is used, the ACD line extension could be referenced as a PSTN Line on the gateway itself.

In this example, an AudioCodes gateway has a PSTN Line assigned to an ACD line extension. The extension being 551 associated with the Admin Queue.

The image consists of two screenshots from the Avaya SCS 4.0 web interface, illustrating the configuration of an analog gateway and its association with an ACD line.

**Top Screenshot: Analog Line Configuration**

- Gateway:** MP118FXO / AudioCodes MP118 FXO
- PSTN Line:** 551
- Automatic Dialing:**  (Default: checked)
- Extension:** 551 (Default: operator)

**Bottom Screenshot: ACD Lines Configuration**

Name	Extension	Description
Admin_line	551	ACD Queue admin line 551

A red line connects the '551' extension value in the top screenshot to the '551' extension value in the bottom screenshot, indicating the mapping between the gateway's PSTN line and the ACD line extension.

**Note:** For details regarding the configuration of Gateways and PSTN Lines please refer to the **SCS 4.0 Device Configuration – Gateways Task Based Guide**.

## **Avaya Documentation Links**

- [SCS 4.0 Configuring User Profiles Task Based Guide](#)
- [SCS 4.0 Device Configuration – Gateways Task Based Guide](#)
- [SCS 4.0 System Configuration Task Based Guide](#)
- [SCS 4.0 ACD Reporting Task Based Guide](#)
- [SCS 4.0 Troubleshooting Task Based Guide](#)

