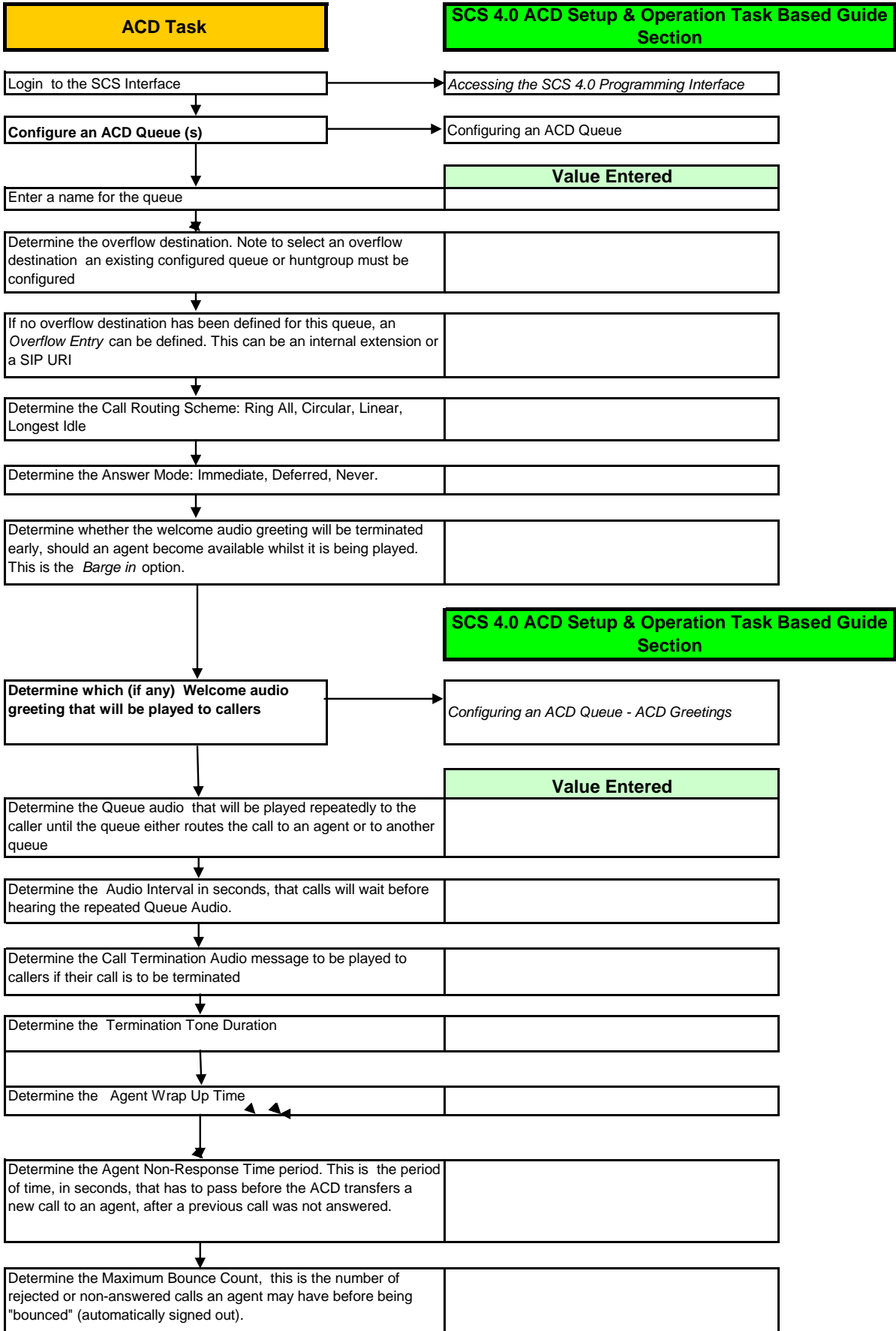
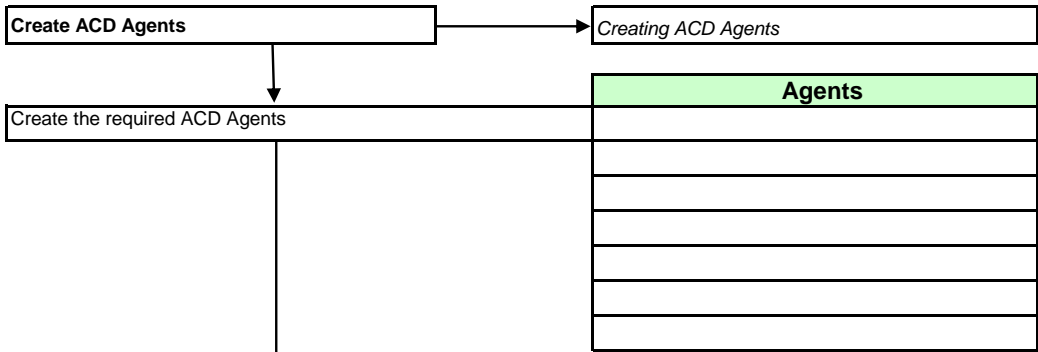


SCS 4.0 ACD Configuration Map

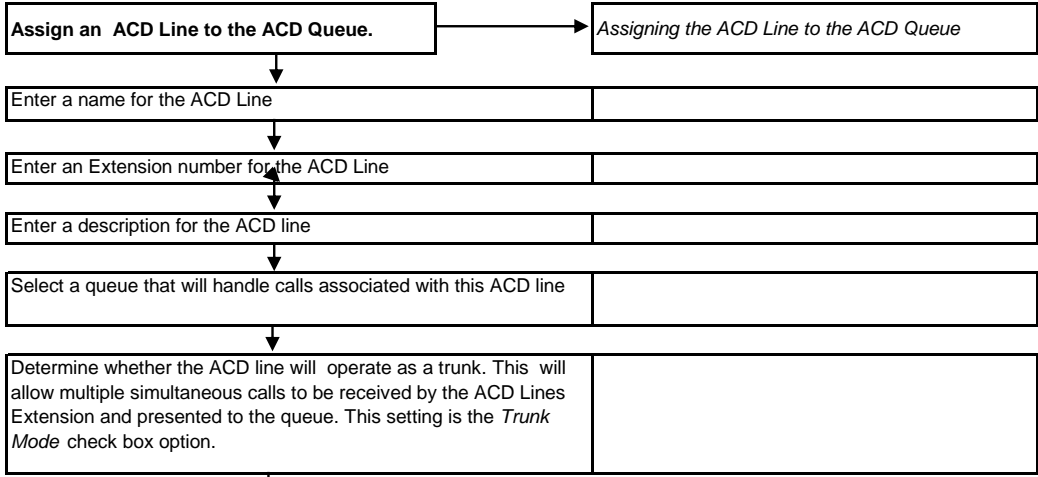


Configure advanced settings as required	
Advanced settings: Maximum Ring Delay, the maximum time in seconds that an agent's phone will ring before a ring-no-answer condition is declared, and the call is re-routed to a different agent.	
Advanced settings: Maximum Queue Length, the maximum number of calls 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.	
Advanced Settings: 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	
Advanced Settings: 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.	

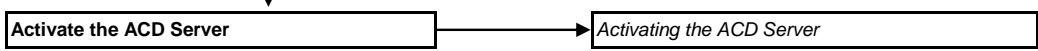
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