Automatic Call Distribution (ACD) is available to UCI campus departments. ACD is a software that controls how incoming calls are received, queued and distributed. ACD ensures that incoming calls are answered promptly and transferred to a representative or agent in the order received.

If all agents are busy when a call arrives, the caller will be placed in queue instead of hearing a busy signal. A queue message will play asking the caller to hold for the next available representative. Estimated wait time may be included in this message. When an agent becomes available, the call will be automatically transferred to that agent.

Information indicating the number of agents who are taking calls and the number of calls waiting in queue are displayed in the software used by all agents. The number of calls to be held in queue is predetermined by the department. Once the threshold is reached, callers can be routed to another extension number, to voicemail or even given a busy signal. There are reporting options available to assist the manager or supervisor of the ACD group to effectively manage call load and staff the telephones accordingly. Each ACD group can be set up to the specifications of the individual department or unit. The Office of Information Technology will be happy to send a consultant to your location to review all of the options.

Many UCI departments use ACD: Registrar, Financial Aid, University Extension, Bren Events Center Ticket Office, Student Health Services, and the OIT Help Desk – to name just a few!

**MONTHLY COSTS**
There are several monthly charges for a basic ACD group:
ACD Group: $24
ACD Group Voicemail: $4
ACD Agent: $16 each

**MORE INFORMATION**
For more information or to schedule a consultation, please contact Carol Sison, Telecommunications Specialist, at extension 4-8977.
How to Order Telephone Automatic Call Distribution (ACD)

Submit an OIT Service Request Form (SRF) to order new ACD service.  [http://apps.oit.uci.edu/service-request/](http://apps.oit.uci.edu/service-request/)

1. **What UCI phone number will be the ACD group number?**
   a. This is the number people will dial to reach the group. You will likely use a number that is well-known or published for your department or this particular unit. If you will be using a number that is currently assigned to a campus telephone extension, that extension will be assigned a new telephone number.

2. **Identify which telephone extensions will be assigned to the ACD group.**
   a. Indicate which extensions will be Supervisor(s) for the group.
   1. Supervisors will have the ability to change priority and/or status of the agents. They will also be able to generate reports for the group.

3. **How do you want the calls routed; longest idle or sequential?**
   a. When choosing sequential, list the extension numbers in the order that you would like calls distributed. First caller to always receive the calls first should have the lowest number, (#1). When choosing longest idle, the calls are distributed evenly amongst available agents. The agent who has been idle the longest will receive the call first.

4. **How will incoming calls be routed when the group is closed or no agents are available.**
   a. Will they go to another extension or to voicemail?
   b. Does the ACD extension number already have Voicemail or do you need to add it?

5. **Will the group need Clerical Time? If so, how many seconds?**
   a. After a call is complete, the system can allow an agent time to complete any paperwork or other process before accepting another call. Typically groups which need clerical time use between 20-30 seconds. Not all ACD groups need clerical time before the agent accepts the next call.

6. **Create a script for your queue messages.**
   a. Queue messages are the recordings your callers will hear while they wait to speak to an agent. Below are samples of queue messages. Note: ACD Groups do not have to use the Callback and Voicemail options. You can use one, or both, or neither.

   **First Queue Message:**
   Thank you for calling (Name of Department). All of our agents are assisting other callers. Please remain on the line and your call will be answered in the order it was received.

   **Repeat Queue Message:**
   Thank you for holding. Please continue to hold and we will be with you shortly.

   **Callback or Voicemail Option:**
   Thank you for continuing to hold. Our agents are still busy assisting other callers. If you would like to leave a callback number, please press 1. If you would like to leave a message, please press 2. Or you may remain on the line and we will be with you shortly.

7. **Prepare to have Solidus Agent Software Installed on each agent’s computer.**
   a. Please provide a spreadsheet with the following information for every agent in the ACD group:
      i. Agent’s first and last name
      ii. Agent’s UCNetID
      iii. Agent’s Computer’s Name
   b. OIT Telecom Engineers will create a service ticket for OIT Desktop Support on your behalf.