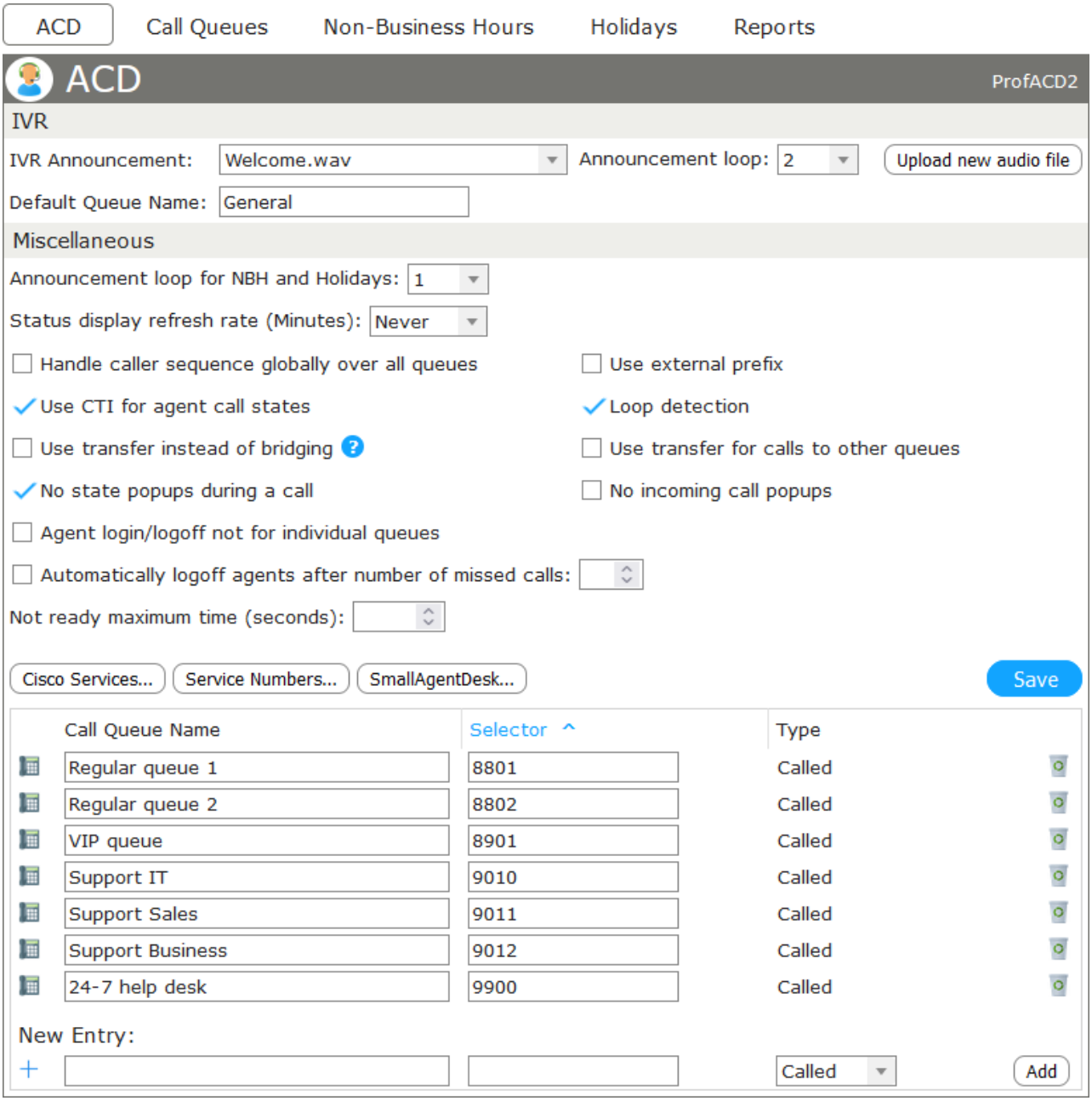
Automatic call distribution

In the *ACD* tab, queues can be defined and configured. If no queues are defined, all calls will enter default queue. This tab also allows uploading announcements which can be used across all queues.



Section “IVR”

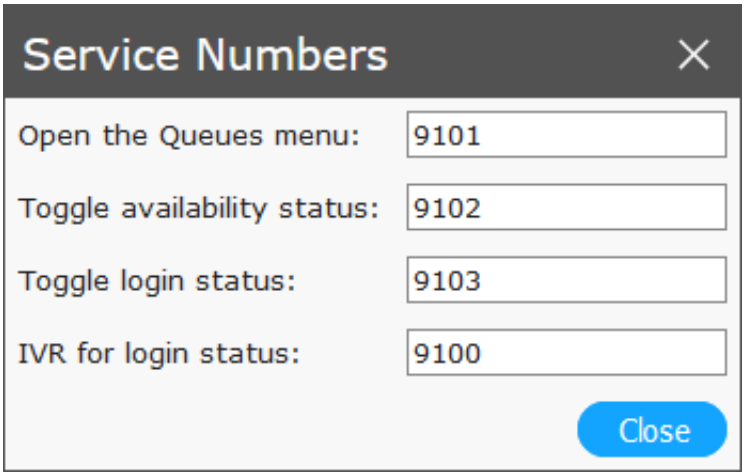
IVR Announcement	The IVR announcement is a wave file that is played when there is no queue defined for the calling number. The announcement should contain directives for the caller as for which button press will lead to which queue.
Announcement Loop	Sets how often the IVR announcment will be repeated. If the caller hasn’t pressed any valid number by the time the announcement was repeated, the call will be forwarded to the default queue.
Default Queue Name	Name of thr default queue. If no call queues are defined, all incoming calls will be redirected to this queue. Setting this queue is required.

Section “Miscellaneous”

Announcements loop for NBH and Holidays	Sets the number times announcements for non-

	business hours and holidays will be repeated. See also chapter Non-business hours and holidays.
Status display refresh rate (Minutes)	An agent's phone may show status information on queues as pop-up messages on the phone display. This configuration sets the interval after which the status display shows up again.
Handle caller sequence globally over all queues	When this option is enabled, all callers are put on hold until the current caller is connected with an agent, regardless of which queue the callers are waiting in.
Use external prefix	Callisto has the option to set external prefixes for outgoing numbers (see chapter System of the Callisto administration manual). Enabling this checkbox allows you to use these prefixes when dialing numbers.
Loop detection	Loop detection may take effect when an agent redirects his phone to a queue where he is a member of.
Use CTI for agent call states	With this option enabled, the call state of an agent is discovered using CTI (option COC Proxy). This avoids calls to an already busy agent.
Use transfer instead of bridging	When the call is connected to ProfACD and then with the agent, the entire call from goes through ProfACD to the agent, where the Callisto ProfACD acts as a middleman. In order to skip unnecessary load to ProfACD, by checking this option, the call is routed directly to an agent by initiating a transfer on CUCM.
Use transfer for calls to other queues	When the call is transferred to another queue, and this option is checked, the call is removed from the queue where it comes from.
No state popups during a call	Prevents showing a phone popup while a call is in progress.
No incoming call popups	Prevent showing an information phone popup about caller on phone display.
Agent login/logoff not for individual queues	Agents can be assigned to one or more queues. If this option is checked, the agent can login/logoff only to all assigned queues in parallel and not to individual queues.
Automatically logoff agents after number of missed calls	ProfACD can automatically log off agents after the defined number of missed calls.
Not ready maximum time (seconds)	Reject call after defined seconds of waiting for an agent.

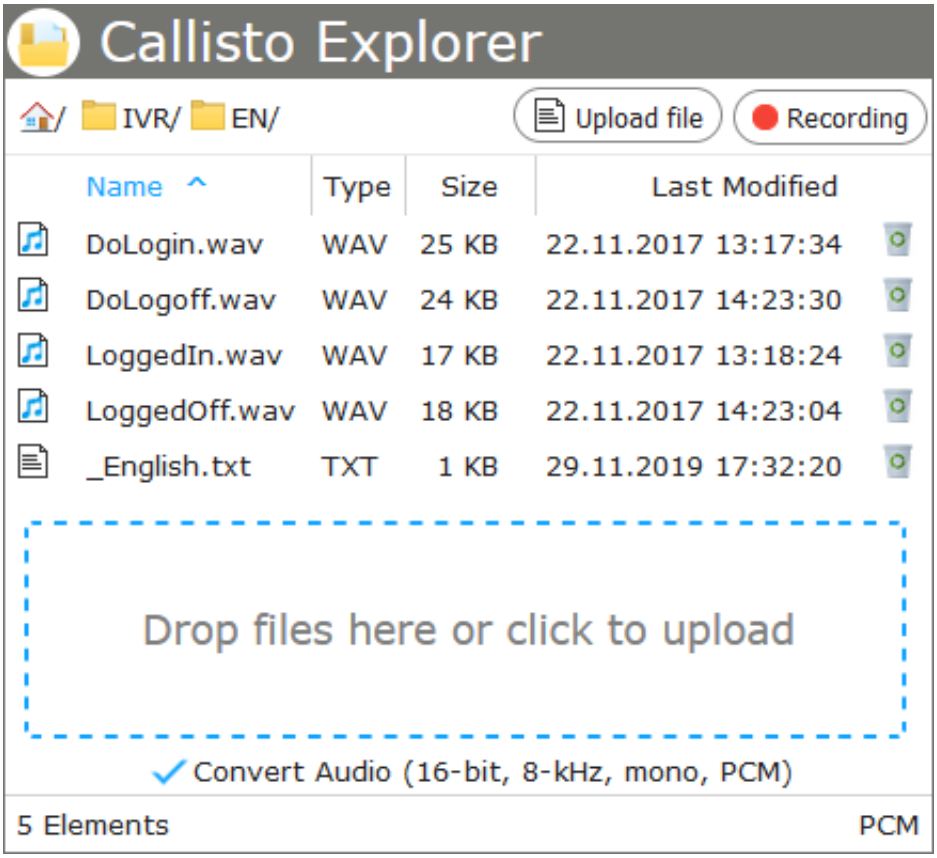
Service numbers



Clicking the button Service Numbers… at the bottom of the *Miscellaneous* section opens the *Service Numbers* menu. An agent can perform various functions with an internal Cisco IP phone by dialing the numbers defined in this menu.

Open the Queues menu	Dial this number to open the Queues menu. Here, you can check and change the phone's status as well as login and logoff from the available queues.
Toggle availability status	Change the agent's availability status for the logged-in queues. Two statuses are available: *ready* and *not ready*.
Toggle login status	Dialing this number toggles the login status (*logged in* or *logged off*). When the agent sets the status to *ready* or logs in again on the device, the status automatically changes to *logged in*.
IVR for login status	Dialing this number allows an agent to change the login status through an IVRinteractive voice response menu.

Modify IVR announcements



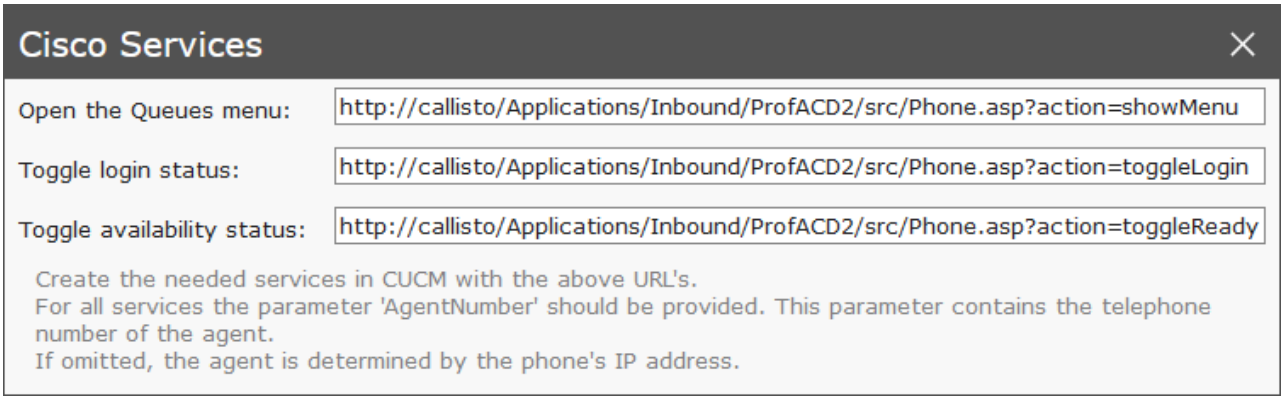
The IVR announcements can be changed by navigating tho the ACD tab and clicking the Upload Wave File button in the *IVR* section. Navigate to the “IVR” folder where the folders for each language are located; per default, announcements for German and English are available. Which announcement will be played depends on the agent’s language configuration. Existing announcements can be replaced and new languages can be created.

The following names can be used for language directories:

- EN (English)
- DE (German)
- FR (French)
- IT (Italian)
- ES (Spanish)

Cisco Services

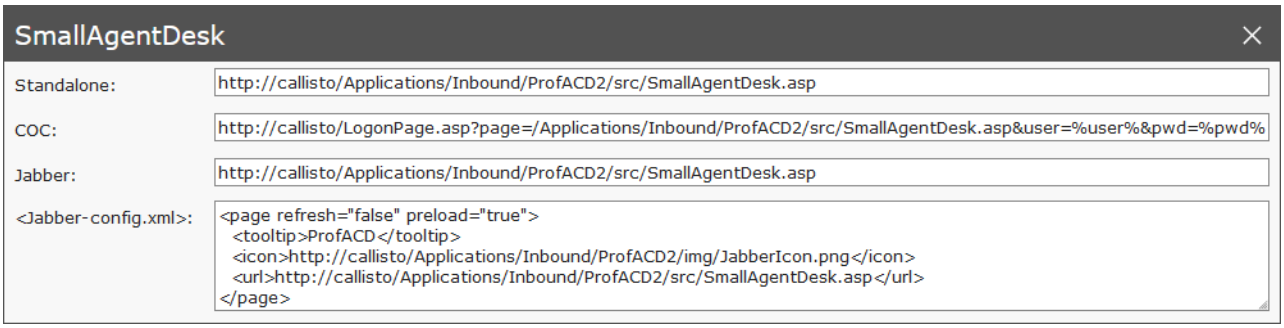
Cisco services are used to toggle availability status, login status or to show status when defined number is called. All these actions are showed on phone display. This is preconfigured when application is installed, but the populated URLs should be added to cisco call manager.



SmallAgentDesk

The *SmallAgentDesk* feature allows agents to track various information about queues and calls. Same as with Cisco services, the URLs are populated automatically when the application is installed.

SmallAgentDesk can take an additional URL parameter, refreshRate, which takes a numeric value; this value sets the the page refresh rate in seconds. The <Jabber-config.xml> field is used for Jabber integration.



For more information and how to set up SmallAgentDesk Standalone with Jabber or COC, refer to the chapter Integration fo Callisto Gadgets in the Callisto administration manual.



SmallAgentDesk view when accessed from a browser

User-defined queues

In the bottom section of the *ACD* tab, user-defined queues are managed. An incoming number can reach a queue in two different ways; either by directly calling the number assigned to the queue, or by pressing the corresponding numbers on the telephone (i.e., using DTMF).

Add a new queue by filling out the fields Call Que Name, Selector, setting the queue's Type and clicking the Add button.

Call Queue Name	Set the name of the queue to use throughout Callisto.
Selector	The selector is a number or character that maps to a certain queue. DTMF-type selectors are usually those found on common telephone keypads, i.e. the digits from 0 to 9, as well as the star sign ? and the number sign #. For queues of the type *Called* type, the selector is a concrete number (e.g., 9231).
Type	The queue type is either *DTMF* or *Called*. *DTMF* is used when the caller chooses the queue by pressing numbers on the telephone. In this case, the caller is usually guided to the correct queue by the announcement. With queues of the type *Called*, the caller can directly join the queue by dialing its predefined number. For example, if a *Called*-type queue has the selector 8901, a caller can join it directly by dialing 8901.