BT Cloud Voice

Call Centre Automatic Call Distribution

What is it?

Cloud Voice has a Call Centre ACD to distribute incoming calls from a single central phone number to multiple agents in a site. Incoming calls go to the next available agent, according to the Call Distribution policy that you've configured (and regardless of their location).

Call Centre agents can work from different geographic locations (they could be at home, in a remote office, or in an actual call centre; they can be anywhere with a connection to Cloud Voice).

What do you get with Call Centre ACD that you don't get with a hunt group?

On top of the hunt group features included in Cloud Voice, you'll also get -

- Uniform distribution of incoming calls to available agents
- Queuing of incoming calls that cannot be answered immediately (when agents are unavailable)
- 'Comfort' announcements for calls that are queuing
- Music on hold for calls that are queuing
- Overflow to a given destination when the group is unable to answer ringing calls
- Deflection to a given destination outside of business hours in conjunction with the Auto Attendant and Time Schedule features
- Statistics (emailed to a specified email address)

Call distribution policies

When an administrator creates a Call Centre distribution, they add agents to an ordered list.

The order in which calls flow around the Call Centre agents depends on which Call Distribution the administrator opts for from these -

- **Regular**

  The call goes through the members in the order that they appear on the list until it finds someone who's free (or it reaches the end of the list without any joy).

- **Circular**

  The first person that the call tries to connect with is the next member on the list after the member who answered the previous call. So the calls hunt in a circle, eventually getting back to the first person on the list.

  Here's an example:

  You've got four agents in your Call Centre, in this order on the list: John, Paul, George, and Ringo.

  When the first call comes in, John answers it. The next call comes in, and John and Paul are both free. But instead of the call going to John, it goes to Paul (because John answered it last time). The third call goes to George first but he's busy so it goes to Ringo. After that, the next call tries John first as we're back at the start of the list.

- **Uniform**

  Calls go first to the agent who has been available for the longest time.

- **Simultaneous**

  The call rings all available Call Centre agents at the same time. It connects to the first person to answer. If a call comes through when everyone in the Call Centre is already on a call, the new caller will go in to the Call Centre queue until an agent becomes available.

- **Weighted**

  The administrator can assign different 'weights' to the agents in the Call Centre (using the Cloud Voice portal) so that people with higher weights take more calls. When a call comes in it will search for an available agent starting with those with the greatest weight.

Call Centre functions

- **Call queuing**

  When all agents in a Call Centre are busy, calls will sit in the queue until an agent becomes available.

  - Once a call is in the queue it will stay there until an agent becomes available (or the customer drops out)
  - The call that's been waiting longest in the queue is always the first one to be answered when an agent becomes available
  - You can configure the maximum length of your queue on the Call Centre profile page
  - When the queue reaches the maximum capacity that you've configured, any calls beyond that will hear the busy tone instead of being able to wait in the queue

- **Comfort announcements**

  These are the announcements you hear when you're stuck in a queue waiting for an agent. You can use the default announcements that come with the system or – maybe better – you can record your own through the Cloud Voice portal.

  There are three announcement options -

  ### Entrance announcement

  This is the welcome announcement that you first hear when you join the queue.

  ### Comfort announcement

  These are the occasional announcements that you hear while you're waiting in the queue. You can record your own through the Cloud Voice portal.

  ### On-hold music

  You can load your own music files to play while customers are on hold or you can use the default included with the system.

- **'No Answer Timeout'**

  If an agent does not answer a call, the 'No Answer Timeout' will forward the call to the next available agent after the number of rings that you've configured.

- **Forward Call after 'x '**

  This is similar to the 'No Answer Timeout' but instead of the number of rings, this works on the length of time that you've configured.

- **Guard Timer**

  The 'Guard Timer' is what you use to set your 'warp' time. It's important to set a value for this in case the customer ends the call rather than the agent. If you didn't have a wrap time set, the agent could go straight into another call without realising it.

- **Statistics**

  Call centre and agent statistics are available daily, which you can automatically forward as a CSV file to two email addresses. You can set the reporting interval to 15, 30, or 60 minutes.

  Real time call monitoring is not available.

  The statistics generated for each agent include -

  - Number of calls received
  - Average time on a call
  - Time busy
  - Time idle
  - Number of calls not answered

  The statistics generated for a Call Centre group include -

  - Number of incoming calls
  - Number of calls queued
  - Number of busy overflows
  - Number of calls answered
  - Average time with agent (talk time)
  - Average time in queue
  - Average time that agents were busy
 - Average hold time before call was answered

  Because a call could start queuing at the end of one reporting period and be answered at the start of the next reporting period, it's possible for the same call to appear twice.
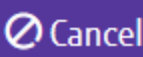
How do I set up a new Call Centre?

1. Login to the [BT Cloud Voice portal](#)
2. Select '**Sites'** menu
3. Select '**Features**' from the menu on the left hand side
4. Select '**Call Centres'**
5. Click **'Add'**

- In the 'Profile Details' section enter -

    - Call Centre ID
        - lower case; minimum of 6 letters and numbers
        - no spaces or special characters

    - Password
        - minimum of 6 letters and numbers
        - no spaces or special characters

    - Call Centre name
        - No special characters

    - Calling Line ID first and last name
        - This will display on the agents' phones along with the incoming caller's CLI, if available, when the agent is presented with a call

New Call Center

Profile Details

* **Call Center ID**

| call.center | @btbusiness.com |

* **Name**

Call Center

* **Caller ID First Name**

Call

* **Caller ID Last Name**

Center

* **Password**

●●●●●●●●●●

* **Confirm Password**

●●●●●●●●●●

- If you need a public number for the Call Centre, select one from the 'Directory Number' dropdown list

- Set an extension number in the 'Extension' field

- Select a Call Distribution policy <hyperlink to earlier section on call distribution policies)
- In the 'Queue Length' box, type a limit for the number of calls the system will keep on hold in the queue waiting for an agent to become available

- Tick the 'Allow Callers To Dial Number To Escape From Queue & Follow Busy Treatment' option to enable callers to leave the queue and follow the busy treatment rules (if checked, enter the 'Number To Dial')

> ☑ **Allow Callers To Dial Number To Escape From Queue & Follow Busy Treatment**
>
> **Number To Dial**
>
> 0

- Tick the 'Forward Calls After Wait Time' option to allow callers to be forwarded to a defined number after a period of time spent in the queue (if ticked, enter the 'Wait Time' and 'Forward To' number)

> ☐ **Forward Calls After Wait Time**
>
> **Wait Time**
>
> 30   Seconds
>
> **Forward To**
>
> Forward To

- In the 'Feature Packages' section select -

  - Feature Package

    - Select a feature package (optional) to assign to the Call Centre.

  - Wallboard

    - Tick this box to enable the optional Wallboard Application add-on (this may be a chargeable feature)

Feature Packages

Feature Package

None ▾

Optional Add-Ons

☐ Wallboard ⸙

- In the 'Agent Settings' section select -

    - 'Allow Agents To Join/Leave The Call Centre'

        - Check this to allow agents to log in or out of the queue

    - 'Allow Call Waiting'

        - Check or uncheck the 'Allow Call Waiting box' so that agents can handle more than one call at a time, regardless of their individual Call Waiting status.

    - 'Enable Calls To Agents In Wrap-Up State'

        - Check or uncheck the 'Enable Calls To Agents In Wrap-Up State' box

    - 'Disable Call Queuing When Not Staffed'

        - Use this to turn off the queue when all your agents have tootled off home

    - 'After Call Automatically Set Agent State To'

        - Check or uncheck 'Automatically Set Agent State To' and select the ACD state from the drop-down list

    - 'Enable Maximum ACD Wrap-Up Timer'

        - Check or uncheck 'Enable Maximum ACD Wrap-Up Timer' and enter the time in the minutes and seconds boxes

- – 'Skip To Next Agent After'

  - – Tick to automatically skip to the next available agent after a defined number of rings (if ticked, select the number of rings from the dropdown list)

- Click **'Save'**

How do I set up announcements?

1. Login to the [BT Cloud Voice portal](#)
2. Select '**Sites'** menu
3. Select '**Features**' from the menu on the left hand side
4. Select '**Call Centres'**
5. Select the Call Centre you want to edit
6. To add to or change the announcements click 'Announcements' in the 'Call Centre' menu on the left

   The 'Announcements' page is where you can configure entrance, comfort, and on-hold messages.

Using your own message or music

If you want to use your spoken word or music files, they must:

- Be in the format: CCITT u-Law WAV with 8kHz, 8Bit, and Mono attributes
- Be less than five minutes long (for on-hold music
- Be smaller than 1 MB

If you want callers to hear a message that you've recorded and stored in a WAV format file rather than the default system message, then:

1. Tick the relevant checkbox: entrance, comfort, or on-hold
2. Select the 'Custom' option
3. Click 'Browse'
4. Select the file
5. Click 'Open'
6. Click 'Save'

How do I assign agents to the Call Centre?

1. Click 'Assign Agents' in the menu on the left
2. Select the agents from the 'Available Users' table using their respective checkboxes
3. Click 'Add' to move them to the 'Assigned Users' table

Agents in the 'Assigned Users' table become part of the Call Centre.

You can add agents in two ways:

To add **all agents**:
- Click the 'Select all' checkbox
- Click 'Add'

To add **one or more agents**
- **S**elect the agent
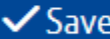- Click 'Add'
- Click 'Save'

If you opted for 'Weighted' Call Distribution, assign 'weights' to the agents by clicking on 'Distribution Settings' from the menu on the left.
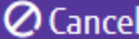
- Adjust the agents' 'weights' to total 100%

Weighted Call Distribution

		Last Name	First Name	User ID
33	%	hub	service	sh3@btbusiness.com
33	%	hub	service	sh4@btbusiness.com
34	%	hub	service	sh5@btbusiness.com
100	%			

✓ Save

⊘ Cancel

- Enter a percentage into the appropriate field for each agent to determine the percentage of calls that each agent will receive.

- The total weight for all agents must add up to 100%.

- Click 'Save'

Setting up Call Centre statistics

1. Click 'Statistics' from the menu on the left

2. Tick the 'Turn on Daily Reporting' box

3. Set the 'Reporting Period' from the drop down box:, 15, 30, or 60 minutes

Statistics

☐ **Turn On Daily Reporting**

Reporting Period

| 15 Minutes ▾ |

* **Recipient 1**

| Email Address |

Recipient 2

| Email Address |

| ✓ Save |

4. Enter at least one or two email addresses
5. Click 'Save'