

## EnsemblePro Feature, Function, Benefit Guide

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### **AUTOMATIC CALL DISTRIBUTION (ACD)**

**AUTOMATIC CALL DISTRIBUTION IS A PROCESS WHEREBY INBOUND CALLS ARE AUTOMATICALLY QUEUED, PRIORITIZED, AND ROUTED TO AGENTS WITHIN THE CONTACT CENTER.**

This document is meant to serve as a technical guide for those users looking to identify the product features, understand their function and have the associated benefit defined.



Features	Function	Benefit
<b>Automatic Call Distribution (ACD)</b>	Automatic Call Distribution is a process whereby inbound calls are automatically queued, prioritized, and routed to agents within the contact center.	Manages agent productivity and scheduling; controls phone expenses; manages speed-of-answer/service levels; routes calls effectively.
Inbound Call Queuing	Inbound callers to the contact center are automatically placed on hold (queued) until an agent is available to handle the call.	Reduces failed connections by alleviating a caller hearing a busy signal or being forced to leave a message. While in the queue, the caller can hear recorded informational or promotional messages or be told of wait time.
Queue Position Adherence	Inbound callers are queued in a sequential order within an ACD service. Once queued, callers will be handled in a first-in-first-out (FIFO) basis.	Establishes a priority based on when the call was received which allows for the “first in line” to be handled first.
Queue Time Notification	A caller in queue can receive an audio notification of the expected wait time until an agent will be available to assist them.	Callers understand where they are in the queue. This helps to reduce abandoned calls, which leads to increased revenue potential in the contact center.
Call Distribution	Calls are taken out of queue at the appropriate sequence and automatically delivered (distributed) to an available agent.	Reduces call wait times, optimizes agent time, optimizes staffing levels and improves trunk utilization. Allows a caller to contact a specific agent.
Directed Inbound Dialing (DID)	Directed Inbound Dialing allows a caller to reach a specific agent within the contact center without being queued in an ACD service.	Eliminates callers’ time in the queue and reduces costs by expediting the call.
DNIS Routing	The system can route a call based on the Dialed Number Identification Service (DNIS) information – the number that the caller dials to reach the contact center. The DNIS is used to determine which ACD service the call will be delivered to.	Automates call routing prior to any caller or agent interaction. Streamlines callers’ customer contact experience. Allows routing of callers to appropriate agent groups.
ANI Routing	The system can route a call based on the Automatic Number Identification (ANI) of the caller. The ANI or phone number can be used within a customized script to determine the appropriate ACD service the call will be delivered to.	Enables the system to recognize who the caller is and route the call based on the caller’s value to the company.
Service Skill Assignment	ACD services can be assigned a particular skill profile and proficiency. The profile is often set to define the type of callers that will be queued within the service. For example, an ACD service can have a profile of Spanish, Home Loans, and Insurance indicating that typical callers queued in that service will be Spanish-speaking with Home Loan and Insurance needs.	Allows for one-to-one personalization by matching the proper agent skills to the caller. This has the benefit of reducing duration of the call, increasing satisfaction and creating a higher probability for first call resolution.

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Relative Service Skill Prioritization	The contact center manager or supervisor can set the relative priority of each skill assigned to a service. For example, if an ACD service has Spanish, Home Loans, and Insurance as service skills sets, the contact center manager can assign a higher priority to Spanish than the other skills.	The setting of skill priorities by the contact center manager allows for the greatest degree of matching agents with callers.
Skills-Based Routing	Skills-Based Routing (SBR) is a method that enables callers to be connected to the best available agent to meet their needs. The system will compare the skill needs of the service to the skill profile of the agent and determine the best-suited agent to deliver the call to. The agent that possesses the most adequate set of skills receives a contact first. The rest of the contacts follow the same pattern, passing to agents with lower skill weights when more highly skilled agents are unavailable. If the agents' skills are equal, the contact goes to the agent that has been idle the longest.	Achieves better utilization of resources and improves customer satisfaction with proper caller/agent matching on the first contact. Callers are more satisfied by not having to be transferred and call handling costs are reduced. Better utilizes resources by making agents best qualified in certain fields available for specific services.
Terminal Routing	Terminal Routing is a simplified form of Skills-Based Routing available in the system. Agents are ranked in the ACD service by the supervisor. The next call from the queue will be delivered to the highest ranked agent available.	Allows for an alternative to skills-based routing. Gives flexibility to the supervisor to rank agents.
Circular Routing	Circular Routing is a routing method that allows for an equal distribution of calls to agents. The skill profile of the agent is not used. Calls are simply distributed to agents in order of arrival. The first agent receives a contact, then the second agent in the queue receives the next contact, and even if the first two agents return to an idle mode, the next contact goes to the third agent. This chronological sequence is followed until the last agent in the queue receives a contact and the routing begins again with the agent at the top of the list.	Reduces the amount of agent idle time by attempting to provide an equitable distribution of work.
Longest Idle Routing	Callers are routed to the available agent that has been idle the longest.	Decreases idle time so that HR investments can be maximized.
Dynamic Scheduling of ACD Services	An ACD service does not have to be manually started or stopped; it automatically adheres to the schedule provisioned. At the defined service start time, it becomes active. At stop time, it allows calls in queue and active calls to be completed, then either reroutes or plays a message to callers that dial in after the provisioned stop time.	Saves managers time by allowing for control of ACD services without manual intervention.

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Service Application Assignment	Multiple ACD services can be assigned to an application (a logical grouping of services). For instance, Concerto Software™ may have multiple services (sales, customer service, etc.) all grouped under an application named Concerto.	Allows for the logical grouping of inbound and outbound campaigns for performance tracking.
Static Priority Designation	Each service can be assigned a static priority number (0-10). In the event that multiple services are trying to access an agent at the same time, the static priority is used to determine which service the agent will be assigned to. The lower the priority number, the higher the priority.	Allows the manager to prioritize across multiple services and interaction types.
Dynamic Priority Template	A service call can be assigned a Dynamic Priority Template to compensate for the cases when another service competing for the same agent has an equal static priority. The Dynamic Priority Template is an 11x10 matrix of parameters and weights. Each parameter (Absolute Longest Wait, Relative Wait, Time to Goal Service Time, Absolute # of Calls in Queue, Relative # of Calls in Queue, Absolute # of Calls, Relative # of Calls, Service Level, Relative Resource Group Utilization, Affinity, and Call To Agent Ratio) can be assigned a weight from 1 to 10. The system will compare the total weighting of each service to determine which service the agent will be assigned to.	By utilizing the Dynamic Priority Template, managers can determine the most important factors that will influence the prioritization of calls.
Agent Access Rights Control	Service access rights can be provisioned to allow or disallow an agent's ability to place manual calls; hang-up, place a customer on hold; initiate a 3-way conference; perform a blind transfer; consultation; 3rd party hang-up; record a call; play back messages, access recordings; the knowledge base, and internally transfer (to a service, another agent, or supervisor). The service rights assigned take precedence over individual agent access rights. When an agent is active on a call for a service, the agent can only perform those tasks allowed by the service, regardless of the agent's standard access rights.	Managers can have full control of what contact center functions the agent is allowed to perform. By defining access rights, agents are only allowed to perform predetermined tasks, giving managers greater control of the call. It also empowers agents to satisfy callers by giving them access to a wide range of functions.
Call Data Definitions	Call Data Definitions (CDD) are a set of 20 parameters that follow a call throughout its life. Contact center managers can customize the types of values that populate the 20 fields (e.g. customer name, account number etc.).	Definitions allow managers to determine which critical customer information should be presented to the agent—resulting in higher customer satisfaction by being able to quickly identify caller information.

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Screen Pop Dialog	The call data definition information is presented at the same time as the call in a screen pop window. The same information can be “popped” in a customer desktop application.	By presenting information on the desktop, agents can access critical customer information that will be pertinent to first call resolution and shorten the length of the call.
Screen Pop Dialog Display Timer	The length of time that the screen pop dialog remains visible on the agent’s desktop can be controlled with a timer.	Manages agent desktop.
Call Re-Routing based on Unmanned	If a service is active, but there are no agents logged into it (or all agents are on break), calls can be rerouted to another available service or to voice mail.	Prevents callers from being held unnecessarily in queue by routing them to another service with available agents or giving them a choice to leave a voice message for a callback.
Call Re-Routing based on Queue Length	Contact center managers can provision the maximum number of calls that they want in queue at any point in time. If the maximum threshold is reached, calls can be rerouted to another service or voice mail.	Prevents a caller from being held in queue unnecessarily when there are many other callers waiting.
Call Re-Routing based on Wait Time	Contact center managers can set the maximum time that they will allow a caller to wait in queue. If the wait time in queue has reached the maximum time provisioned, calls can be rerouted to another service or voice mail.	Reduces caller dissatisfaction by reducing long queue times.
Conditional Routing based on Schedule	Call routing treatments can be provisioned for when a call is received within and outside the defined service schedule.	Gives managers flexibility to control routing throughout the day, whether a caller contacts the center during open or off hours.
Dynamic Priority based on Absolute Longest Wait Time	The system will prioritize the call in the service that has been waiting the longest.	Quick and easy way to route calls based on wait times. Calls are routed based on who has been waiting in queue the longest.
Dynamic Priority based on Relative Wait Time	The system will prioritize the call in the service whose wait time is closest to its target wait time setting.	Manage call routing to ensure adherence to the target wait time service level setting.
Dynamic Priority based on Time to Target Queue Time	The system will prioritize the call whose queue time is closest to its target queue time setting.	Ensures that the call that is at the most risk of violating the wait time service level is handled first to maintain adherence.
Dynamic Priority based on Absolute # of Calls in Queue	The system will prioritize the call in the service that has been waiting the longest.	Handles the calls from the service that is the busiest of the day.
Dynamic Priority based on Relative # of Calls in Queue	The system will prioritize the call in the service whose queue length is closest to its target queue length setting.	Ensures that the call that is at the most risk of violating the queue length service level is handled first to maintain adherence.
Dynamic Priority based on Absolute # of Calls	The system will prioritize the call from the service that has the most calls in queue.	Quick and easy way to route calls based on absolute # of calls in queue. Calls are routed based on customized criteria.

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Dynamic Priority based on Relative # of Calls	The system will prioritize calls from the service that has the most calls in queue relative to its target queue length setting.	Ensures that the service with the most callers relative to the service level setting is processed first.
Dynamic Priority based on Service Level	The system will prioritize the call from the service that is closest to its service level. The service level reflects the percentage of calls answered within a user-defined interval. For example, 80% of calls were answered within 20 seconds. Service Level only applies to outbound services.	Quick and easy way to route calls based on service level.
Dynamic Priority based on Relative Resource Group Utilization	The system will prioritize the call that is most likely to maximize the utilization of the resource group.	Ensures that the resource groups are optimized.
Dynamic Priority based on Affinity	Affinity prevents an agent from swinging between services on a call-by-call basis. The system will prioritize the call of a service from which the previous contact was taken.	Allows managers to control the services the agents are handling. The nature of affinity is to hold an agent to a service once that agent has taken a contact for that service. The agent will stay on that service until other factors take precedence.
Dynamic Priority based on Call-to-Agent Ratio	The system will prioritize the call to best maintain the call-to-agent ratio setting for the service.	Ability to route calls based on the number of agents available.
Call Answer Delay Control	Allows the system to wait a set number of seconds before answering or giving a busy signal to the central office, in case there are too many calls already in queue.	Allows for the reduction in associated long distance costs.
Application Startup Script Launch	The script startup command directs the EnsemblePro system to launch a specific application each time an agent logs into the service. The script most often represents the application that the agent uses when taking calls for the service.	Allows agents to be properly logged into the correct application. Agents know exactly what type of calls they will be handling as soon as they log-on and the script is presented.
ANI Capture	The system can capture the Automatic Number Identification (ANI) of the caller while s/he is in queue.	Allows the company to automatically identify the caller and prioritize accordingly.
Abandoned Call Recuperation	If a caller hangs up while in queue, the system can capture his or her ANI and store it in an ANI callback table. The table can then be called back as a means to recover the abandoned calls in queue.	Enables high-touch service by resolving abandoned calls. Allows for problem resolution without the expense of the caller having to dial back into the contact center and possibly having to wait in queue.
Abandoned Call List Preview	The abandoned calls in queue that are captured in the ANI table can be previewed and printed by a supervisor in the contact center.	Enables decision support for supervisors.

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Scheduled Callback (through AOD service)	Agents working on an inbound service can schedule a callback for a set date and time. The callback can be scheduled for a specific agent or to any agent in a designated service. The callback from the inbound service has to be associated with an outbound service and will be delivered to the agent in preview mode.	Allows for the identification of the most appropriate time to be reached.
Whisper Message	When a call is delivered to an agent, an audio whisper message is played to the agent. The whisper message helps agents to quickly identify the purpose of the call before they engage the customer.	Agents are more prepared to take the call. Can reduce length of call and increase customer satisfaction. Imperative feature for the at-home agent.
Call Dispositions	Agents can enter a disposition (outcome) for their calls.	By capturing the call results, future calls or action items can be set up allowing for greater call resolution and customer satisfaction. Managers have the ability to track dispositions as part of reporting.
Call Wrap (After Call Work)	At the end of a call, agents can be allotted wrap (after call work) time before they become available for the next call.	Allows the agent to handle the disposition of the call and complete necessary work. Gives agents the flexibility to thoroughly complete work before taking the next call.
Timed Wrap	The supervisor can provision the amount of wrap time allowed for the agent. A visual warning is presented to the agent and supervisor once the wrap time is exceeded.	Allows for tighter supervisor control of agent's work time and reduces idle time.
Attention Retainer	An attention retainer is a set of messages played for callers while they are waiting in queue. An attention retainer is comprised of recordings, referred to as sequences.	Low cost and efficient way to communicate with callers. Keeps their attention while in queue. Can target messages on products and services directly at those calling the company.
Active Attention Retainer Messaging	Attention retainer messages can be provisioned to be played for callers while they are in queue in an active service.	Low cost and efficient way to communicate with callers. Keeps their attention while in queue. Can target messages on products and services directly at those calling the company.
Holiday Attention Retainer Messaging	Attention retainer messages can be provisioned for play to customers that call during a holiday.	Can reduce calls over the holidays by alerting customers to holiday hours.
Unmanned Attention Retainer Messaging	Attention retainer messages can be provisioned to be played for customers that call into a service that is unmanned.	Indicates to the customer that no one is available at the time. Avoids unnecessary long hold times.
Inactive Attention Retainer Messaging	Attention retainer messages can be provisioned to be played for customers that call into an inactive service.	Informs callers of the operating hours so they can receive the appropriate services.

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Max Queue Length Attention Retainer Messaging	Attention retainer messages can be provisioned for play to callers being rerouted due to too many calls in queue.	Allows specific messages to be played based on positioning in the queue, which in turn informs customers how their calls will be handled/routed.
Max Queue Time Attention Retainer Messaging	Attention retainer messages can be provisioned to be played for callers once their wait time in queue has reached the max queue time setting.	Allows specific messages to be played based on the queue, which in turn informs customers how their calls will be handled/routed.
Music on Hold	Music can be played to callers while they are on hold. The contact center manager can provision the music type used.	Provides a pleasing environment for callers. Alleviates callers having to listen to dead air. Reduces abandoned calls and redialed calls to the contact center because customers know they have not been disconnected.
Multiple DNIS Support	Multiple DNIS (800, 888 etc.) numbers can be assigned to a single ACD service. This allows contact centers to handle multiple dialed numbers while reducing the number of individual ACD services required to handle the inbound calls.	Cost efficient capability that streamlines operations by reducing the number of services associated with each number dialed.
Blending	Agents can belong to inbound and outbound voice, chat, email, and workflow services concurrently. The system will deliver the appropriate contacts to the agents across these channels.	By switching outbound agents to inbound when inbound call levels are high, the average wait time per call can be reduced, resulting in less dropped calls and increased customer satisfaction. By switching inbound agents to outbound when inbound call levels are low, the inbound service level can be maintained while maximizing agent productivity. Transitions between inbound and outbound can be done almost instantaneously. Agents can be switched over automatically, so they may finish an outbound call, and take an inbound call and vice versa.
Multiple ACD Service Support	The system supports multiple inbound (ACD) services and agents working in multiple services concurrently.	Allows companies to manage multiple inbound applications at the same time.
Warm/Consultative Transfer to Service	Allows an agent to initiate a call transfer to another service, and consult with the agent in the new service before releasing the call.	Reduces the call handle time and improves customer satisfaction by eliminating the need for the customer to repeat information.

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