

Duke Office of Information Technology

Automatic Call Distribution (ACD)

Automatic Call Distribution distributes calls evenly among customer service representatives. With ACD, you can:

- ? Process incoming calls more effectively
- ? Reduce or eliminate abandoned calls (hang-ups) by providing queuing or announcements
- ? Provide customers with a single telephone number
- ? Determine how calls are distributed
- ? Know when to add staff to handle peak calling periods
- ? Get a real-time view of phone traffic and agent performance

ACD reports available

Standard reports

The following are just a few of the standard reports available with ACD:

- ? Call traffic statistics
- ? Total number of calls answered
- ? Number of calls transferred
- ? Number of calls abandoned (hang-ups)
- ? Number of calls handled by each agent
- ? Number of calls sorted by type (define as many types as you like)

Customized reports

Over a hundred different reports can be generated using the ACD software. Speak to your OIT representative about the types of reports you need.

Printing reports

With the required hardware and software, you can generate reports as you need them. Alternatively, OIT can generate and send reports to your printer or, if you prefer, mail them to you via campus mail.

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