

The image shows a screenshot of an ACD (Automatic Call Distribution) configuration window. The window has a title bar with 'ACD' and standard window controls. Below the title bar, there are tabs for 'Created', 'Add New', and 'Voicefiles'. The main area is a form with various fields and controls:

- Name:** A text input field.
- Queue id:** A dropdown menu with '-Select-'.
- Queue Caller Timeout:** A dropdown menu with '-Select-'.
- Music On Hold:** A dropdown menu with '-Select-'.
- Context:** A section with two dropdown menus labeled 'Type' and 'Param', both with '-Select-'.
- Timeout:** A dropdown menu with '-Select-'.
- Announce Frequency:** A dropdown menu with '-Select-'.
- Announce Round Seconds:** A dropdown menu with '-Select-'.
- Announce Holdtime:** A dropdown menu with '-Select-'.
- Retry:** A dropdown menu with '-Select-'.
- Wrapuptime:** A dropdown menu with '-Select-'.
- Maxlen:** A dropdown menu with '-Select-'.
- Servicelevel:** A dropdown menu with '-Select-'.
- Strategy:** A dropdown menu with '-Select-'.
- Janempty:** A dropdown menu with 'None selected'.
- Leavewhenempty:** A dropdown menu with 'None selected'.
- Memberdelay:** A dropdown menu with '-Select-'.
- Weight:** A dropdown menu with '-Select-'.
- Timeoutrestart:** Radio buttons for 'Yes' and 'No'.
- Periodic announce frequency:** A dropdown menu with '-Select-'.
- Ringnuse:** Radio buttons for 'Yes' and 'No'.

At the bottom left, there is a 'Done' button.

Name- Name of the ACD, e.g. sales, service, new enquiry, etc.

Queue id- unique id for the queue or ACD

Queue caller timeout- this helps set the time limit for a call on hold before its disconnected and filed in the abandoned calls section. The time limit is 30 sec to 180 sec with a gap of 30 sec. basically it defines the maximum time a call can remain in queue.

Music on hold- can set different MOH for every queue

Context- context can be specified in the sense that if a caller presses a SINGLE Digit extension while in queue, they will be taken out of the queue and transferred to this extn

Timeout- it allows to set a time on the number of rings on an extn before the agent is filed as unavailable. The call then gets transferred to the next available agent.

Announce frequency- time interval to announce position in queue and hold time to the caller. This value will be ignored if the caller's position has changed.

Wrapuptime- time interval before another call is transmitted to a potentially free agent

Maxlen: Maximum number of people waiting in the queue (0 for unlimited).

Servicelevel : Used for service level statistics (calls answered within service level time frame). In other words goal set by organisation in time taken to attend the call.

Strategy : Various options of ringing pattern chosen for a queue. Valid strategies include:

ringall – ring all available channels until one answers (default)

leastrecent – ring interface which was least recently hung up by this queue

fewestcalls – ring the one with fewest completed calls from this queue

random – ring random interface

rrmemory – round robin with memory, remember where we left off last ring pass

rrordered – same as rrmemory, except the queue member order from config file is preserved

linear – rings interfaces in the order specified in this configuration file. If you use dynamic members, the members will be rung in the order in which they were added

wrandom – rings random interface, but uses the member's penalty as a weight when calculating their metric. So a member with penalty 0 will have a metric somewhere between 0 and 1000, and a member with penalty 1 will have a metric between 0 and 2000, and a member with penalty 2 will have a metric between 0 and 3000. Please note, if using this strategy, the member penalty is not the same as when using other queue strategies. It is ONLY used as a weight for calculating metric.

Joinempty : This option controls whether a caller may join a queue depending on agent availability. When a caller attempts to enter a queue, the members of that queue are examined. If option **Yes** is selected then, the caller will be allowed to join the queue and on timeout / caller disconnection, the call shall be treated as Abandoned. If option **No** is selected then, the caller will be disconnected and will not be allowed to enter the queue and no record of that call will be created in queue reports.

Leavewhenempty : This option controls whether a caller may remain in a queue that he has already joined. The state of the members of the queue are checked periodically during the caller's stay in the queue. If option **No** is selected and all of the members are unavailable then the caller will be removed from the queue. If option **Yes** is selected then, the caller will be allowed to remain in the queue till timeout / caller disconnection, the call shall be treated as Abandoned.

Memberdelay : If you wish to have a delay before the member is connected to the caller (or before the member hears any announcement messages), set this to the number of seconds to delay.

Weight : This indicates Weight of queue – when compared to other queues, higher weights get first shot at available channels when the same channel is included in more than one queue.

Timeoutrestart : If timeoutrestart is set to yes, then the timeout for an agent to answer is reset if a BUSY or CONGESTION is received. This can be useful if agents are able to cancel a call with reject or similar.

Periodic announce frequency : How often to make any periodic announcement.

Ringinuse : If you want the queue to avoid sending calls to members whose devices are known to be 'in use' (via the channel driver supporting that device state) use this option. (Note: only the SIP channel driver currently is able to report 'in use').