

Uniform Call Distribution



Application Description:

With this application, we are using Amanda to simulate a Uniform Call Distributor (UCD), which will distribute calls or messages evenly to a group of people. Typically, this application is used in conjunction with telephone switching systems that don't support hunt groups, or Automated Call Distributors (ACD), or Uniform Call Distributors (UCD). A UCD will distribute calls following a predetermined pattern, for example "top down", or round robin. Note that a UCD will not pay any attention to call volume, or which member of the UCD group has been the busiest or idle.

Token Programming:

Mailbox 10

Extension: @[(UCD)I(%S1,<,101,11)+(%S1)I(%S1,>,104,11)G(12)

Do Not Disturb: Off

All other option settings do not apply.

Mailbox 11

Extension: @=(%S1,101)G(12)

Do Not Disturb: Off

All other option settings do not apply.

Mailbox 12

Ext.: @](UCD)G(%S1)

Do Not Disturb: Off

All other option settings do not apply.

Explanation:

Mailbox 101 is the lowest numbered mailbox in our UCD group, mailbox 104 is the highest numbered mailbox. Mailboxes must be in sequential order. If mailboxes are not in sequential order, you must create a group of mailboxes in sequential order to be used to distribute incoming calls to the appropriate members of the UCD group. For example, if the mailboxes in the UCD group were 101, 110, 113, and 131 the above example would not work properly because the mailboxes are not in sequential order. However, you can very easily create a group of mailboxes that are in sequential order that will be used to redirect the calls to the appropriate agents. For example, create mailboxes 201, 202, 203, and 204. Each mailbox will be setup like this:

Uniform Call Distribution



Mailbox 201	Mailbox 202	Mailbox 203	Mailbox 204
Ext: @G(101)	Ext: @G(110)	Ext: @G(113)	Ext: @G(131)
Dnd: Off	Dnd: Off	Dnd: Off	Dnd: Off
Call Scrn: Off	Call Scrn: Off	Call Scrn: Off	Call Scrn: Off

You would simply make the appropriate changes in the above example to accommodate this. Your lowest numbered Mailbox would be 201 (instead of 101), and your highest 204 (instead of 104).

Note: If this application is being used for Uniform Message Distribution, make sure that DND is ON for all Mailboxes. When this application is being used for Uniform Call Distribution, make sure DND is off on all Mailboxes.

Considerations:

After the call is transferred to the appropriate extension, and if the extension is busy, or not answered, the caller can either be sent to voicemail of the called party, or go back to the UCD group, and ring another agent? Typically, callers are sent back to the UCD group so they can get a live answer. If you would like to send the caller back to the UCD group after a busy/no answer has been detected, you must set the Busy and RNA chains to go back to the first mailbox of our UCD group for re-distribution. In our example above, the caller would be sent back to mailbox 10, which would send the caller to the next agent in the UCD group. If you would like Amanda to take a message in the mailbox of the person dialed, leave the RNA, ad Busy chains blank.