



AUTOMATIC CALL DISTRIBUTION

Automatically directs customers to separate agent lines to keep your business operating under one main phone number.

Automatic Call Distribution

Automatic Call Distribution (ACD) works in conjunction with Glo Fiber Business's Hosted Voice service to direct all incoming calls to the specialized group of representatives who can most quickly address their specific needs, based on the number dialed (Customer Support, Billing, Technical Support, etc.) or by options selected in the IVR. Calls will be routed to the next available representative in that group, shortening wait times and improving customer experience.

DASHBOARD

- The dashboard lets you see a quick view of all calls in the queue.
 - ✓ Agents: See all the current calls waiting in the queue and wait times.
 - ✓ Supervisors: See the calls in the queue as well as each agent's activity.

REPORTS

- View and download detailed statistics on call volume and other metrics for your business.
- View operational success to see which agents are performing well and which may need coaching.



ABOUT SHENTEL

Headquartered in Edinburg, VA, Shentel was built to serve rural customers with the same world class services available anywhere. Our advance fiber network is built to ensure you keep pace with the ever-changing demands of our networked world. We look forward to partnering with you.

Automatic Call Distribution Processes

HOW IT WORKS

When one of your specialized business numbers is called (Customer Service, Technical Support, Billing, etc.) the ACD system hunts for the next available agent in the appropriate group and forwards the call to that agent's unique desk phone number.

If no agents are immediately available, the caller will be placed on hold to wait. The call will be automatically forwarded to the next available agent. Calls made directly to the agent's unique desk number will go through as normal.

HUNTING

When two or more agents are logged in, any call to the department line will ring on the first phone in the list. The next call will ring the next phone in the list and so on. Calls will be routed down the list of phones as they come in until there are no available agents.

QUEING

When calls come in and there are no available agents to take the call, the call will be placed into the queue and the caller will be put on hold. You can apply hold music or even a custom recording advertising your business. They will even hear their place in the queue providing more clarity of their hold times.

When any agent disconnects from their current call, their phone will ring and they will be connected to the next call in the queue.

SHENTEL business