

Living in an ACD World

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ABSTRACT

After a recent ACD Implementation at Princeton University's CIT Help Desk, we reached many of the goals we had hoped for from an ACD world. We noticed our consultants were actually talking to customers instead of voice mail boxes, customers like seeing statistics about how busy the Help Desk is, and they even liked our hold music!

Keywords

ACD, Automatic Call Distribution System, Phone Systems, Reporting, Statistics

1. INTRODUCTION

If your organization is considering installing an ACD, come chat with us about our experience. We are running an ACD from GTE, have a Norstar voicemail system and also run a web interface (InFocus) to the ACD from Cintech Tel Management.

From programming phones to setting up transfer DN's, we will be happy to share our experience with GTE, the highs and lows of the system, reliability, what kind of hidden charges there were, and how this has changed the way we interact with our customers. We are happy to talk about group set-up, agent training, staff buy-in, phone choice, satisfying manager's with daily statistics and how we transitioned from a non-ACD Help Desk to one which runs with an ACD.

2. CONFIGURATION SPECIFICS

After investigation of many ACD systems, we settled on an ACD from GTE, Cinphony. The system was purchased from GTE for less than \$40,000. We have a system with 24 phone sets, each with two lines, Norstar VoiceMail, and up to six groups available for call routing.

Princeton maintains its own phone switch, so we ran two T1 lines from the University's switch to our building, each T1 carrying 24 phone lines. GTE worked to configure the phone system, and then we worked with a Norstar specialist to develop the voicemail system.

3. HURDLES

Configuring the system to achieve the routing we desired was our biggest hurdle. The GTE technicians know the phone system, the Norstar specialists are familiar with the voicemail system, but assigning routing tables, transfer DN's and achieving our overall goals was a challenging task. We found we often knew more than the outside specialists, and relying on our knowledge for such a critical system was nerve-wracking, at best.

4. ONGOING MAINTENANCE

We rely on GTE for maintenance of the phone system, but we maintain our own routing and transfer system. Consider this seriously before installing a system, as it broadens the necessary skills a Help Desk manager must maintain to run the operations.

5. PERFORMANCE

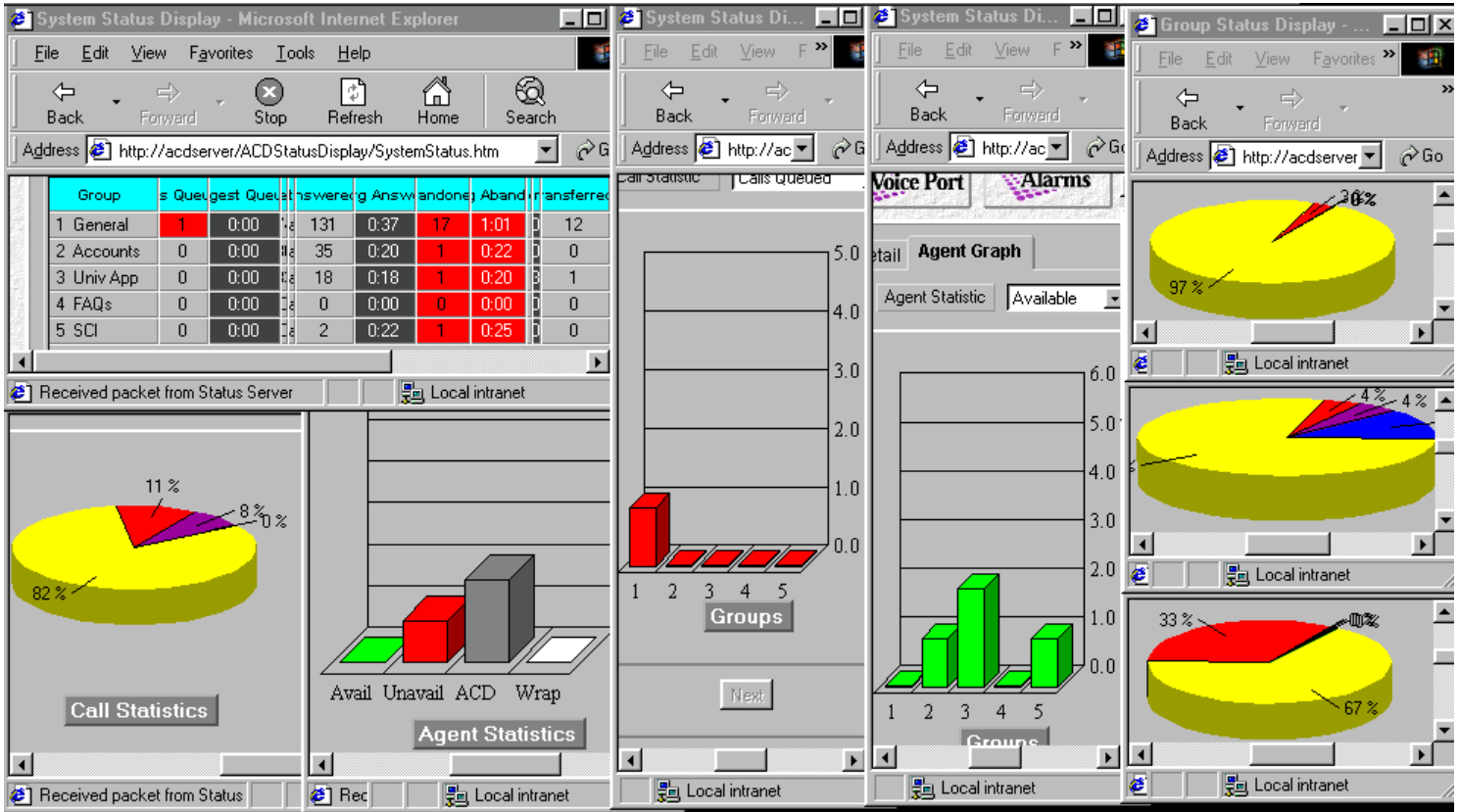
Almost immediately upon activating the ACD for our call routing, we saw a significant decline in "phone-tag" with our customers. Our call-pickup rates hover close to 90% for our general consulting group (the most heavily used, and staffed, group). This was a major shift in performance for our community, and we rarely hear complaints of customers not being able to get through to a consultant.

With the ACD, we introduced the ability for our customers to wait on hold if all consultants are working with other customers (they can also opt out to leave voicemail, if they choose). This feature is not one that came with Cinphony, and we had to be very specific with our GTE sales person to actually get this add-on.

6. REPORTING

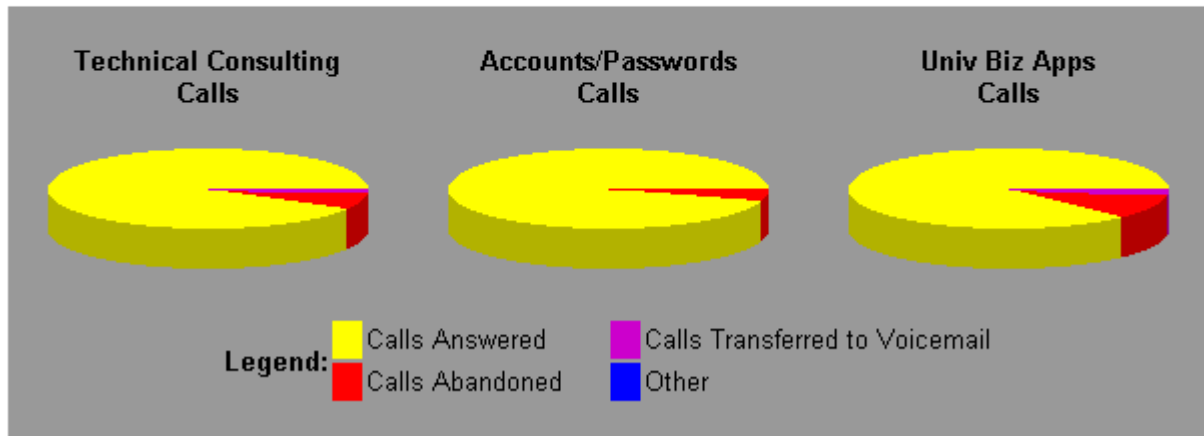
Please see the attached figures for sample performance reporting.

InFocus Status Display (web view through InFocus Server)



Call Detail

Group	Calls Recv'd	Calls Answ'd	% Answ'd	Calls Aban'd	% Aban'd	X'fer to Vmail	% x'fer to Vmail	Avg time to Answr	Avg time to Aban'd	Avg Talk per Call
Technical Consulting	122	112	92%	8	7%	2	2%	0:11	0:27	4:24
Accounts/Passwords	19	18	95%	1	5%	0	0%	0:06	0:03	1:45
Univ Biz Apps	32	28	88%	3	9%	1	3%	0:26	0:57	2:55
Totals	173	158	91%	12	7%	3	2%	0:13	0:32	3:50



Cinphony Statistics through Winterm

WinTerm 5.0- helpdeskacd (01:05)

Phonebook Options Hangup OSZYou Help

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AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
* 07/26/00  3:40:57 pm Group  1 General                v3.20.0019  DAY  Routing
* AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
* Statistics                * ID #      Agent Name      *           Status           Dur
* AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
* Calls Queued              0 * 0304 B. McArdle     * LOGGED OUT
* Longest Queued            00:00 * 0401 J. Law         * AVAILABLE                 01:52
* Calls Overlw Out         0 * 9903 D. Epperly    * UNAVAILABLE                78:58
*                           * 9904 G. Eshbaugh * LOGGED OUT
* Calls Answered           152 * 9905 J. Moore    * LOGGED OUT
* Avg Time/Answer          00:33 * 9906 A. Ratliff  * LOGGED OUT
* T.S.F %                  100 * 9907 A. Saunders * LOGGED OUT
* Longest Wait             05:16 * 9908 J. Burns   * LOGGED OUT
* Calls Abandoned         17 * 9909 J. Whiting  * LOGGED OUT
* Avg Time/Aband           01:01 * 9911 A. Willman * LOGGED OUT
* Calls Discncted          0 * 9912 P. Everett  * LOGGED OUT
* Calls Xferred            12 * 9914 A. Grimard  * LOGGED OUT
* AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
* Logged In    4      Available    3      ACD            0      Intercom    0
* Logged Out  55     Unavailable  1      ACD (Group)   0      Incoming    0
*                                     Wrap          0      Outgoing     0
* AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
*  1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 * Play/Rec  Idle  Waiting
* 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 * Cfg/Init  Unused Disabled
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
    
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