



# Automatic Call Distribution

## Increasing Efficiency and Service with Every Call

OAISYS Automatic Call Distribution solutions combine with your telecommunications platform to give structure to the often chaotic world of the call center.

Rather than a collection of individuals, any of whom can end up with any call that comes in, or a single administrative staffer to determine who gets what call, OAISYS ACD lets you organize your call center into groups to better serve your callers and increase your efficiency across the board.

From simply distributing call activities evenly among a group of workers to handling complex, high-volume call queues; providing automated operator overflow to ensuring service level agreement compliance; OAISYS offers the call distribution solution for small- and medium-sized businesses.

Every call center wants and needs to get the most out of its resources. OAISYS makes that simple with advanced call routing, priority call distribution and event-driven call management. Call Center Managers will benefit from the ability to build call handling processes that are automatically performed as the current situation dictates.



No one likes to wait on hold. With ACD solutions from OAISYS, you can minimize callers' frustration by letting them know their position in the queue, estimating the amount of time until their call is answered, providing them useful information about your company and offering real-time callbacks. At the end of the wait, the call is answered by the most qualified available agent.



Effective call center operations depend on effective Supervisors. OAISYS ACD solutions increase the effectiveness of Call Center Supervisors by freeing them up to work on personnel and supervisory tasks. By building call handling processes directly into the system, setting alerts that trigger based on critical situations and ensuring that customers are informed through effective announcements, Call Center Supervisors can focus on those activities that require their personal attention.

Now, when hold times get too long or too few agents are available, all appropriate staff receive alarms, calls are automatically rerouted to backup groups and callers are given knowledge and options; all without the Call Center Supervisor having to break away from training a new hire.

## Respond to Any Event

Few businesses can be run on absolute metrics alone. For example, on any given day the absence of multiple staff members could affect wait times and satisfaction for your incoming callers. OAISYS' ability to react to events using percentages allows your business rules to adjust to the resources with which you have to work. Percentage thresholds can be combined with your absolute metrics to ensure compliance with your service level requirements.

Among the events OAISYS ACD solutions are crafted to handle are: Agent Utilization, Busy Ratio, Calls Waiting and Longest Call Wait Time. Use these to involve secondary staff before service issues occur and to offer alternative service options as the call volumes continue to rise.



**When you need to control your call center,  
you need OAISYS.**

Computer Telephony Solutions, Inc.  
7965 South Priest Drive, Suite #105  
Tempe, AZ 85284

Telephone: 480-496-9040  
Fax: 480-496-9015

[www.oaisys.com](http://www.oaisys.com)

