



Quick

Q

**Automatic Call
Distribution System**

COMDIAL[®]
A World Connected[™]



QuickQ™ ACD puts speed, accuracy, and efficiency at your fingertips.

Comdial's QuickQ™ ACD is a robust automatic call distribution system for your business communications center. Its sophisticated features such as real-time updates and routing of calls by either DNIS, DID, or Caller ID gives you the flexibility to create your own state-of-the-art call center.

Advanced call control and monitoring for your call center

With QuickQ ACD's call routing, customers reach the right agent automatically. And with the call queuing announcements, you can keep customers informed about their status during routing, help them prepare for their conversation, or inform them about new products and services. And different messages can be played for different callers based upon criteria you select. It's your choice.

Optimization of Agents' Time

QuickQ ACD is flexible - you can easily add agents whenever call traffic is heavy, and reassign them to other tasks when traffic is light. And with overflow routing and escape features, each call is answered professionally.

Reports to Simplify Management

QuickQ ACD's reports help you manage your call center efficiently. With system-wide real-time graphical screens your managers can monitor all call center activities at a glance. The system gathers over 63,000 statistical events and presents them in up to 96 different report formats. Whether you're looking for insight into historical hold times and abandoned calls, or you need a quick snapshot of real-time activity, you can depend on QuickQ ACD to give you the information.

The more you know about QuickQ ACD from Comdial, the more you'll realize that it's much more than just call routing.



Quick Q System Features

- Abandon Bin
- Answer Bin
- Call Waiting Information
- Note Pad
- Overflow
- Password Control
- System Real-Time Status
- Call Management Information
- Wrap Up
- Longest Idle Distribution
- Graphics Printer Port
- Remote Maintenance Status Viewing
- Wallboard Support

Group Features

- Agent Programming
- Auto Answer
- Call Screen
- Delay Announcement
- Distribution
- Call Management Information
- Group Real-Time Status
- Line Programming
- Manual Answer
- Day/Night/Special Modes
- Overflow
- Priority Call Handling
- Redirection
- Supervisor Monitoring



Agent Features

Alarms
Call Waiting Display
Log-in/Log-out
Make Station Busy
Supervisor Help
Wrap Up

Telephone Features

Digital LCD Phones
Interactive Keys
Headset Support
Context-Sensitive Options
Full-Function Agent Support
Full-Function Supervisor Support
Full-Function System Manager Support
System Manager Control
Inbound and Outbound PBX Features

Comdial System Support FX II™

Support for Impact™ Telephones
Loop Start, Ground Start, Tie Line, DID, T1,
and Caller ID Support
Integration with Comdial's Key Voice
Voice Mail
Compatible with Centrex
Compatible with 2500s
Interface to Comdial's OAI
(Open Architecture Interface) via Serial Link

Reports

Hourly/Daily/Weekly/Monthly
System/Group/Line/Agent
Account Code
Answer/Abandon
Incoming/Outgoing
Talk/Busy Time
Traffic Analysis
Average Times

Supported Systems

FX II
CONVERSip MP5000 Media Platform

General Specifications

| ACD Software | System Size |
|-----------------------------|-------------|
| Maximum # of CO Lines | 120 |
| Maximum # of Agent IDs | 255 |
| Maximum # of Active Agents | 101 |
| Maximum # of Groups | 16 |
| Supervisor IDs per Group | 1 |
| Maximum # of CO Subgroups | 4 |
| Maximum # of Announcements | 16 |
| Maximum Number of DVA Ports | 16 |

Digital Messaging Hardware (DVA16)

| | |
|--------------------------------|-----------------------------|
| Maximum # of Cards per Cabinet | 4 |
| Ports per Card | 4 |
| Maximum # of Digital Ports | 16 |
| Seconds of Storage | 240 |
| Power | 110 VAC |
| Serial Port | 1 @ 9600 baud |
| Station Ports | 2 + number of announcements |
| Control from ACD | RS-232 |
| Backup Power | 500W UPS |
| Floppy Disk Backup | Yes |

QuickQ ACD 5.0

QuickQ ACD 5.0 includes:

Reliable client/server Windows-based platform

Capable of running multiple Comdial CTI applications such as Interchange™ and Impact Attendant™

Ability to activate 101 agents at once

Ability for supervisors to view agent information, print reports, and program from any workstation on the LAN

Up to 16 overflow and escape extensions

External transfer to different line groups

Report package based on Microsoft Access®

System-wide, real-time graphical screen that allows supervisors to monitor call center activity at a glance

