



1. Description.

Adportas CCKall ACD Manager is a routing solution that enables *Adportas CCKall* to manage automatic distribution of phone calls, e-mails, chats and social media posts between agents of a contact center.

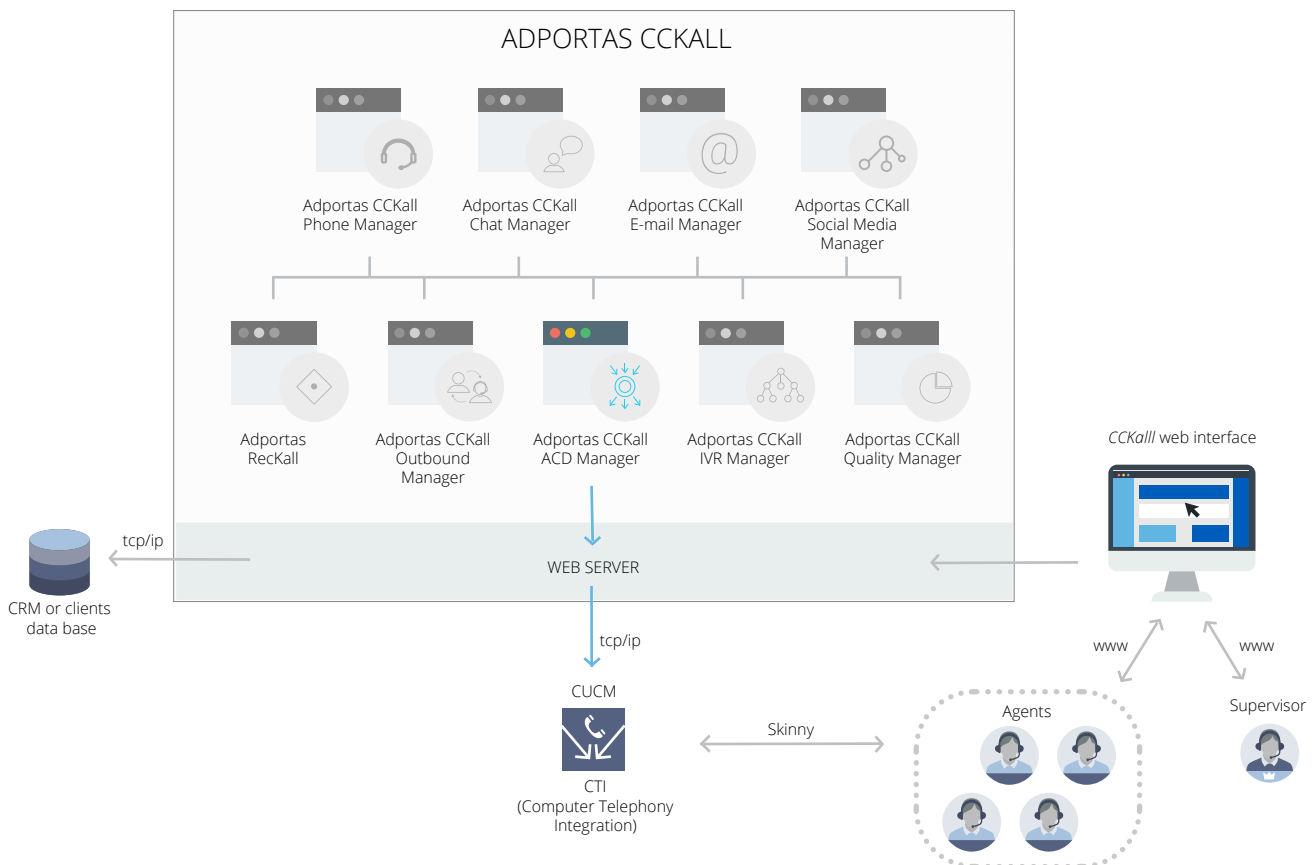
Using load-balancing algorithms and routing by skills, *Adportas CCKall ACD Manager* chooses the ideal agent for phone, e-mail, chat or social media assistance, providing all the navigation versatility of its agent web interface for a personal and efficient service experience.

Combined with *Adportas CCKall IVR Manager*, this solution provides waiting-in-queue and callback messaging if the limit of queued calls (configurable) has been exceeded. It provides *DTFM* assistance options to help define the optimum agent answering to the specific request.

Every supervisor will be able to configure the assistance groups in a flexible manner, and always obtain a complete view on the activity and performance of each group and/or every agent, from the integrated supervision web interface in *Adportas CCKall ACD Manager*.

Over a *CTI* connection with the *Cisco Unified Communications Manager*, agents and supervisors may be able to obtain the amount of queued telephone calls, e-mails, chats or social network posts in real time, helping them make the right decisions and minimize every client's waiting time.

2. Adportas CCKall ACD Manager architecture.



3. Adportas CCKall ACD Manager main functionalities.

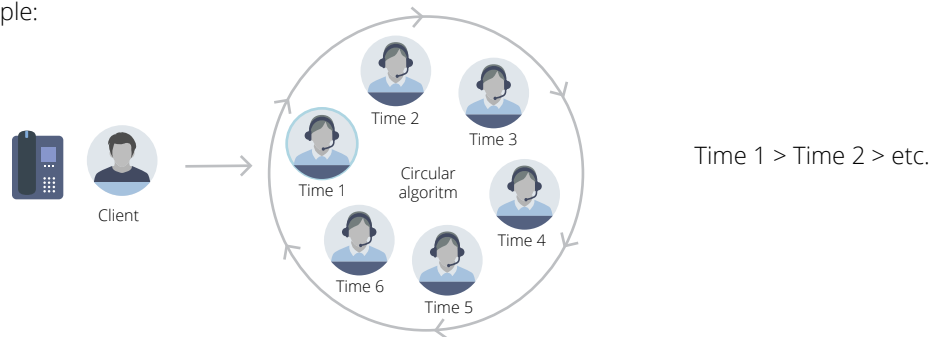
Adportas CCKall ACD Manager can be configured by each supervisor to use two different distribution algorithms: load balancing and skills.

3.1 Load balancing distribution.

Allows the distribution of phone calls, e-mails, chats or social media posts/messages over load balancing algorithms determining which agent is in better assisting condition, based on algorithm parameters such as:

- Most idle (redirects call to agent with most idle time)
- Circular (redirects call sequentially until an agent is available)
- Top down (redirects call always from the first assigned agent down)
- Broadcast (redirects call massively to be taken by first available agent)

Load-balancing on phone example:



3.2 Distribution by skills.

Allows the distribution of phone calls, e-mails, chats or social media posts/messages over parameters relative to the abilities (skills) of each agent, categorizing them by levels (0-10) within the system's distribution algorithms. This allows the granular selection of the correct person to answer the incoming request.

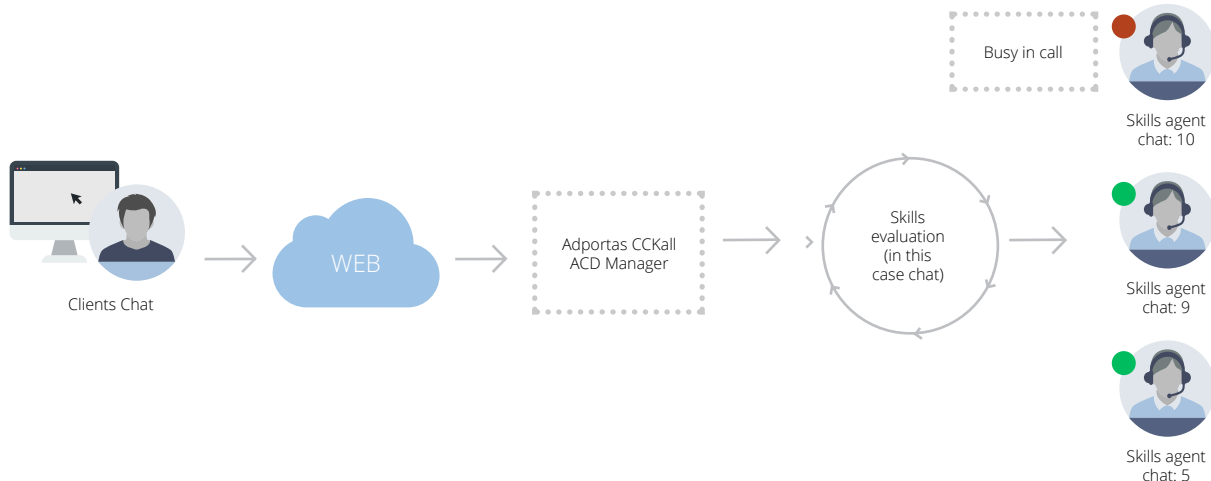
The supervisor will be able to configure the skills and levels of each agent from the Adportas CCKall ACD Manager supervision configuration page, such as:

- Language
- Area of knowledge
- Assistance capacity
- Telephone evaluation
- E-mail evaluation
- Chat evaluation
- Social media evaluation

Routing by skills, example of usage in a chat:

Adportas CCKall ACD Manager identifies an incoming chat, but recognizing the most apt agent to receive chats is busy with a phone call, redirects the chat to the second highest qualified agent (for chats) available.

This also occurs for the rest of the skills for telephone, e-mail, chat and social networks.



3.3 Messages outside business hours.*

In case of an incoming call outside business hours (configurable), the system redirects it towards a message stating these are non business hours.

3.4 Queueing of calls on message waiting.*

Incoming calls at the time when all agents are busy will be queued. This virtual queue can reproduce a waiting message, a predicted waiting time message or any other predetermined audio message. Once the agent with most skills is free, *Adportas CCKall ACD Manager* will assign him that call.

3.5 Greetings message.*

Corporate greetings messages can be reproduced (optional).

3.6 Callback message and scheduling.*

When the number of incoming calls reaches the predefined limit (configurable) *Adportas CCKall ACD Manager* can reproduce an audio indicating that the assistance groups are busy and that they will return the call.

3.7 Creation of agents and assistance groups.

Adportas CCKall ACD Manager allows creating agents and assistance groups in a flexible manner from the supervision web interface.

New agent:

Added agents:

N°	Pilot extension	Extension	Name	Last Name	CCKall user	Status	User profile	Profile	Edit	Delete
1	4577	4521	agente 1	May	agente1	Enabled	Busy	agent		
2	4577	4521	agente 2	Lopez	agente2	Enabled	Lunchbreak	supervisor		
3	4577	test	agente2-sql	White	usuario-test2	Disabled	Disabled	agent		
4	4577	4521	agente 3	Willson	agente3	Disabled	Available	agent		
5	4577	4521	agente 5	Smith	agente5	Disabled	Available	agent		
6	4577	4521	agente 6	del Valle	agente6	Disabled	Available	agent		
7	4577	4521	agente 7	Gold	agente7	Disabled	Available	agent		

Assistance groups added to the system:

N°	Virtual number	Description	Numbers	Distribution	Edit	Delete
1	1005	1005	Assign numbers	Most time available		
2	683	Development	Assign numbers	descending		
3	4571	23	Assign numbers	Most time available		

Configuration of agents in assistance group:

Virtual number data

Number: 4505

Description: support

SEARCH

Extensions assigned

- 101 - Alejandro Alonso Buendía
- 102 - Bartolomé de las Casas
- 103 - Mesa-Corp Sandra Arias
- 106 - RM-PIA Claudia Moraga

ADD

DELETE

Extensions available

- 103 - Mesa-Corp Sandra Arias
- 106 - RM-PIA Claudia Moraga
- 108 - Lakes- Alberto Fuenzalida
- 110 - Fernando Lizana
- 123 - RM-PIA Lupe Godoy
- 235 - Fanuel Peñaloza
- 273 - Francisco Fingerdots
- 300 - Manuel Black
- 301 - Martin Moraga
- 302 - Albert Rainharte
- 303 - Mae Yon
- 304 - Frany Silva
- 310 - Mabel Álvarez
- 402 - Pam Smith
- 823 - Loreto Nieto Fariás
- 824 - Diego Fernandez
- 825 - Mónica Nora Pérez
- 826 - Salar - Fabio Casas
- 934 - Patricia Estuardo
- 2028 - Miguel Cabozas

3.8 Login / Logout.

Adportas CCKall ACD Manager allows the agents to login / logout from their own web interface or telephone. Optionally, supervisors can login / logout an agent from their own interface (centralized). Adportas CCKall ACD Manager displays this information on the supervision interface.

Agent login / logout status view on agent web interface:

WELCOME AGENT Joe Williams

Agents: Daniel Soto, Carl Williams, KPIs, Logout

CONTACTS: AGENTS, Carlos Díaz, Rolando Zimmers, Daniel Soto

GROUPS: Billing, Sales

SUPERVISORS

TELEPHONE: Call/Answer, Hang up, Transfer, Conference, History

E-MAIL: Compose, Drafts (2), Sent (13), Inbox (18)

CHAT: Chat

Agents List:

- Beatriz Aráneda
- Santiago Arangui
- Karen Smith
- Robert Thomas
- Sonia Berg
- Armando Mero
- Thia Ella
- Block Center (DF)
- Claude Garçon
- Fernanda Garita
- Ignacio Guerrero
- Tomás Gutierrez
- Amelia Ainh
- Rebeca Manzur
- Jorge Sotomayor
- Rafael Salas
- Ana Torres
- Facundo Emartes
- Mario Undurraga
- Ricardo Ulises
- Miqueas White

Agent login / logout status view on supervisor web interface:

The screenshot shows the 'ENABLER' section of the supervisor web interface. It features a search filter on the left and a table of agents in the center. The table has columns for Agents, Status, Select status, Select agent, Login, and Logout. A red circle highlights the Login and Logout columns.

Agents	Status	Select status	Select agent	Login	Logout
4540 - Andrés Hernandez	● Busy	Enabled	Andrés Hernandez	00:34:45	00:00:00
4526 - Tay Oswald	● Lunchbreak	Disabled	Tay Oswald	00:00:45	00:00:00
4560 - Telephone 1	○ Disabled	Disabled	Select	00:34:45	00:00:00
4523 - Fernando Soto	● Available	Enabled	Fernando Soto	00:41:01	00:20:03
4540 - Telephone 7	● Ausente	Disabled	Select	03:24:45	00:11:57
4536 - Sasha Morton	● Available	Enabled	Sasha Morton	03:56:45	00:00:00

3.9 Multichannel queueing.

Adportas CCKall ACD Manager queues all assistance requests received by each agent, determining priority in order of arrival or by skills and depending on the distribution algorithm selected. It displays the pending tasks along with a corresponding channel icon (call, e-mail, chat and social media).

Pending assistance view on agent web interface:

The screenshot shows the agent web interface. On the left, there is a 'PENDING' section with a list of tasks. A red circle highlights this list. The main area shows an email composition screen with fields for To, CC, and Subject. The right sidebar contains navigation options for TELEPHONE, E-MAIL, CHAT, and SOCIAL MEDIA.

Queued calls view on supervisor web interface:

The screenshot displays the adportas CCKall supervisor web interface. On the left, there is a 'Select' panel with a 'Pilot number' dropdown set to 4505, a 'Filter' dropdown set to 'User', and a 'SEARCH' button. Below this is a 'Queue' panel showing 'Call Number: 2' and a 'PICKUP' button. A table lists client information:

Client	Time	Type
<input type="checkbox"/> 2244134541	00:00:40	
<input type="checkbox"/> 993217829	00:01:10	
cperez		
nuandes@gmail.com		

The main area shows a grid of 'AGENTS' performance cards. Each card includes the agent's name and extension, a status indicator (green or red), a percentage, and various call statistics (answered, lost, etc.). The 'TOTAL GROUP' summary on the right shows:

- 97% (Overall Status)
- 77% (Responded/Answered)
- 463 Responded/Answered
- 2,9% (Lost)
- 18 Lost
- 19,9% (Out)
- 131 Out

A line graph at the bottom right shows trends over time.

3.10 Server capacity.

Adportas CCKall ACD Manager maximum capacity per server is 400 active agents, depending on the hardware where it is installed.

Requirements

Adportas CCKall ACD Manager server
OS Linux CentOS version 6.0 or higher.
RedHat version 6.0.
Java version 7 or higher.
Java jdk or higher.
Apache Tomcat version 7 or higher.
Port 25 for Adportas CCKall E-mail Manager.
Port 9000 for Adportas CCKall Chat Manager.
PostgreSQL database.

Supervisor and agent interface
JTAPI enabled in CUCM.
Network access
Create network access from Adportas CCKall ACD Manager server to Cisco Unified Communications Manager with agents' registered telephone numbers.
CUCM version
Cisco Unified Communications Manager unified communications platform version 8.0 or higher.

Adportas CCKall hardware requirements

10 to 50 licences
CPU: Quad core or higher
RAM: 16 GB or more
Drive: 500 GB or more

100 to 400 licences
CPU: Hexa core or higher
RAM: 24 GB or more
Drive: 1 TB or more