

Tutorials: ACD Queue Announcements.

Try the following tutorial to learn how to build an ACD Announcement configuration for your SBX unit. This tutorial introduces the basic concepts and ideas behind building a program configuration with the XMUCOM+ application, and shows you how to build a configuration which will play announcements to callers in an ACD queue.

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To create a node for the configuration you simply click on the relevant button in the tool bar and the node will appear in the left hand pane. The details of that node will appear in the right hand pane. When you have multiple nodes in the left hand pane, you can click on any one to view its details in the right hand pane, or double click on one to edit those details.

Create the MSG Nodes

First we will create and label the message nodes to be used in this ACD configuration. Click the MSG button in the tool bar of the Config Builder window five (5) times to create five Message nodes. Double click on MSG node one (1) in the left hand pane to open the MSG Node Editor window and edit the attributes of that message. Use the scroll buttons at the top of the MSG Node Editor window to edit MSG node two, three, etc.

- ◆ Msg 1 - Thank you for calling...
- ◆ Msg 2 - Did you know that...
- ◆ Msg 3 - We also provide...
- ◆ Msg 4 - Our service center is in house
- ◆ Msg 5 - We offer overnight delivery...

Link MSG Nodes to audio files

Next we'll 'map' the message nodes to the audio files which should be stored on your hard drive or network. To do this simply click on the box to the right of the "File Name" field in the MSG Node Editor window, then browse to where the audio file for that message is stored. Select the .wav file and click 'open.'

MSG Node Editor

MSG 1 1 of 5

Label: Thank you for calling...

Max_Length(sec): 0

State: On Off

DTMF: Ignore Interrupt

Backup to Flash Memory

Access Code:

File Name: P01M001.wav ...

Directory:

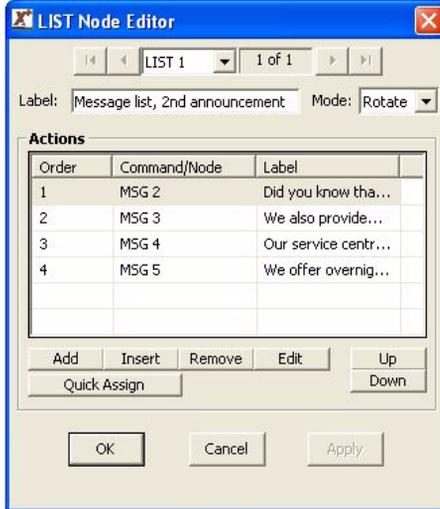
Comment:

OK Cancel Apply

Note: If you do not have the audio files on your computer, you can record the messages directly onto the SBX via the remote telephone access port or using Message Manager. You can also use the handset & front panel.

Create the List Node

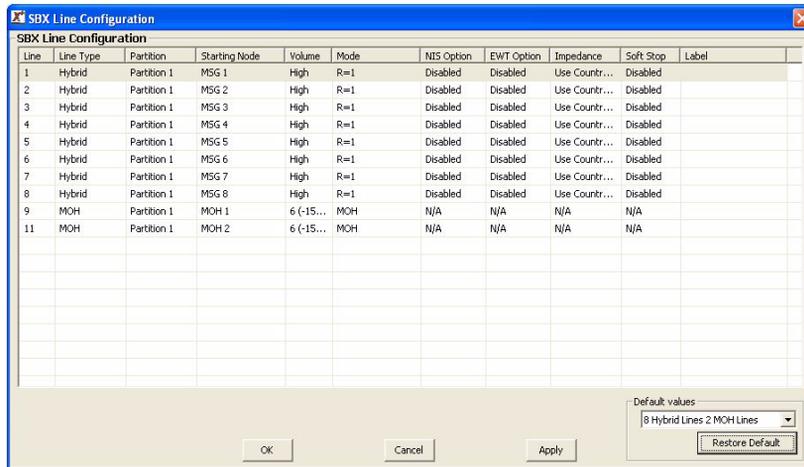
Now we will create the List node, simply click on the LIST button in the tool bar of the Config Builder window. Next double click on the List node you just created in the left hand pane to open the LIST Node Editor window.



Label this node appropriately, then click the 'Add' button three times (or whatever is appropriate for your application) to create additional entries in the list. Next click edit to change those entries to MSG 2, MSG 3, MSG 4, etc. Finally click OK.

Line Configuration

We have now created all the nodes required for our ACD configuration. We now need to tell the SBX which of its lines to run this application on. We are going to use Line one to play MSG 1, and Line two to play all the messages in LIST 1. At the top of your XMUCOM+ screen, click on Configuration > XMU+ Card/SBX Line Configuration. The following window will open.



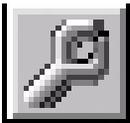
Leave Line 1 as default. Next click on the ‘Starting Node’ for line 2 and change it to LIST 1. Change the remaining Lines to EMPTY.

Line	Line Type	Partition	Starting Node	Volume	Mode	NIS Option	EWT Option	Impedance	Soft Stop	Label
1	Hybrid	Partition 1	MSG 1	High	R=1	Disabled	Disabled	Use Countr...	Disabled	
2	Hybrid	Partition 1	LIST 1	High	R=1	Disabled	Disabled	Use Countr...	Disabled	
3	Hybrid	Partition 1	EMPTY	High	R=1	Disabled	Disabled	Use Countr...	Disabled	
4	Hybrid	Partition 1	EMPTY	High	R=1	Disabled	Disabled	Use Countr...	Disabled	
5	Hybrid	Partition 1	EMPTY	High	R=1	Disabled	Disabled	Use Countr...	Disabled	
6	Hybrid	Partition 1	EMPTY	High	R=1	Disabled	Disabled	Use Countr...	Disabled	
7	Hybrid	Partition 1	EMPTY	High	R=1	Disabled	Disabled	Use Countr...	Disabled	
8	Hybrid	Partition 1	EMPTY	High	R=1	Disabled	Disabled	Use Countr...	Disabled	
9	MOH	Partition 1	MOH 1	6 (-15...	MOH	N/A	N/A	N/A	N/A	
11	MOH	Partition 1	MOH 2	6 (-15...	MOH	N/A	N/A	N/A	N/A	

In the Line Editor window we tell the SBX which node is the starting point when it receives an incoming call. In this application the ‘Starting Node’ is MSG 1 for Line 1, and LIST 1 for Line 2. Callers in queue will be directed to Line 1 of the SBX to receive their initial ACD announcement, after that they will be directed to Line 2 of the SBX where they will hear an announcement from the LIST Node. With each subsequent call to Line 2, the LIST node will play the next message in rotation so the caller hears a different message each time.

From this window we also tell the SBX which ‘Operation Mode’ it needs to be in. See the ‘ACD Applications’ section of the SBX System Manual to learn which operating mode is required for your PBX. Edit the ‘Mode’ column for lines 1 and 2 accordingly. In the example above the Operation Mode is R=1, which is the ‘Ring Start’ mode.

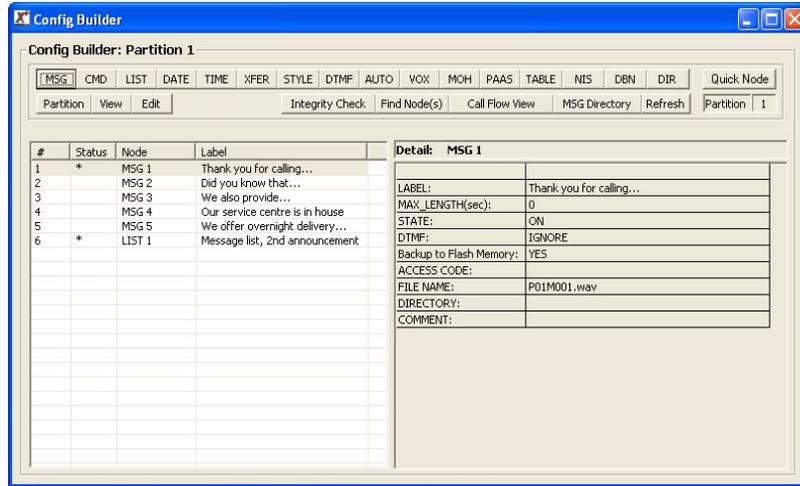
Click OK to close the Line Editor window,



Note: If the Config Builder window should disappear from view, simply click on the Configuration Builder button near the top of your XMUCOM+ window.

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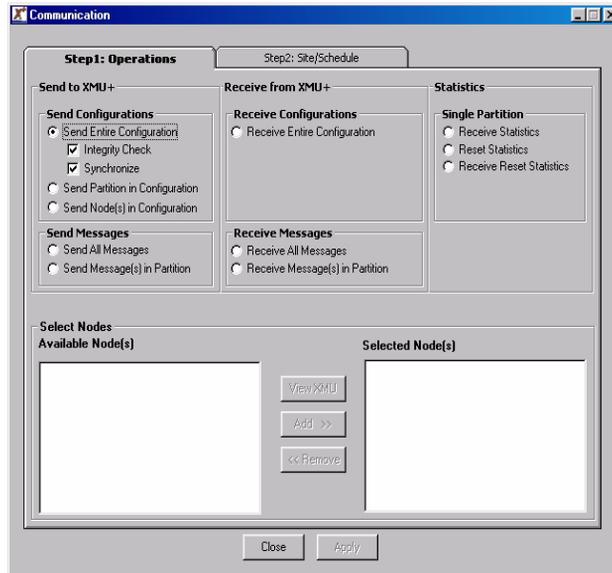
We have finished the configuration and your Config Builder window should look like this.



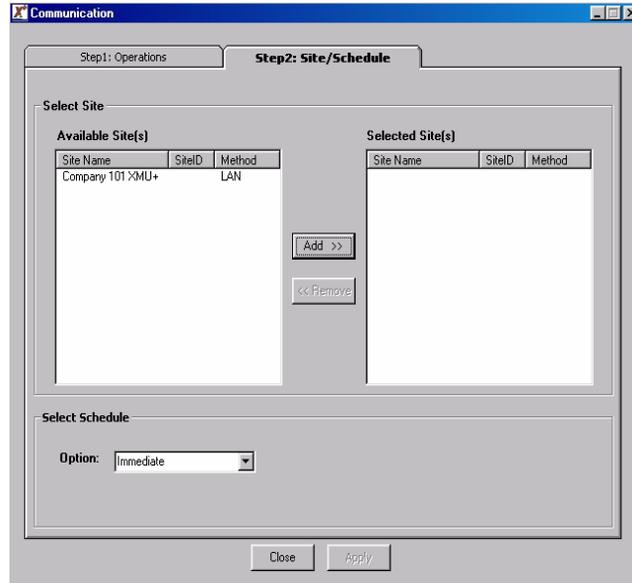
You can save this configuration by clicking File > Save as.

Send the Configuration to the SBX

Now that we have completed the configuration, we need to send it to the SBX. From the menu bar at the top of your XMUCOM+ screen, click on Communication > Communicate. The following window will open.



In the previous screen-shot you can see we have selected “Send entire Configuration.” Next we need to tell XMUCOM+ where to send it. Click on the “Step 2: Site/Schedule” tab to show the following screen.



Highlight the site you wish to send the configuration to by clicking on it. Then click the ‘Add’ button. Now click the ‘Apply’ button and XMUCOM+ will send the configuration to the SBX unit.

ACD Announcement Application Completed!

Congratulations, you have set up an ACD Announcement application on your SBX. In this example we have a fixed first ACD message “Thank you for calling XYZ company...” and a rotating second ACD message delivering a different message to callers in queue each time they are forwarded to that Line. This rotating message is ideal for promotional, information (FAQs) or advertising messages and the variety will make waiting in the queue less tedious.

The SBX unit is now ready and waiting to play messages to callers in queue!

