Uniform Call Distribution

Member User Guide

UCLA INFORMATION TECHNOLOGY SERVICES
Uniform Call Distribution (UCD) is a basic call processing system that uniformly distributes incoming calls among a group of campus numbers. It provides the capability of diverting calls to recorded announcements, voice mail service, or music when telephone support staff are not immediately available to answer calls.

This guide describes UCD features and services offered by IT Services to support UCD telephone staff with call handling. For instructions on the use of the telephone equipment, refer to the telephone user guide.

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PILOT AND SUPPLEMENTARY NUMBERS

The UCD system is reached by dialing the main department telephone number termed the pilot number. Supplementary numbers can also apply which route calls to the UCD system for different calling markets.

CALL DISTRIBUTION

UCD distributes incoming calls to a group of assigned campus numbers, which are answered by telephone support staff called members. Call distribution occurs when a UCD member logs on to the group. The member logs on by activating the UCD feature. The UCD connects incoming calls to the member with the longest idle time. When a member is not available to answer calls, he or she logs off the UCD group by deactivating the UCD feature.

CALL QUEUING

The UCD call queue holds incoming calls when all active (logged on) members are busy assisting other callers. Calls wait in the call queue for the next available member. While calls are waiting, they hear a pre-recorded announcement that identifies the place of business. Calls are distributed out of the call queue on a first in, first out basis, as members become available.

CALL QUEUE PARAMETERS

UCD call queue parameters are the Maximum Queue Size and Maximum Wait Time, which control the volume of calls and wait time of callers. When the call queue parameters are reached, the call queue closes and redirects new UCD calls to another destination termed Overflow.

- **Maximum Queue Size** sets the maximum number of calls that can wait in the call queue. Once the queue size limit is reached, the queue closes and new calls are deflected to the Overflow destination. Calls that were already waiting in the call queue continue to wait for the next available member. The call queue remains closed until the queue size is less than the set maximum value.

- **Maximum Wait Time** determines the maximum amount of time a call can wait in the call queue before the queue is closed. A timer is started for each call that enters the call queue. When the maximum wait time is reached, the queue is closed and new calls are deflected to the Overflow destination. Calls that were already waiting in the call queue continue to wait for the next available member. The call queue remains closed until the wait time is less than the set maximum value.

OVERFLOW - CALLS DEFLECTED

The Overflow destination handles incoming UCD calls when the queue is closed via the call queue parameters. Calls are routed to the Overflow destination until the queue opens. If a UCD Ringing Threshold is assigned to the group, the Overflow destination also handles calls that were unanswered at a member position.

NIGHT SERVICE

Night Service offers telephone support for incoming UCD calls when all UCD members are logged off of the UCD group. If all members log off while calls remain waiting in the call queue, queued calls will be abandoned. There are no visual indicators when Night Service is active.

RELEASE COUNT

Prevents a call from being presented to an unattended member position. This threshold indicates the number of calls that can go unanswered at a member position before the UCD will automatically deactivate (logoff) the member from the group.

RINGING THRESHOLD

Prevents a call from remaining unanswered at a member station. A timer is started when a call is distributed to an idle member. If the member does not answer the call before the timer expires, the call is forwarded to the Overflow destination.
**Member Instructions**

**Electronic Business Set (EBS)**

**LOG ON**
- **Feature Key**
  - Press UCD LG; indicator is on

- **Feature Code**
  1. Select UCD member number; listen for dial tone
  2. Press *70; listen for special dial tone
  3. Enter UCD pilot number ________________; listen for confirmation tone indicating logged on
  4. Hang up or press RLS

**LOG OFF**
- **Feature Key (idle)**
  - Press UCD LG; indicator is off

- **Feature Code (idle)**
  1. Select UCD member number; listen for dial tone
  2. Press *71; listen for confirmation tone indicating logged off
  3. Hang up or press RLS

- **Feature Code (during a call)**
  1. Ask caller to hold a moment
  2. Press TRANSFER; listen for special dial tone
  3. Press *71; listen for confirmation tone
  4. Listen for reconnection with call then speak

**Norstar**

**LOG ON**
1. Select UCD member number; listen for dial tone
2. Press *70; listen for special dial tone
3. Enter UCD pilot number ________________; listen for confirmation tone indicating logged on
4. Hang up or press RLS

**LOG OFF**
- **Feature Code (idle)**
  1. Select UCD member number; listen for dial tone
  2. Press *71; listen for confirmation tone indicating logged off
  3. Hang up or press RLS

- **Feature Code (during a call)**
  1. Ask caller to hold a moment
  2. Press TRANSFER; listen for special dial tone
  3. Press *71; listen for confirmation tone
  4. Listen for reconnection with call then speak

**Norstar Extended Campus Service (ECS)**

**LOG ON**
- **Feature Code**
  1. Select UCD member number; listen for dial tone
  2. Press *84; listen for special dial tone
  3. Enter UCD pilot number ________________; listen for confirmation tone indicating logged on
  4. Hang up or press RLS

**LOG OFF**
- **Feature Code (idle)**
  1. Select UCD member number; listen for dial tone
  2. Press *85; listen for confirmation tone indicating logged off
  3. Hang up or press RLS

- **Feature Code (during a call)**
  1. Ask caller to hold a moment
  2. Press TRANSFER; listen for special dial tone
  3. Press *85; listen for confirmation tone
  4. Listen for reconnection with call then speak