Uniform Call Distribution

Supervisor 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 to support departmental supervisors and/or managers with system management. 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 *7 0; 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 or during call)
- Press UCD LG; indicator is off

Feature Code (idle)
1. Select UCD member number; listen for dial tone
2. Press *7 1; 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 CONF/TRANS; listen for special dial tone
3. Press *7 1; 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 *7 0; 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 *7 1; 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 *7 1; 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 *8 4; 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 *8 5; 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 *8 5; listen for confirmation tone
4. Listen for reconnection with call then speak
Overview

Recorded announcements play for UCD calls that are waiting in the call queue for the next available member. There are two types of call queue announcements: Primary and Delayed.

- **Primary Announcement** - plays as soon as the call is answered by the physical call queue. It is a customized recording that is managed by the department to identify the place of business.
- **Delayed Announcement** - one or more delayed announcements can be assigned to play periodically, to thank the caller for continuing to wait. Delayed announcements can either be customized and managed by the department or a generic system greeting.

Each customer application has a system access number assigned and a customized access code. A recorded announcement also contains an announcement message number, announcement duration, and delayed announcement intervals. This information is needed to record an announcement. Refer to the UCD Application Design sheet to identify your department’s programming information.

**RECORD CUSTOMIZED ANNOUNCEMENT**

1. Dial **System Access Number** ____________; listen for system prompt to enter access code
2. Enter **System Access Code** ____________ then press #; listen for system prompt to enter command
3. Press 7 # to record announcement message
4. Enter announcement message number then press #; listen for tone
5. Record announcement
6. Press # to stop recording; listen for system prompt indicating message was recorded
7. Press 8 # to review message
8. Enter announcement message number then press #; listen to recording
9. Repeat steps 3 through 6 to re-record announcement message
10. Press 0 # to exit system

**REVIEW ANNOUNCEMENT ONLY**

1. Dial **System Access Number** ____________; listen for system prompt to enter access code
2. Enter **System Access Code** ____________
3. Press 8 # to review message
4. Enter announcement message number, then press #; listen to recording
5. Press 0 # to exit system
UCD Reports are issued by IT Services on a weekly or monthly basis by way of the IT Services Customer Application Specialist.

**HOUR**
The time interval, in which a condition occurred, based on hour intervals within a 24-hour day.

**OFFERED**
Includes the total number of calls answered by the UCD group plus the number of calls that waited in the call queue but abandoned (hung up). Involves all calls that were directed to the UCD group by dialing the pilot or supplementary number(s).

**ANSWERED**
Number of calls answered by the UCD group. Includes all calls that were directed to the UCD group by dialing the pilot or supplementary number(s).

**DEFLECTED**
Number of calls that were answered by the UCD Overflow destination because the call queue was closed. Either the Maximum Queue Size or Maximum Wait Time was reached during this period. Also includes calls that were directed to the Overflow destination as a result of the Ringing Threshold.

**ABANDONED**
Number of UCD calls that were waiting in the call queue and then abandoned by hanging up.

**NIGHT**
Number of calls that were answered by Night Service. During this time, no members were logged on to the UCD group.

**TOTAL CALL ATTEMPTS**
Calculate the totals for calls Offered, Deflected, and Night to obtain the total number of calls presented to the UCD group:
Offered + Deflected + Night = Total Presented
### Sample Report

**CDN (26)DEPARTMENT_NAME  06/10/00 <REPORT DATE>**

<table>
<thead>
<tr>
<th>HOUR</th>
<th>OFFERED</th>
<th>ANSWERED</th>
<th>DEFLECTED</th>
<th>ABANDONED</th>
<th>NIGHT</th>
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| Total     | 3307    | 3025    | 76       | 282       | 185   |