

# Call queuing services

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TMD offers two types of call queuing services.

- The Uniform Call Distribution (UCD) service – suitable for a low call volume contact centre where only basic queuing features are required.
- The Automatic Call Distribution (ACD) call queuing service – a flexible automatic call distribution service for moderate to large call volume contact centres.

## Uniform call distribution (UCD)

Uniform Call Distribution (UCD) allows one or more telephone stations (or agents) to form a call answering group.

Incoming calls from one or more numbers are directed to the queue and are forwarded to available telephone stations or receive messages about the queue and on-hold music, depending on the configuration of the queue.

A number of telephone stations can be assigned as agents of a UCD group. However, not all stations need to be active and stations can log in or out of the group as required.

Active and logged-in stations form an answering group that is ranked according to the idle time since their last call. That is, the station that has been idle the longest will receive the next call from the queue. If all logged-in stations are busy, callers are placed in the queue with an initial voice announcement (indicating that all operators are busy) followed by on-hold music (or a customised message).

Incoming STD calls can be given priority over local calls. However, lower priority calls will shift to high priority after a specified time-out period to avoid a situation where a call is not answered. Normally, all calls have the same priority. If a queued caller cancels, a new position in the queue becomes available.

## Automatic call distribution (ACD)

Automatic Call Distribution (ACD) is a queuing system designed for organisations with high volumes of incoming traffic, such as a customer service or call centre.

The ACD service handles large volumes of incoming calls by equally distributing the calls to a designated group of answering positions.

An ACD service is suitable for situations where consistent high call volumes are expected and greater supervision, agent and routing control are required than can be provided through the basic Uniform Call Distribution function.

The basis of ACD is that a Directory Number (DN) is assigned to a group of answering positions, staffed by agents, rather than to a single line.

The ACD queues incoming calls so that the agent who has been idle the longest is presented with the first incoming call. If all the agents are busy answering calls, subsequent calls are queued and answered in the order of their arrival.

For further information

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