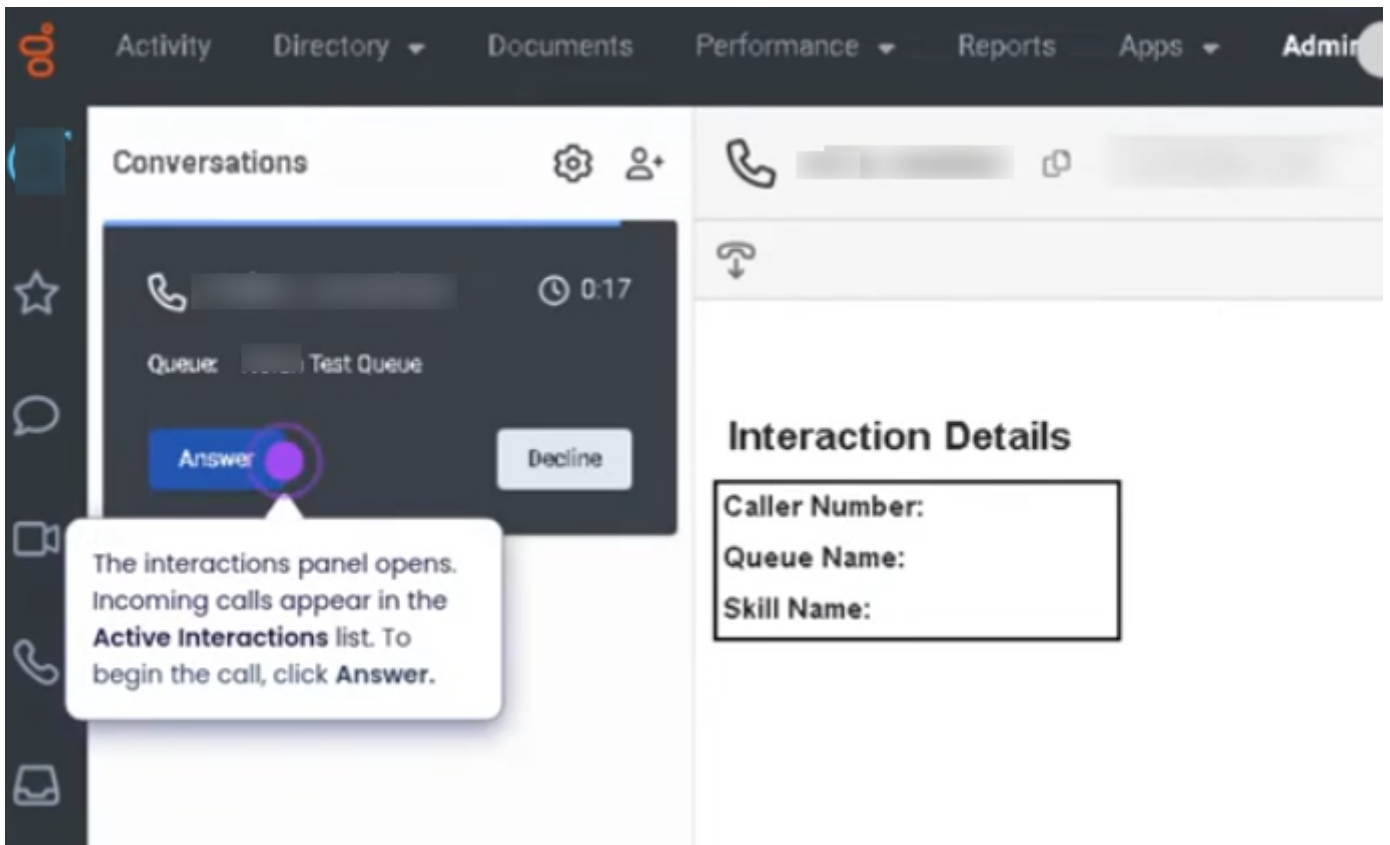
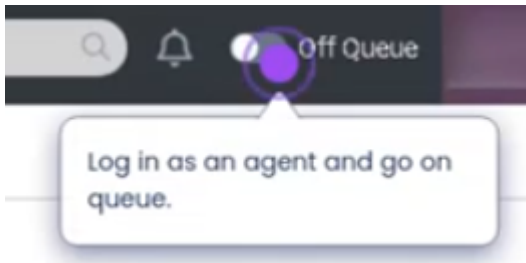


Genesys Cloud - Agent - Accept ACD Calls



Activity Directory Documents Performance Reports Apps Admin

Conversations

End Call 02

Test Queue

Interaction Details

Caller Number:
Queue Name:
Skill Name:

To end the call, click **End Call**.

- Appointment Scheduled
- Billing Inquiry
- Billing Issue
- Test Wrapup
- Testing
- UAT Schedule Testing

After any **After Call Work**,
Click **Done**.

Done

ACD Calls (Automatic Call Distribution) – Genesys Cloud

Summary

ACD Calls in Genesys Cloud are inbound voice interactions that are automatically routed to available agents through configured **queues** using the **Automatic Call Distribution (ACD)** engine. The routing process uses defined rules such as **skills, priorities, agent availability, routing methods, and queue membership** to determine which agent should receive the call.

ACD ensures that customer calls are distributed efficiently across agents while maintaining service level targets and operational efficiency.

Utilization

Use Case	Description
Customer support hotlines	Incoming customer calls routed to support agents
Sales call routing	Calls distributed to sales representatives based on availability or skills
Technical support queues	Calls directed to specialized agents with specific skills
Multi-queue environments	Calls routed through multiple queues depending on routing rules
Priority call handling	VIP or high-priority calls routed according to queue priority settings

ACD calls are the **primary voice interaction method in a contact center**, ensuring customers reach the correct agent efficiently.

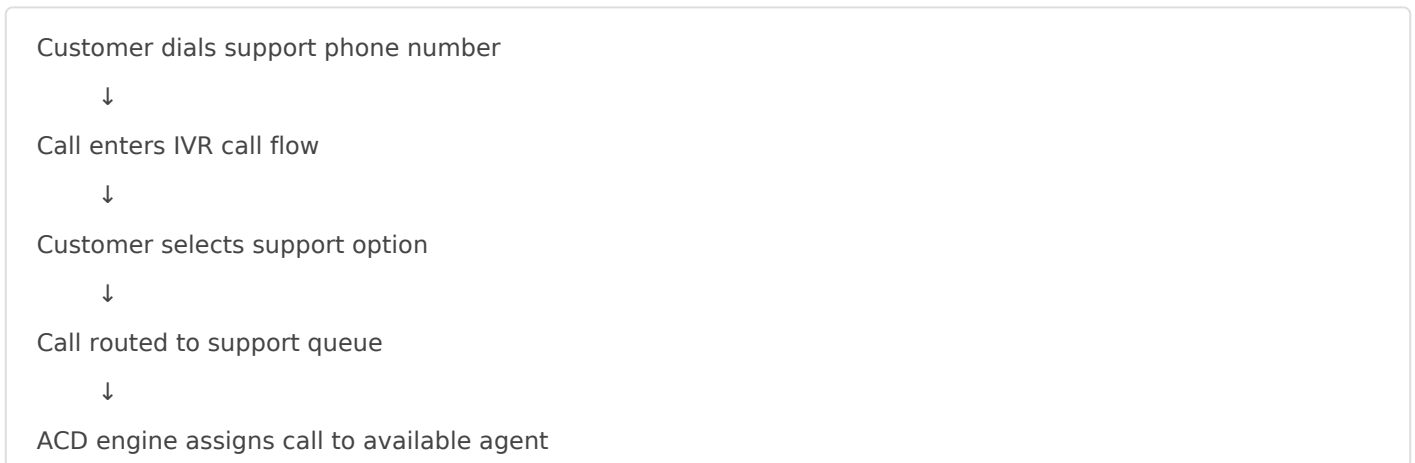
Best Practices

Practice	Reason
Configure appropriate queue routing methods	Ensures calls are distributed efficiently among agents

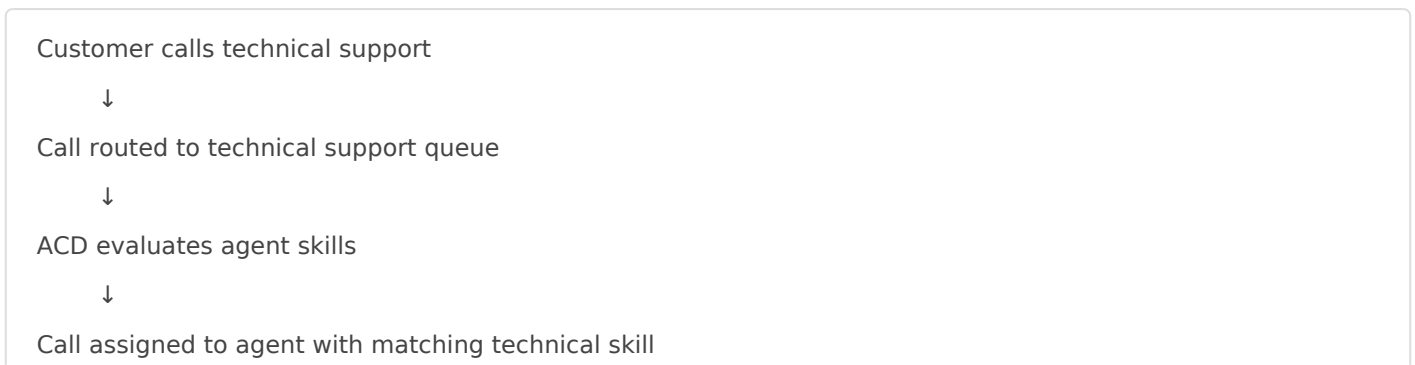
Practice	Reason
Maintain accurate agent skills and queue assignments	Improves call routing accuracy
Monitor service levels and queue metrics	Helps maintain customer experience and response times
Use call flows for proper IVR routing	Ensures callers reach the correct queue
Ensure agents manage their status correctly	Only available agents should receive ACD calls
Implement call prioritization if needed	Supports urgent or high-value customer interactions

Example Scenarios

Scenario 1 – Customer Calls Support Line



Scenario 2 – Skill-Based Routing



Scenario 3 – High Call Volume Handling

Multiple customers call simultaneously



Calls enter queue



ACD distributes calls among available agents



Queue metrics update in real time

Key Benefits

Benefit	Explanation
Efficient call distribution	Calls are automatically routed to available agents
Improved customer experience	Customers reach appropriate agents faster
Skill-based routing capabilities	Ensures calls are handled by qualified agents
Real-time queue management	Supervisors can monitor queue performance
Scalable call handling	Supports high call volumes across multiple agents

Revision #2

Created 11 March 2026 19:03:39 by Cesar Gzz

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