



What type of ACD group suits you? Standard or Advanced?

Function ACD group	Standard	Advanced
Free number of logged in	Yes	Yes
Max number in queue	5	Unlimited
Welcome message	Yes	Yes
Log in and out from mobile/ softphone	Yes	Yes
Queue message	Yes	Yes
Place in queue	No	Yes
Simultaneous dialing	Yes	Yes
Random dialing	Yes	Yes
Ringing according to loop	Yes	Yes
Call according to the longest free	No	Yes
Call according to skills level	No	Yes
Callback from queue	No	Yes
Connect on hold when busy	No	Yes
ACD group monitoring	No	Yes
Link to Wallboard	Yes	Yes
Prefix or suffix to distinguish PBX calls	Yes	Yes
Metadata, extended call information	No	Yes
Pick up calls from queue	Yes	Yes
Possibility of follow-up work after answered queue call	No	Yes
Log in and out colleagues	No	Yes