

Bell System

ACD-60

Automatic Call Distributor

a system for more efficient
handling of high-volume
incoming telephone calls



Bell System

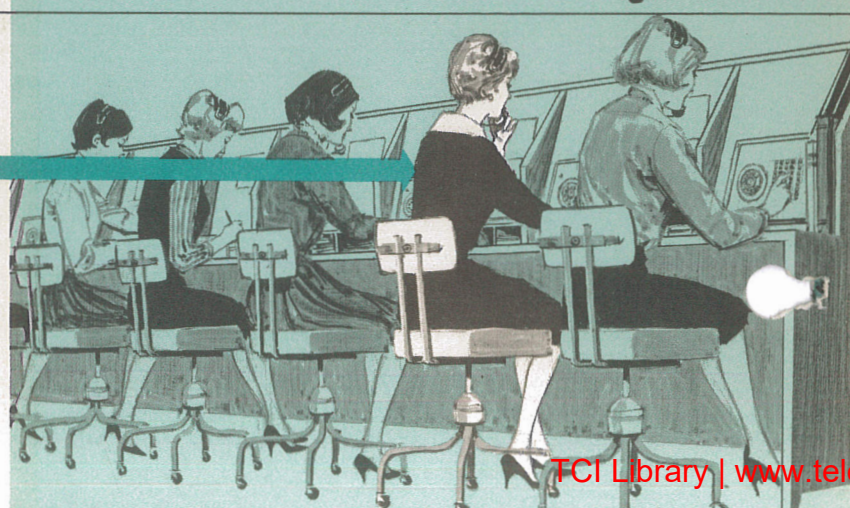
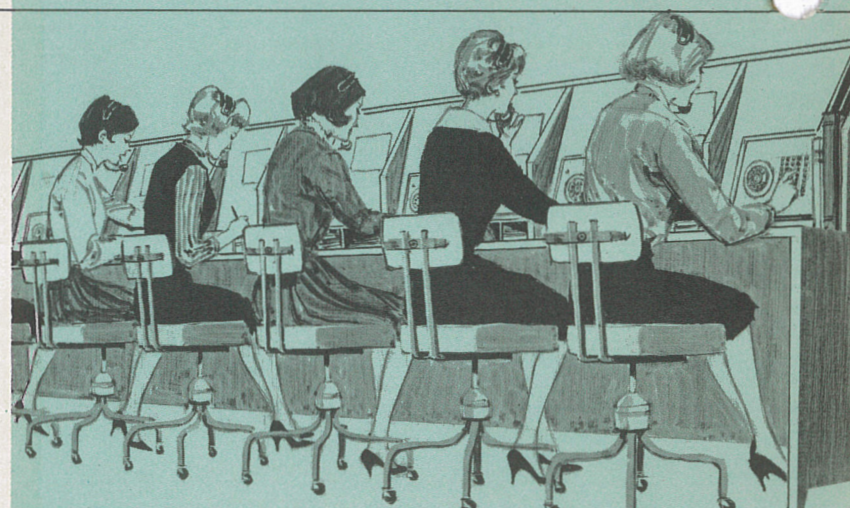
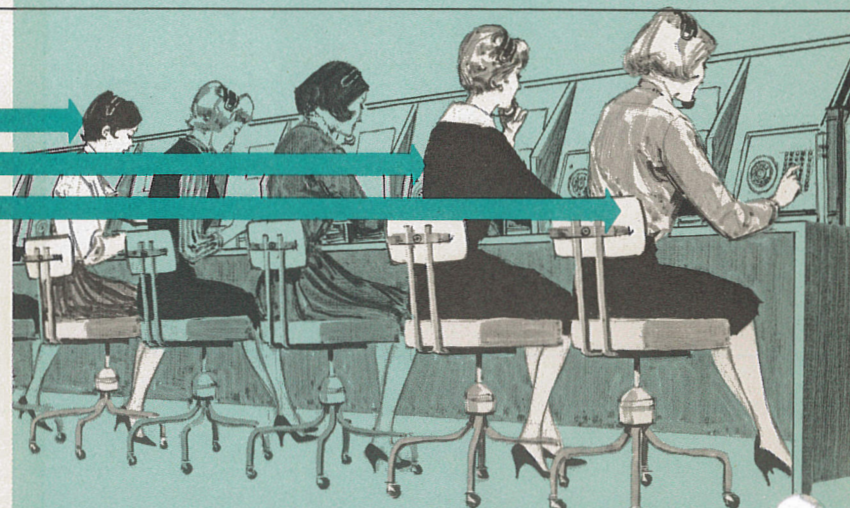
ACD-60

AUTOMATIC CALL DISTRIBUTOR

WHEN CALLS COME IN,
they are automatically
distributed to attendants not
already working on calls.

**IF ALL ATTENDANTS
ARE BUSY,**
incoming calls are "stored"
until attendants become available.

**WHEN ATTENDANTS
COMPLETE CALLS,**
"stored" calls are released
to them in approximately the
order received.



how it works...and how you benefit

- ☐ Flexible to meet your needs—handles up to 56 trunks, 60 attendants, yet works excellently and economically with less.
- ☐ Operates independently or in conjunction with switchboard, as needed.
- ☐ May include any needed combination of lines—outside, intercom, private, or private branch exchange.
- ☐ Optional Audible-Trunk-Identification feature tells attendant the point of origin of each incoming call.
- ☐ Incoming calls bypass your regular telephone facilities and are automatically distributed to your telephone attendants.
- ☐ Calls bypass busy attendants, go automatically to those waiting for calls.
- Enables you to handle more calls with fewer people.
- Helps even workload.
- Reduced pressure on personnel helps them deal with callers with greatest possible courtesy and efficiency.
- Calls are answered and completed faster.
- Costs of "Enterprise" or collect calls may be reduced through speedier handling.
- ☐ In peak periods, when all attendants are busy, calls are "stored" and released to attendants as they become available.
- Minimizes busy signals.
- Reduces customers' need for call-backs.
- Helps equalize waiting interval when waiting is necessary.
- ☐ Equipment signals each attendant when calls are waiting for her attention.
- Helps minimize callers' waiting time.
- Promotes smoother and faster handling of calls.
- ☐ "Stored" calls may be acknowledged with optional recorded-announcement feature.
- If all attendants are busy, caller will automatically be asked to hold.
- Supervisor may quickly record any appropriate announcement from her station.

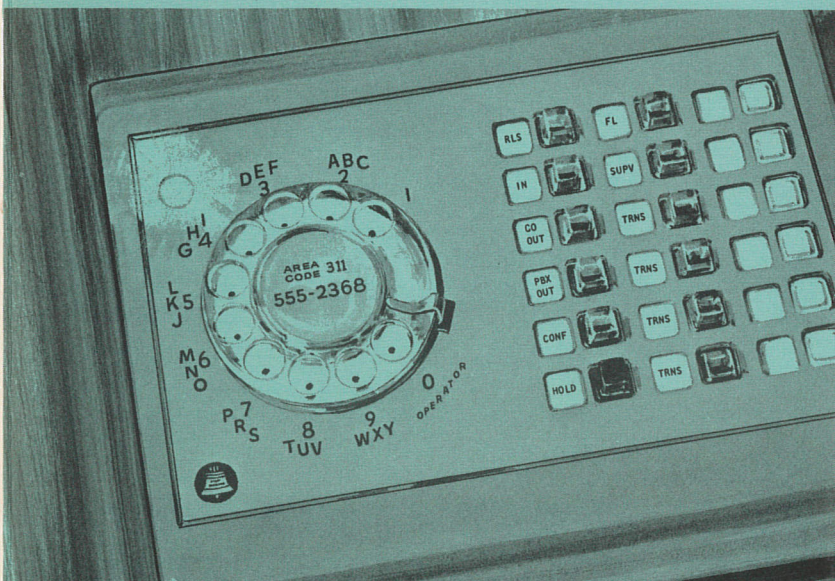
- ☐ After-hours callers may be handled personally through a night service arrangement or given a recorded message.
- ☐ Each attendant may hold and transfer calls, make outgoing calls, set up telephone conferences if desired.
- This flexibility enables attendants to meet the needs of special situations.
- Any attendant in need of assistance can easily call on her supervisor for help, include her in a conference call or transfer a call to her.
- Attendants may transfer calls to PBX stations or other selected points without assistance of your switchboard operator.
- Improves level of service to callers.
- ☐ Gives you choice of versatile, modern attendant equipment—flush-mounted or Call Director® type with 12 or 18 push-buttons.
- As easy to use as a pushbutton telephone.
- Training is simple, requires little time.
- ☐ Service-observing feature lets your supervisor oversee entire operation.
- Supervisor can monitor attendants' positions to observe quality of service, follow progress of new attendants.
- Supervisor can quickly tell the number of calls waiting at any time—also, how many callers hang up before completion of calls and how many calls are handled by each attendant.
- Supervisor can tell the status of each position—whether it is available to receive incoming calls, or if the attendant is busy on an incoming or outgoing call.

OTHER "PLUS" BENEFITS

- ☐ Selected number of trunk lines may be equipped for two-way use.
- ☐ Compact distributor cabinet operates quietly.
- ☐ No capital investment—nothing to buy.
- ☐ Rugged, dependable Bell System equipment designed to give you trouble-free service.
- ☐ Prompt, reliable maintenance at no extra cost to you.



FLUSH-MOUNTED ATTENDANT EQUIPMENT is also available to save valuable space and promote highest level of efficiency.



CALL-WAITING LAMP immediately tells attendant when calls are waiting to be answered, helps insure prompt customer service, more efficient call-handling.



SUPERVISOR CALL KEY at each position lets attendant get supervisor's help in handling calls smoothly, with no waste of time.

**better service
for your
customers,
smoother
operations
for your
attendants...**

Bell System
ACD-60
AUTOMATIC CALL DISTRIBUTOR

an advanced way
for you to serve
large numbers of
telephone callers...
more efficiently,
more economically

Total Number of Trunks _____

City 1 (_____)
NAME

NUMBER _____

City 2 (_____)
NAME

NUMBER _____

City 3 (_____)
NAME

NUMBER _____

City 4 (_____)
NAME

NUMBER _____

Local

NUMBER _____

Number of Positions _____

Number of Supervisory Positions _____

Options

Audible Identification _____

Delayed Announcement _____

Transfer Trunks _____

NUMBER _____

Installation charge \$ _____

Total Monthly charge

\$ _____



BELL TELEPHONE SYSTEM

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