



# 580 AUTOMATIC CALL DISTRIBUTOR





# A FULL SPECTRUM OF BENEFITS FOR ANY BUSINESS WHOSE OPERATION IS BASED ON THE MANAGEMENT OF A LARGE VOLUME OF CALLS

## **A professional image for service-oriented businesses**

Today, more and more businesses require increased incoming call handling and processing capabilities. Wescom's 580 ACD will meet the individual requirements of airline reservation centers, newspapers, phone company directory assistance, catalog stores, utilities, reservation and billing centers, or any firm with similar high volume communication requirements. Design parameters focus on the specialized needs of these businesses to provide a leading edge for satisfied customers and increased business.

## **Equitable call queuing, easy console operation for maximum employee productivity**

The ACD System routes callers to the first available attendant for maximum use of personnel. The ACD consoles have every necessary feature in a streamlined package so attendants can concentrate on the job at hand. Operation is simple and can be learned in a few hours.

## **Two levels of supervision for total system control**

Group supervisors can now respond immediately to rapidly changing traffic patterns. Up-to-the-minute reports provide information on traffic flow and individual performance.

The master supervisor controls system functions. Since functional groups or splits of trunks and positions are software controlled, they may be rearranged dynamically for load equalization. Although two levels of supervision are provided, only the master supervisor can reconfigure the system.

## **Management Information System packages**

Finally, there is a fast, simple way for managers to plan, organize and control. Vital facts are gathered by the Management Information System, ensuring maximum use of existing system capabilities. Plus, this system aids management in planning an economical and efficient approach to future expansion.

A choice of three MIS packages allows companies to tailor the management system to differing needs and degrees of sophistication.

## **When it's time to expand**

Trunk, position and extension growth requirements can be added in small increments of plug-in modules for a minimum of installation effort and cost.

Features, stations, lines and trunks can be added or changed without interrupting service.

The tremendous range of features provided by this system can be packaged in a single frame that requires only one-third the space of comparable systems — and at a truly efficient power consumption rate.

## **A tradition of support**

From design to operation, the 580 ACD is a complete system. That includes all support and documentation services. Complete field and training services are available upon request.



## **Ordering information**

Since many variables are involved in fulfilling individual requirements, specific ordering information and procedures are not included in this brochure. Contact your Wescom sales representative for further information.



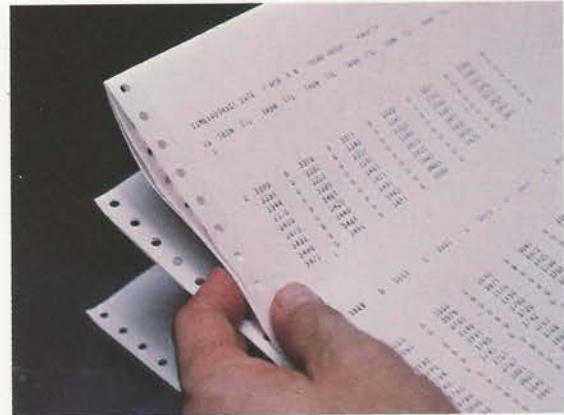
# 580 ACD

## MANAGEMENT INFORMATION SYSTEM

The MIS packages were developed by Wescom to help managers tap their existing resources and forecast future requirements. Readouts via CRT and printer or teletypewriter provide up-to-the-minute statistical data so managers can

assess employee performance, peak periods and system usage.

Three packages are available so that companies can tailor the management system to their specific needs and degree of sophistication.



### MIS Basic Features

- End of Period Reports
  - Position Group Status
  - Administrative Trunk Group Status
  - Administrative Group Status
- End of Shift Reports
  - Position Group Status Summary
  - Administrative Trunk Group Status Summary
  - Administrative Group Status Summary
  - Administrative Trunk Group Directory Number with Peg Count
  - Position Group Directory Number with Peg Count
  - Administrative Group Directory Number with Peg Count
  - Attendant Stroke Count Summary\*
- Daily Summary Reports
  - Position Group Status Summary
  - Administrative Trunk Group Status Summary
  - Administrative Group Status Summary
- Call Processing Reporting
  - Trouble Reporting
  - Emergency Reporting
- Commands
  - Switch From Day to Night Operation

### MIS I Features

- Displays
  - Position Group Status
  - Administrative Trunk Group Status
  - Administrative Group Status
  - Trunk Control Vector
  - Queue Statistics
  - Default Display (Master Supervisor)
  - Default Trunk Group Vector (Master Supervisor)
- Features
  - List/Page Control
  - Position Reassignment Control
  - Dynamic Trunk Vector
  - Merge of Administrative Groups
  - Window Mode
  - Threshold per Position Group

### MIS II Features

- Displays
  - Trunk Group Directory Number with Peg Count
  - Position Group Directory Number with Peg Count
  - Administrative Group Directory Number with Peg Count
  - System Status for Trunk Group
  - System Status for Position Group
  - System Status for Administrative Groups
  - Delay Spectrum Display
- Reports
  - End of Period/Shift Delay Spectrum Summary
- Features
  - Reporting Group Generation/Deletion\*
  - List Generation/Deletion

\*Availability to be announced





# 580 M AUTOMATIC CALL DISTRIBUTOR

Incorporating the same technology as Wescom's digital PBX product line, the 580 M ACD is a 4-wire, non-blocking (fully available and accessible) pulse code modulation (PCM) system using microprocessors in a distributed processor controlled environment.

The 580 M ACD utilizes the same hardware as the 580 digital PBX product line, with the exception of one interface module (digital data interface) and the console itself.

## Standard System Features

- Joint Use as a PBX
- Multiple Customer Groups
- Trunk Control Vector
- Priority Queuing
- Delay Announcements
- Abandoned Call Search
- Call Waiting Indication
- Administrative Groups Printouts
- Alphanumeric/Gate ID Display
- Dual Headset Jacks
- Extension Line
- Conferencing/Transfer
- Monitor and Override
- Emergency Recorders
- Music on Hold
- Attendant Stroke Count\*
- Console Self-Test
- Nite Service
- Remote Capabilities (Lines)
- Remote Capabilities (Positions)\*
- Console Status Display
- ACD Groups Calls
- Inter/Intra Flow Calls

## ACD Call Processing Features

- Incoming Call Processing (Via Trunk Vector Control)
- Trunk Vector Instructions
  - Position Group
  - Delay
  - Announcement
  - Station Group
  - Trunk Group
  - Next Step
  - Stop
- Outgoing Call Processing
- Call Assistance
- Trouble Reporting
- Emergency Reporting
- Monitor (Position/Announcement)
- Enter
- Remote Recording of Announcements
- Conference/Transfer
- Specific Call
- Hold
- Swap
- Auto Call-Work/Auto Ready

## Attendant Features

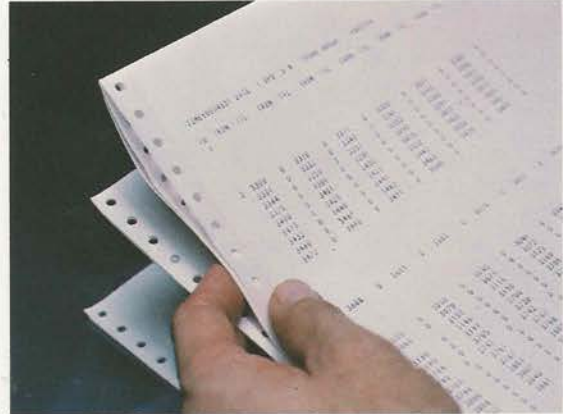
- DTMF Tone Pad
- LCD Display
- Hold Key
- Flash Key
- Release Key
- In Key
- Out Key
- Swap Key
- Ready Key
- Supervisor Key
- Trouble Key
- Emergency Key
- Tone Ringer
- Attendant Stroke Count\*

## Group Supervisor Features

- All Attendant Features
- Monitor Positions/Announcements
- Enter Positions

## Master Supervisor Features

- All Attendant and Group Supervisor Features
- Recording Announcements



## System Summary

Trunks	576
Attendant/supervisor positions	432
PBX lines	144
Customer groups	4
Trunk groups	128
Attendant groups (Split Q)	32
Control	Duplex
MIS capacity	All
Delayed announcements	24
Emergency Recorders	2
Cabinets*	6

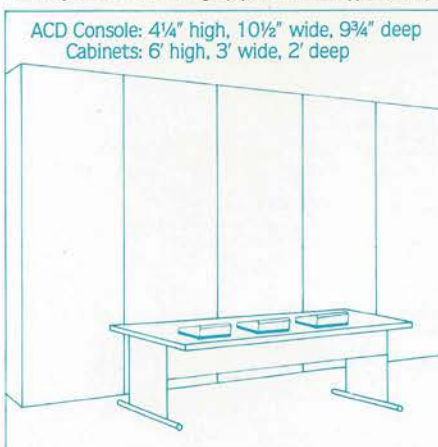
## Operating Limits

Power requirements	-45 to -54Vdc
Ring generator	20Hz, 90Vac
ACD position loop	50 ohms (max)
PBX attendant loop	100 ohms (max)
PBX station loop	1000 ohms (max)
Trunk loop	1800 ohms (max)
Temperature	40-90°F
Relative humidity	20-55%
Numbering plan	3 or 4 digit — 1 or 2 digit for trunk access, area/service codes and common service codes

## Trunks

Central office in-WATS, out-WATS	2-way; loop or ground start
Tie trunk	2-way; E&M, 2-wire or 4-wire
Loop (inward)	1-way; battery and ground with supervision
Digital trunk	T1 span line

\*Auxiliary cabinets for recording equipment will be supplied as required



\*Availability to be announced



# 580 S AUTOMATIC CALL DISTRIBUTOR

Incorporating the same technology as Wescom's digital PBX product line, the 580 S ACD is a 4-wire, non-blocking (fully available and accessible) pulse code modulation (PCM) system using microprocessors in a distributed processor controlled environment.

The 580 S ACD utilizes the same hardware as the 580 digital PBX product line, with the exception of one interface module (digital data interface) and the console itself.

## Standard System Features

- Joint Use as a PBX
- Multiple Customer Groups
- Trunk Control Vector
- Priority Queuing
- Delay Announcements
- Abandoned Call Search
- Call Waiting Indication
- Administrative Groups Printouts
- Alphanumeric/Gate ID Display
- Dual Headset Jacks
- Extension Line
- Conferencing/Transfer
- Monitor and Override
- Emergency Recorders
- Music on Hold
- Attendant Stroke Count\*
- Console Self-Test
- Nite Service
- Remote Capabilities (Lines)
- Remote Capabilities (Positions)\*
- Console Status Display
- ACD Groups Calls
- Inter/Intra Flow Calls

## ACD Call Processing Features

- Incoming Call Processing (Via Trunk Vector Control)
- Trunk Vector Instructions
  - Position Group
  - Delay
  - Announcement
  - Station Group
  - Trunk Group
  - Next Step
  - Stop
- Outgoing Call Processing
- Call Assistance
- Trouble Reporting
- Emergency Reporting
- Monitor (Position/Announcement)
- Enter
- Remote Recording of Announcements
- Conference/Transfer
- Specific Call
- Hold
- Swap
- Auto Call-Work/Auto Ready

## Attendant Features

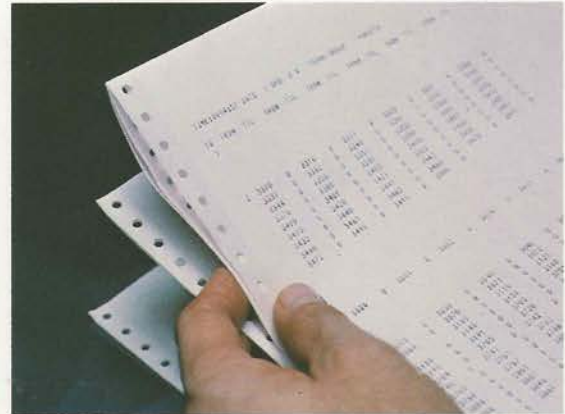
- DTMF Tone Pad
- LCD Display
- Hold Key
- Flash Key
- Release Key
- In Key
- Out Key
- Swap Key
- Ready Key
- Supervisor Key
- Trouble Key
- Emergency Key
- Tone Ringer
- Attendant Stroke Count\*

## Group Supervisor Features

- All Attendant Features
- Monitor Positions/Announcements
- Enter Positions

## Master Supervisor Features

- All Attendant and Group Supervisor Features
- Recording Announcements



## System Summary

Trunks	192
Attendant/supervisor positions	144
PBX lines	48
Customer groups	2
Trunk groups	64
Attendant groups (Split Q)	16
Control	Duplex
MIS capacity	All
Delayed announcements	12
Emergency Recorders	2
Cabinets*	2

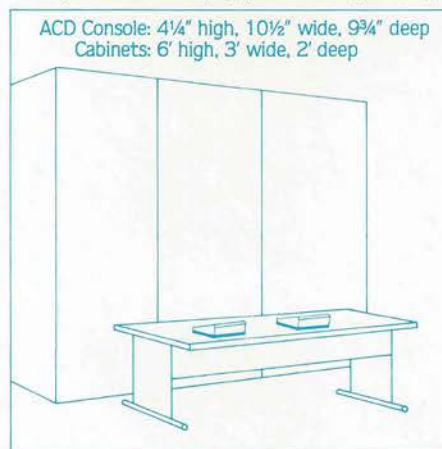
## Operating Limits

Power requirements	-45 to -54Vdc
Ring generator	20Hz, 90Vac
ACD position loop	50 ohms (max)
PBX attendant loop	100 ohms (max)
PBX station loop	1000 ohms (max)
Trunk loop	1800 ohms (max)
Temperature	40-90°F
Relative humidity	20-55%
Numbering plan	3 or 4 digit — 1 or 2 digit for trunk access, area/service codes and common service codes

## Trunks

Central office in-WATS, out-WATS	2-way; loop or ground start
Tie trunk	2-way; E&M, 2-wire or 4-wire
Loop (inward)	1-way; battery and ground with supervision
Digital trunk	T1 span line

\*Auxiliary cabinets for recording equipment will be supplied as required



\*Availability to be announced

THE INTELLIGENT ACD SYSTEM  
THAT COMBINES SPEED, FLEXIBILITY & HIGH TECHNOLOGY  
FOR FIRST CLASS SERVICE



The 580 Automatic Call Distributor is the newest addition to Wescom's family of Digital Switching Systems. Wescom is the only manufacturer of telecommunications equipment to design and build a family of switching products. This unique approach translates significant benefits to businesses and telephone company personnel:

- provides joint PBX operation
- designed with the same hardware as the PBX product line (except position equipment and position interface card)
- controlled by microprocessors in a distributed processor control environment
- brings 24 trunks directly into the system on a T1 line
- handles up to four multiple customer groups in separate, distinct manners
- routes overflowed calls to secondary groups on a time and threshold basis
- handles calls easily with processor controlled console
- checks and reports on problems automatically
- operates on a -48Vdc power plant
- needs only 3 pair of wires for the console instead of the usual 50
- installs quickly and easily with fully connectorized cables



**Wescom, Inc.**  
2500 Warrenville Rd.  
Downers Grove, IL 60515  
(312) 963-3300  
TWX 910-695-3231

P.O. Box 1458  
Downers Grove, Illinois 60515  
(312) 985-9000  
TWX 910-695-4735  
Dataphone® 312-985-1700

Santa Clara, California  
(408) 988-8010  
TWX 910-338-0118

Atlanta, Georgia  
(404) 452-0300

Honolulu, Hawaii  
(808) 537-5231  
TELEX 7238422

North Kansas City, Missouri  
(816) 474-6100  
TWX 910-771-2018

Fairport, New York  
(716) 223-6200

Georgetown, Ontario, Canada  
(416) 877-0191  
TWX 610-492-2646  
TELEX 0697777

High Wycombe, Bucks, England  
Telephone: Bourne End (06285) 27972  
TELEX: 848789 wescom g