AT&T INDIANA GUIDEBOOK

PART 6 - Central Office Services   1st Revised Sheet 1
SECTION 3 - Automatic Call Distribution (ACD) Services   Cancels Original Sheet 1

AUTOMATIC CALL DISTRIBUTION

General

Automatic Call Distribution (ACD) is an integrated function of the Company Northern Telecom DMS 100 central office switch which provides an equal distribution of a large volume of incoming calls to predesignated groups of answering positions, known as agent positions. Incoming calls are served on a first-in, first-out basis and, if all agent positions are busy, calls may be held in an incoming queue until an agent position becomes available or the caller disconnects.

The Automatic Call Distribution switching function is performed in the Company central office and is furnished subject to the availability of facilities, which have been provisioned for the service.

Automatic Call Distribution is available to Advanced Centrex Service customers.

All customer provided equipment used to interface with Automatic Call Distribution is required to conform with the Technical Reference Specifications as used by the Company and found in Technical Reference AM-TR-NPL-000004 and AM-TR-PSS-000032.

Automatic Call Distribution consists of Basic ACD or Deluxe ACD service. Deluxe ACD service provides the software capability required for the optional feature Management Information System Data Stream (MIS). The customer may have more than one ACD group, but all services within a group must be either Basic or Deluxe. Standard features are provided with either Basic or Deluxe ACD service and there are several optional features available with either type ACD service. The Management Information System Data Stream (MIS) feature is only available with Deluxe ACD Service. All optional features will be provided at charges found elsewhere.

The ACD Basic or Deluxe position may be configured as an agent position, a supervisor position or an agent position with supervisor capabilities.

System Requirements

Agent positions may be served by standard (2500) or Electronic Key Telephones; supervisor positions must be served by Electronic Key telephones. Charges in the appropriate Centrex and Electronic Key service offering found elsewhere in the Guidebook apply on a per position basis.   (T)

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Descriptions

Basic ACD

System Features

Abandoned Call Clearing - Provides for removing incoming abandoned calls from the call queues and recorded announcements.

ACD Directory Numbers - An arrangement that provides a unique telephone number for receiving incoming ACD calls. ACD DNs are assigned to ACD groups and are not associated with individual ACD lines. The primary ACD DN and up to 16 supplementary DNs are available as standard and assignable to different ACD splits (groups) within a customer group. Priority answering levels for each DN can be assigned by the customer and disseminated to different groups of callers as appropriate.

ACD 2500 Set Capability - An arrangement that allows a 2500 customer-provided set to be used as an agent position. Numerous ACD features can be used or activated by use of access codes.

Agent Queue - Provides an even distribution of incoming calls among the agents in the ACD group. The agent who has been available the longest receives the first incoming call.

Automatic Overflow - An arrangement that permits the customer to specify both a maximum number of calls that can be queued and the maximum waiting time for incoming calls. If any of these thresholds are exceeded, new incoming calls are rerouted according to the customer's direction: another ACD group, a directory number, or to an announcement or a busy tone.

Call Source Identification - An arrangement that provides for the display, at the agent's position, of the incoming call if the call is originated within the Centrex group or the identification code of the incoming trunk group.

Call Transfer/Three Way Calling - An arrangement that allows an agent or supervisor to transfer an ACD call to another directory number. The agent or supervisor initiating the transfer may also establish a three-way call involving the incoming ACD call, the agent or supervisor, and the third party.

Call Transfer With Time - An arrangement that allows a call that has been answered by an ACD agent and then transferred to another ACD agent group, to be time inserted in the new ACD group's highest priority queue based on the total time the call was previously in queue and conversation time in the original group.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Descriptions (cont'd)

Basic ACD (cont'd)

System Features (cont'd)

<u>Direct Outward Dialing</u> - Permits an agent, while on an incoming call, to place a Direct Outward Dialed call.

<u>Forced Announcement for New and Overflowed Calls</u> - An arrangement that provides an option for a forced announcement to incoming calls and calls in queue regardless of the current queue length.

<u>Incoming Call Queuing</u> - An arrangement that places incoming ACD calls in queue in the order of their arrival when an agent is not available to answer them, and removes them from queue as agents become available. Incoming calls are presented to the next available agent in the order of arrival, with the highest priority being presented first. The customer may specify priority levels for incoming calls. Calls of a higher priority level will be answered before calls of a lower priority level. To ensure that low priority calls do not remain unanswered, low priority calls can be promoted to higher priority queues after a specified waiting period. This feature requires Queue Slots.

<u>Log-In/Log-Out</u> - An arrangement that requires an agent or a supervisor to log-in to an ACD answering position before they can receive incoming ACD calls. When an agent or a supervisor is logged out, no ACD calls can be presented to the ACD answering position.

<u>Night Service</u> - When activated, all agent positions in an ACD group are "Make Set Busy" and incoming ACD calls are rerouted to the Night Service route specified for the ACD group.

<u>Overflow of Enqueued Calls</u> - An arrangement that allows incoming calls that have been in queue for a predetermined amount of time to be routed to a defined overflow queue or directory number. The call also remains in the original queue after being routed to the overflow queue.

<u>Overflow to ACD Groups</u> - An arrangement that routes incoming calls to another ACD group when the incoming calls in an existing ACD group reach a queue threshold.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Descriptions (cont'd)

Basic ACD (cont'd)

System Features (cont'd)

Queue Slots - An arrangement that permits incoming calls to be held in the Central Office and be distributed in their order of arrival to an agent position when one becomes available. A Queue Slot is required for each incoming call held in queue. Basic ACD Service allows for an equivalent number of Queue Slots equal to the total number of agent positions in the ACD group as standard. Additional Queue Slots are an Optional System Feature.

Ring Threshold - An arrangement that reroutes an incoming ACD call that was not answered by an agent when a threshold timer expires to an agent who has been idle the longest or places the call in front of the incoming call queue if all agents are busy.

Transfer To Incalls Key - An arrangement within an ACD group that allows an agent to transfer an ACD call directly to another agent's Incalls Key.

Agent Features

Call Forcing - An arrangement that automatically connects the next incoming call, absent the prior establishment of Not Ready or Make Set Busy feature, to an agent position equipped for Call Forcing. An audible alert is provided with this feature.

Call Park By ACD Agent - An arrangement that allows an ACD agent to park calls. If the parked call is not retrieved within a customer-defined interval, the parked call is recalled to the agent who parked the call.

Call Supervisor - An arrangement that provides the ACD agent immediate access to the supervisor for assistance or consultation.

Called Name/Number Display - An arrangement that displays the called directory telephone number and the associated ACD group name on a properly equipped customer-provided set.

Distinctive Ringing on 2500 Sets - An arrangement that allows an agent with a 2500 telephone set to be able to distinguish incoming ACD calls and non-ACD calls.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Descriptions (cont'd)

Basic ACD (cont'd)

System Features (cont'd)

Emergency Notification - An arrangement that allows an ACD agent to immediately conference a
supervisor and/or a customer-provided auxiliary device (e.g. emergency recording device). If the
intended supervisor and/or the customer-provided auxiliary device is not available, a backup route can be
specified. This feature requires a Centrex line or a Business Exchange line to provide the connection
with the customer-provided auxiliary device.

Incalls Key - This arrangement allows an ACD agent to answer an incoming ACD call to any of the ACD
group's DNs by depressing the Incalls key on their customer-provided electronic business set.

Make Set Busy - An arrangement that blocks incoming ACD calls to an agent's position. When this
feature is activated, the agent position is deactivated.

Not Ready - An arrangement that allows an agent position to temporarily block incoming ACD calls. The
feature is typically used when an agent needs time to complete a transaction between calls.

Supervisor Features

Agent Key - An arrangement that allows a supervisor to access an agent's position by pressing an
assigned key rather than dialing the agent's directory number.

Agent Observation - An arrangement that allows the supervisor to observe ACD calls or calls presented
to an agent's secondary directory number. A special tone may be provided to alert the agent when this
feature is activated.

Agent Status Indication - An arrangement that allows the supervisor to track the status of each agent
position in an ACD group. This feature requires the assignment of a key-lamp pair for each agent's
position.

This Feature provides the following status:

Lamp	Position Status
OFF	Agent position has Make Set Busy activated
ON	Agent handling an ACD or non-ACD call
FLASH	Agent waiting for an ACD call
WINK	Agent position has Not Ready activated

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Descriptions (cont'd)

Basic ACD (cont'd)

Agent Features

Answer Agent - An arrangement that allows a supervisor to answer calls from agent positions.

Supervisor Features

Answer Emergency - An arrangement that allows a supervisor to answer an emergency call from an agent.

Call Agent - An arrangement that allows a supervisor to directly call an ACD agent's position or, when used in association with the Agent Observation feature, to conference into a call.

Controlled Interflow - An arrangement that allows the ACD supervisor to divert incoming ACD calls to a customer-predefined route.

Extended Agent Observe - An arrangement that allows a supervisor to observe calls that are presented to an agent in any ACD group within the same customer group.

Forced Agent Availability - An arrangement that allows the ACD supervisor to deactivate "Not Ready" on the agent's position.

Observe Agent/Three-Way Calling - An arrangement that allows the supervisor to monitor (visually) or observe (audio) an agent's three-way call that is in progress.

Supervisor Control of Night Service - An arrangement that allows the supervisor to activate Night Service for an entire ACD group. When this feature is activated, new ACD calls cannot enter the incoming call queue.

Deluxe ACD

All Basic ACD System features, Agent features, Supervisor features and the following features are available with Deluxe ACD.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Descriptions (cont'd)

Deluxe ACD (cont'd)

Management Information System (MIS) Data Stream - Provides a data stream containing call event records from the Company central office to a customer-provided downstream processor. The downstream processor can use this information to produce and display current statistics and to produce historical reports. In addition, MIS provides the ability to change ACD parameters for load management control. ACD/MIS capability requires the MIS Interface, an Exchange Termination and a Dedicated Communications Service Channel.

The Management Information System (MIS) Data Stream provides for the following standard features:

Line-of-Business Code - This arrangement allows a Line-of-Business (LOB) Code key to be assigned to each agent's position. When the agent presses this key and dials a multi-digit code associated with a particular line of business, the call category is recorded. More than one line-of-business code may be entered per call. Upon call release, the LOB code is in the MIS data base.

Variable Wrap-up Time - An arrangement that provides the capability to vary the interval between an ACD completed call and the presentation of the next incoming call to an agent's position. This feature also provides the capability to vary the interval to an ACD group.

Virtual Facility Group (VFG) Data in MIS - An arrangement that provides VFG call handling information over the MIS data stream at regular intervals.

Walkaway/Closed Key Operation - This arrangement allows agents to enter a code after activating the Not Ready Key, which specifies the reason the agent is not available. These codes are tracked in the MIS data base.

Optional Features Available with ACD Basic or ACD Deluxe Service

Display Status Package

Display Agents' Summary - An arrangement that allows the ACD supervisor, with a properly equipped customer-provided business set, to check the status of all ACD agent positions assigned to an agent group.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Descriptions (cont'd)

Optional Features Available with ACD Basic or ACD Deluxe Service (cont'd)

Display Status Package (cont'd)

Display Queue Status - The supervisor's display set displays the following information when the Display Status Key is pressed:

- Number of manned agent positions
- Number of calls waiting in the incoming call queue
- Number of calls logically queued against the group
- Waiting time, in seconds, of the oldest call in queue

Multistage Queue Status Display - An arrangement that allows the supervisor to determine the length of time calls are held in queue before being answered.

Multistage Queue Status Refresh - An arrangement that allows the Multistage Queue Status Display feature to be automatically updated on a regular basis.

Other Optional Features

ACD Supergroup Capability - This feature allows multiple ACD groups that are served by the same Company central office to distribute incoming calls among the groups.

Announcement Service/Music - May be used to advise callers of a call delay when a delay threshold is exceeded, to direct calls to an after hours service center, or for some other customer - specified purpose. Customer provided music can be provided for callers in an ACD queue while waiting for an available agent. Multiple announcements may be used in succession following a specified sequence of events. Two types of announcement options are available.

Option 1 *

This option utilizes a central office announcement machine and will provide up to 30 seconds of recorded announcement or silence provided by the customer. This feature requires Queue Slots and the Central Office Recorded Announcement.

*   Effective December 29, 1993 this arrangement is no longer available for new installations.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Descriptions (cont'd)

Other Optional Features (cont'd)

Option 1A

Central Office Recorded Announcement - This option utilizes a central office announcement machine and will provide up to 24 seconds of recorded announcement or silence provided by the customer. This feature requires Queue Slots and the Central Office Recorded Announcement.

Option 2

Customer-Provided (CPE) Announcement Interface - This option provides an interface to the customer premises for recorded announcement or music. This feature requires Queue Slots, a Dedicated Communications Service Channel from the Company central office to the customer premises and the Interface to Customer Premises Equipment Recorded Announcement or music.

Call Waiting Lamp Indication - When incoming calls waiting in queue have exceeded a predetermined threshold, a signal is sent from the central office to customer-provided equipment for the visual indication. There may be individual or multiple thresholds. This feature requires the Call Waiting Lamp Indication and a Dedicated Communications Service Channel, per unique timing state threshold.

Operational Measurement Interface - This feature provides central office traffic data to the customer's premises. This feature requires the Operational Measurement Interface, an Exchange Termination and a Dedicated Communications Service Channel.

Secondary Directory Telephone Numbers - Agent or supervisor positions can be assigned Secondary Directory Telephone Numbers that are Centrex (non-ACD) numbers for purposes of receiving and originating non-ACD calls.

Switch to Computer Applications Interface (SCAI) - Provides ACD customers with the capability of the simultaneous exchange of data between the telecommunications network and customer-provided data equipment (host computer). This service is available in appropriately equipped central offices. The ACD customer must have Centrex service. All lines in the ACD Group must be equipped with the same SCAI features. This service also requires a Dedicated Network Access Link (DNAL) and associated features with the SCAI interface. The required features may also be found in the F.C.C. Tariff No. 2. The DNAL will terminate in the Centrex and connect to the host computer, either on the end user's premises or at an enhanced service provider's location.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Descriptions (cont'd)

Other Optional Features (cont'd)

There are four features available with the SCAI service. They are Coordinated Voice and Data Acceptance, Call Redirection Acceptance, Computer Assisted Call Transfer Acceptance, and Computer Assisted Dialing Acceptance.

-   Coordinated Voice and Data Acceptance - An arrangement that provides for the simultaneous delivery of voice and data for incoming calls. The voice service is provided via the agent's line. Calling Party Information data is provided via the customer-provided data device (host computer). This feature is required for the SCAI service.

-   Call Redirection Acceptance - An arrangement that allows the customer's host computer to notify the ACD service to either allow an incoming call to be completed as dialed or redirect the call to an alternate designated telephone. This feature also requires Coordinated Voice and Data Acceptance.

-   Computer Assisted Call Transfer Acceptance - An arrangement that allows the customer's host computer to notify the ACD Service to transfer or conference an incoming completed call from one agent's line to another agent's line. This feature requires the Coordinated Voice and Data Acceptance.

-   Computer Assisted Dialing Acceptance - An arrangement that allows the customer's host computer to notify the ACD Service to place a call to a selected number on behalf of the particular agent. This outgoing call arrangement allows the host computer to dial a predetermined list of numbers and connects the call to the agent's line when the party answers. This feature requires Coordinated Voice and Data Acceptance.

Optional Payment Plans

This service is offered to Advanced Centrex Service customers under the Variable Term Payment Plan (VTPP). The VTPP prices are payable over a period selected by the customer from those available. All conditions and regulations pertaining to the VTPP are included in Part 2, except as specified in the following paragraphs.

At the option of the customer and as agreed upon by the Company this service may be added coterminously to an existing Advanced Centrex Service customer's VTPP contract provided there are at least 30 days remaining on the existing contract option.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Descriptions (cont'd)

Optional Payment Plans (cont'd)

A VTPP contract equal to or shorter than the customer's ACS contract may be subscribed to if the customer does not want to add this service on a coterminous arrangement with their ACS contract.

Conversions, Upgrades, Downgrades, Release, Version, Moves of Equipment, Change of Jurisdiction and Suspension of Service, as defined in the VTPP, do not apply.

A customer may move ACD positions (were facilities permit as determined by the Company) anywhere within the same Central Office and keep VTPP.

Supersedure, as defined in VTPP, is permitted subject to a Transfer Charge of $75.00. Only one supersedure charge applies, if more than one service is involved on an order.

A customer may change from Basic to Deluxe positions or vice versa; however, all positions in a group must be changed. Termination charges will apply to any position removed under a payment option of longer than one month. A nonrecurring charge will apply per position when changing from Basic to Deluxe. The applicable monthly price for the ACD position will be the current filed price for the same payment period as the ACD service.

Agent or supervisor positions may be served by customer-provided standard telephone sets or electronic key line telephone sets. Supervisor positions, however, must be served by an electronic key line telephone set. Applicable charges found elsewhere in this Guidebook apply for a Centrex primary   (T) station and Electronic Key Service.

The Termination Charges applicable to the ACD are dependent upon the payment period selected by the customer. Termination Charges by optional payment period are as follows:

Payment Option	Termination Charge
1 Month	None
36 Months	18 months of payments or 60% of the remaining amount due, whichever is less.
60 Months	30 months of payments or 60% of the remaining amount due, whichever is less.
84 Months	42 months of payments or 60% of the remaining amount due, whichever is less.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Customer Training

Initial Training

Initial training in system operation, for up to 10 personnel of the customer in no more than two sessions, is provided at the time of system cutover at an agreed upon location. The customer will be responsible for all expenses associated with travel to and from the training location. Subsequent or additional training will be provided as specified elsewhere.

Additional and Subsequent Training

If a customer requests additional training beyond what is considered standard, or if the customer requests additional training subsequent to the initial installation, the following charge is applicable. The customer's expenses associated with travel to and from the agreed upon training location are the responsibility of the customer. A three hour minimum for subsequent training applies.

Documentation

Each person trained will receive one copy of the documentation used to promote an understanding and an ongoing operative knowledge of the ACD service.

If the customer requests additional copies of any of the documentation, a charge based on costs per copy applies.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

The following charges are in addition to the charges for Centrex Lines, ISDN Lines, Electronic Key Lines and any other services necessary to furnish a telecommunications system as well as Dedicated Communications Service Channel charges as required.

	Nonrecurring Price

Service Establishment Charge

    The Service Establishment Charge is applicable at the time an ACD group is established.

Service Establishment Charge, per ACD group /SEPDE/	$350.00

Subsequent Change Charges

Reconfigure an entire ACD line or change from an agent position to a supervisor position or vice versa, per line /REAAR/	25.00
Station (line) Features, Change Charge per occasion /REAFM/	7.50

- Add, remove, or change (one or more)ACD feature
  System Change Charge
- Delete or change an ACD system feature
- Add or change a feature access code

- Change a recorded announcement per occasion /REAG9/	60.00
Add to or change Operational Measurement Table, per request /REAAT/	100.00
	50.00
Change from Basic to Deluxe ACD, per position /REAAS/	

To reconfigure an entire ACD group, the Service Establishment per ACD group charge applies.

Customer Training per hour, per session /TGERU/	55.00
(up to 10 people)	

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Description /Billing Code/	Nonrecurring Price	Optional Payment Periods Monthly Prices			
		1 Month	36 Month	60 Month	84 Month
Basic ACD Service					
Per position /APO1X/ (See Note 1)	$300.00	$19.00	$14.00	$13.00	$12.00

Notes:

1)   Requires an appropriate Centrex Primary Station at applicable charges as stated in Part 5. See System Requirements.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Description /Billing Code/	Nonrecurring Price	Optional Payment Periods Monthly Prices			
		1 Month	36 Month	60 Month	84 Month
Deluxe ACD Service					
- Per position /APO2X/ (See Note 1)	$350.00	$20.00	$15.00	$14.00	$13.00
MIS Interface					
- Per link /AM1/ (See Note 2)	225.00	90.00	66.00	62.00	58.00
Optional Features					
ACD Supergroup Capability					
- Per Supergroup /SGPPG/	200.00	30.00	20.00	20.00	20.00
- Per ACD Group within a Supergroup /SGPGG/	50.00	10.00	5.00	5.00	5.00
Additional Queue Slots					
- Per Slot /AQA/	10.00	3.00	*	*	*

Notes:

1)   Requires an appropriate Centrex Primary Station at applicable charges as stated in Part 5. See
     System Requirements.
2)   Requires a Base Rate Optinet Channel at applicable charges as stated in Part 15 between the
     customer location and the serving central office and an Exchange Termination at applicable
     charges as stated in Part 6, Section 2. However, rules and regulations as they apply to Exchange
     Terminations in the Grandfathered Packet Switched Network Services Offering do not apply.
*   Month to Month prices apply

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Optional Features (cont'd)

Description /Billing Code/	Nonrecurring Price	Optional Payment Periods Monthly Prices			
		1 Month	36 Month	60 Month	84 Month
Additional Secondary Directory Numbers Per number	Apply charges as found in Part 7.				
Central Office Recorded Announcement - Per announcement /RKD/*	$ 25.00#	$62.00	$32.00	$26.00	$22.00
Central Office Recorded Announcement - Per channel /RKQ/	180.00	40.00	37.00	34.00	30.00
Interface to Customer Premises Equipment Recorded Announcement or Music - Per channel /N5A/ (See Note 1)	185.00	18.00	17.00	16.00	15.00

Notes:

1) Requires an applicable Dedicated Communication Services Channel at applicable charges as stated in Part 15, between the customer location and the serving central office.

* Effective December 29, 1993, this arrangement is no longer available for new installations.

Subsequent Change Charge also applies when installed after establishment of ACD service.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Optional Features (cont'd)

Description /Billing Code/	Nonrecurring Price	Optional Payment Periods Monthly Prices			
		1 Month	36 Month	60 Month	84 Month
Display Status Package					
- Per position /FKS/	-	$ 3.50	$ 3.50	$ 3.50	$ 3.50
Music on Queue					
- Per group /MHB/**/2/**	**/1/**	9.00	6.00	5.00	4.00
(See Note 1)					
Operational Measurements Interface					
- Per link /AQZ/	$225.00	50.00	40.00	35.00	30.00

(See Note 2)

Notes:

1)   Requires Music On Queue Common Equipment at charges stated elsewhere in this Section and a Type 6026 Central Office Terminal at applicable charges as stated in Part 15, between the music bridge and the ACD in the serving central office. These charges apply on a per ACD group basis.

2)   Requires a Type 3002 Channel and associated Type 3026 Central Office Terminal at charges as stated in Part 15, between the customer location and the serving central office and an Exchange Termination at applicable charges as stated in Part 6, Section 2. However, rules and regulations as they apply to Exchange Terminations in the Grandfathered Packet Switched Network Service Offering are not applicable.

/1/   Apply a Subsequent Change Charge when installed after establishment of ACD service.
/2/   Effective December 29, 1993, this feature is no longer available for new installations

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Optional Features (cont'd)

Description /Billing Code/	Nonrecurring Price	Optional Payment Periods Monthly Prices			
		1 Month	36 Month	60 Month	84 Month
Call Waiting Lamp Indication					
- Per unique timing state /SUGPL/	$50.00	$6.00	$6.00	$6.00	$6.00

(See Note 1)

Notes:

1)   Requires a Type 1011 Channel at applicable charges as stated in Part 15 between the customer
     location and the serving central office.

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AUTOMATIC CALL DISTRIBUTION (cont'd)

Optional Features (cont'd)

Description /Billing Code/	Nonrecurring Price	Monthly Price
Switch to Computer Applications Interface		
Agent line		
- per line activation /NR92A/	$12.00	-
ACD Group Translation		
- per ACD group /NR92B/	185.00	-
Coordinated Voice and Data Acceptance		
- per Agent line /UDV/	-	$3.00
Call Redirection Acceptance		
- per Agent line /URE/	-	1.50
Computer Assisted Call Transfer Acceptance		
- per Agent line /UT5/	-	1.50
Computer Assisted Dialing Acceptance		
- per Agent line /UD5/	-	1.50