## Queue "Atención General"



## All agents standard "ACD Skills" allocation:

## Specific Agent used for testing "ACD Skills" configuration (only one Skill allocated):

People

Roles / Permissions

Authorized Organizations

Divisions

Roles | Division & Licenses | View Permissions | Phone | **ACD Skills** | Queues | Person Details

**Skills**

Select Skill

PIL_Aviso_de_Viaje          ★ ★ ★ ★ ★    Delete

**Languages**

Select Language

# Transfer to ACD block, example 1

Medium Priority

ACD Skill = PIL_Aviso_de_Viaje

## 577 Transfer to ACD

**Name**

Transfer to ACD

**Queue**

Atención General

**In-Queue Call Flow**

Atención General

**Audio**

**Pre-Transfer Audio**

💬 1 audio sequence is set

**Failed Transfer Audio**

💬 1 audio sequence is set

**Routing**

**Priority**

✖ ★★★☆☆

**Language Skill**

Using supported language's default language ...

**ACD Skill 1**

PIL_Aviso_de_Viaje

Add ACD Skill

**Failure Outputs**

errorType ⓘ

No output value specified

errorMessage ⓘ

No output value specified

# Transfer to ACD block example 2:

Low Priority

ACD Skill = Home_Banking

# Transfer to ACD block, example 3

Highest Priority

ACD Skill = Denuncias