

?????(ACD, Automatic Call Distributor)

?????????Skill Set????????????????????????????????????????????????????????????

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- ??????(ACD Group/Pilot)? AC D ?????Skill Set ??????ACD?????????Skill Set ??????????ACD???Skill Set ??? 1 ? 99 ??????????????????Skill Set ??ACD?????????
- Holding Threshold parameter – ??????????????????????????“Special Queue”????????????????????
- ?????????????????????????????????????????????????????????ACD ??????????????
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