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

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

??

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