

ACD	Setup Fee	Monthly	Announcement Service	Setup Fee	Monthly
<p>ACD (Automatic Call Distribution)</p> <p>An ACD system is usually used in a heavy call environment where callers may need to hold before they can be assisted. The ACD receives the caller and plays an initial message to them, usually a greeting, and then lets them know that they are on hold.</p> <p><i>[At present, the greeting & special hold message applies only to HBC; Music only will be heard at all other campuses].</i></p> <p>The ACD then sends the caller to the next available phone or plays a special hold message while they wait.</p>	<p>\$350.00</p> <p>onetime charge</p>	<p>\$40.00</p>	<p>An Announcement Service is a information mailbox only. The caller can only listen to a recorded message, but can not leave a message or transfer out of the mailbox.</p>	<p>\$350.00</p> <p>onetime charge</p>	<p>\$40.00</p>
<p>Adding phone to existing ACD group (phone equipment not included)</p>	<p>\$30.00</p> <p>onetime charge</p>				
<p>ACD Meridian 2216 Multi-line speaker phone w/display</p>	<p>\$385.00</p> <p>cost per phone</p>				
			<p>Menu Service</p> <p>A Menu Service allows the caller, after hearing a recorded message, the option of pressing a particular key to be routed to a specific department or person.</p>	<p>\$350.00</p> <p>onetime charge</p>	<p>\$40.00</p>
			<p>Maximum 6 selections per menu:</p> <p>1-2 options * \$150.00</p> <p>3-4 options * \$200.00</p> <p>5-6 options * \$250.00</p> <p>7-9 options must be approved by ACCNet Director</p> <p>* Pls add additional cost to Setup Fee</p>		
			<p>Menu Service trees: charges will depend upon the complexity of the tree. Please contact Telephone Services, Jodie Scherer at 223-1188.</p>		