ACD Callback CLI Change

Last Modified on 12/26/2025 4:45 pm EST

Feature first available:

iPECS Cloud version 8.0.

License Required:

ACD Group users (agents)

Description: ACD Callback CLI sent on return call can be modified

NOTE: CLI is Calling Line Identity/Identification. For all intents and purposes, this is Caller-ID as shown to the called party.

- In previous versions, when an agent made an ACD callback call, the customer would see the agent's caller ID. Since this number may differ from the DDI number the customer originally dialed, the customer might not recognize the call as a callback.
- When ACD Call Back is established by the ACD agent, Call Back CLI can be chosen.
    - Agent CLI : CLI set on the agent that executes the call back
    - DDI Number : The number dialed by the caller who made the ACD call.

Programming:

Call Manager> Call Center> ACD Group> Queuing tab

Description

- When ACD Call Back is established by the ACD agent, Call Back CLI can be chosen. User can choose Agent CLI or DDI number.
- Agent CLI means CLI set on the agent that executes the call back.
- DDI Number means the number dialed by the caller who made the ACD call.