

OpenACD

openACD Project

openACD is the new call center application that comes with sipXecs. openACD is an opensource project aimed at providing a distributed, fault tolerant contact/call center platform. It's implemented in Erlang and integrates tightly with FreeSWITCH for its media server. openACD is still under development, and a first version is available with sipXecs release 4.4. A first release is planned to become available with sipXecs release 4.6.

The openACD project can be found on [github](#). The openACD project is developed in cooperation between the openACD developers, the [eZuce team](#) and [KGB](#). A [sneak peek preview](#) is on the SIPfoundry blog.