

OSSmosis Call Center: Routing and Priority

Routing and Priority

Routing and Priority determines which call is to be delivered in priority when an agent becomes available. For both Priority and Longest Wait Time, bounced calls will always take precedence over non-bounced calls.

Longest Wait Time

Longest Wait Time will look at all queues and deliver the longest waiting call to an Available agent.

Routing and Priority

Route calls by queue priority or wait time

Prioritize Queues by

☒ Longest wait time

☐ Priority

1

Sales

cc-0001005437-3-Sales

2

Sales OF

cc-0001005437-3-SalesOF

3

Billing

cc-0001005437-3-Billing

4

Billing OF

cc-0001005437-5-5

Priority

Queues are put in order of preference or importance. The highest ranking queue with a call waiting will be delivered to the agent. To adjust the priority of queues, drag and drop them on the screen to change their order.

Routing and Priority

Manage the routing policy for all Call Centers in your Enterprise ?

Prioritize Queues by

☒ Longest wait time

☐ Priority

1

Customer Service

cc-0001005437-CustomerSup...

2

After Hours On Call

cc-0001005437-AfterHours

3

Support Overflow

cc-0001005437-SupportOverfl...

4

Field Services

cc-0001005437-FieldServices

For both Priority and Longest Wait Time, bounced calls will always take precedence over non-bounced calls.