

ECS Setup: Business Structure - Handling Timeouts

Business Structure: Handling Timeouts

The Handling Timeouts Tab under the Business Structure provides Agent Handling Timeout Settings at the Enterprise level. Any setting that is editable in this tab will be applied to all Business Processes and Agents across the enterprise. Many of these settings will be discussed and setup by your Project Manager during implementation.

The screenshot displays the ECS Setup application window. On the left is a sidebar with a 'SETUP' header, a 'Blocked' status indicator, and a search bar. Below the search bar are 'Visited (1)' and 'Invalid (0)' counts. The 'Subsystems' section lists 'Business Structure', 'Staffing', and 'Implementation'. The main window has a top navigation bar with tabs: 'General', 'License And Authorization', 'Technical', 'Handling Timeouts' (selected), 'Address Book', 'Time Zones', 'Caller ID's', and 'CRM'. The 'Handling Timeouts' tab contains a grid of settings:

Wrap Up Time	Wrap Up After Unsuccessful Dialing	"No Answer" Suspend Time For SME Agent
120 sec	<input checked="" type="checkbox"/> Allowed	120 sec
"No Answer" Suspend Time For Office Agent	Agent console no answer time	SME - No answer Time
180 sec	30 sec	10 sec
Delegation Timeout	No answer timeout for manual outgoing calls	Enforce Disposition Code - Timeout
30 sec	30 sec	20 min
Inactivity Limit Agent	Inactivity Limit Supervisor	Inactivity Limit Configuration Center
240 min	240 min	30 min

1. **Wrap Up Time** – Total amount of time an agent is allowed in wrap up before automatically being placed back in a ready state
2. **Wrap Up After Unsuccessful Dialing** – by default this setting is turned on. Allow agents to be placed into a Wrap up state if an outbound call was unsuccessful.
3. **"No Answer" Suspend Time for SME Agent** – Not applicable for ECS Unified or Overlay Solutions
4. **"No Answer" Suspend Time for Office Agent** – Not applicable for ECS Unified or Overlay Solutions
5. **Agent Console No Answer Time** – The total time an interaction will present to an agent before bouncing the call. The agent will be placed into a no answer state.
6. **SME – No Answer Time** – Not applicable for ECS Unified or Overlay Solutions
7. **Delegation Timeout** – Total amount of time an agent has to delegate a call to a supervisor. This is only applicable if allowing agents to delegate calls to supervisors has been enabled.
8. **No Answer Timeout for Manual Outgoing Calls** – This refers to the total time an outbound call will stay connected (dialing) if not answered. This should be increased if agents will be leaving voicemails on outbound calls.
9. **Enforce Disposition Code – Timeout** – Total amount of time an agent has to assign a disposition code to a call.
10. **Inactivity Limit Agent** – Agent will be signed out of their console due to inactivity based on the specified time entered.
11. **Inactivity Limit Supervisor** – Supervisor will be signed out of their console due to inactivity based on the specified time entered.
12. **Inactivity Limit Configuration Center** – Supervisor/Admin will be signed out of the Setup or Manager console due to inactivity based on the specified time entered.