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.

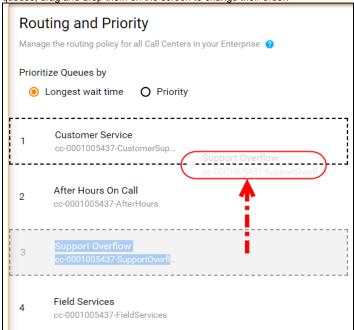
Longest Wait Time

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



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.



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