OSSmosis Call Center: Routing

Routing:

General Settings:

Routing Type:

1. *Priority Routing:* Determines which call will be delivered when an agent becomes available based on either Longest Waiting Time or Queue Priority. The determination of Longest Wait Time or Queue Priority is configuration at the Account Level. To learn more about the Routing Type settings click **HERE**
2. *Skills Based Routing:* Properly align the "right" agent to each call by defining each agent's skill levels (or proficiencies) with each call type. Only Uniform, Circular and Regular Hunting Types are available for this routing type. To learn more about Skill Based Routing click Here.

Hunting Type: The way in which calls are routed to agents

1. *Uniform:* Calls are routed to the agent with the most amount of elapsed time since their last ACD call
2. *Regular:* Calls will route starting with the first person on the list for every call presented to the queue.
3. *Circular:* Based upon the agent sequence specified, calls will route to the next person on the list based upon which agent answered the last call.
4. *Weighted:* Calls will route based on percentage distribution per agent. This is not an Evolve IP recommended practice.
5. *Simultaneous:* Calls will ring up to 10 agents at the same time. This is not an Evolve IP recommended practice.

Other General Settings:

1. *Play ringing to caller when call is offered to agent:* The customer will hear ringing when their call is being delivered to an agent. If the agent doesn't answer (or bounces) the call, the caller will be sent back to the queue and will now hear the normal Hold Music / Comfort Message that is configured. This setting should be activated in rare situations only.
2. *Reset caller statistics upon entrance to queue:* If turned on, the call statistics will be reset and not present the real call statistics within reports, Call Center Dashboard, or the Supervisor Client.This setting should be activated in rare situations only.
3. *Deliver multiple ACD calls to agents:* When this setting is disabled, an Agent will only receive a single ACD call at a time. When this setting is activated, Agents will receive multiple ACD calls at the same time. This setting should be activated in rare situations only.
4. *Allow agents to join/leave Call Centers:* When activated, Agents and Supervisors have the ability to Join/Unjoin Agents from the queue. Note: Unity Agent can be configured to disable the ability for Agents to Join/Unjoin themselves from queues.
5. *Enable calls to agents in Wrap-Up state:* When activated, Agents will receive ACD calls while in the Wrap Up state in addition to the Available state.
6. *Allow callers to escape from the queue by dialing a digit*: This can take the caller to a voicemail box, another queue, or back to a an auto attendant.
7. *Automatically answer call after waiting (x) seconds:* When activated, Agents will be in Auto Answer mode for this queue's calls and will not need to manually "answer" each call. Note: this feature requires an Evolve IP provided handset.
8. *Set agent after call state to:* This setting determine's the agent's ACD State after they have handled a call from this queue.

9. *Enable Wrap-Up Timer for (x) seconds:* The maximum number of seconds an agent will be allowed to remain in a Wrap-up before State being the system automatically changes their state back to Available.Overflow:

Overflow:

Overflow allows for calls to be sent outside the queue after exceeding a set number of calls in queue or wait time.

Settings:

1. *Number of Calls in Queue*: The number of calls allowed to wait in the queue before an overflow action is triggered.
2. *Enable overflow after calls wait (x) seconds:* An overflow action will occur when a call has waited in queue for longer than the set amount of seconds.
3. *Action to Take (when number of calls in queue or wait time is met):*
    a. *Perform Busy Treatment:* Caller will hear a busy tone
    b. *Play ringing until caller hangs up:* Caller will hear ringing repeatedly
    c. *Transfer:* Calls can be transferred to an extension (such as an overflow queue or voicemail) or any 10 digit number that should handle these calls.
4. *Play Announcements before overflow action:* A message can play to the customer before an overflow action occurs.
    a. *Default*: System generated default message
    b. *Custom:* Allows up to 4 announcements to be uploaded. Callers hear the messages in a sequential order.

Bounced Calls:

A Bounced Call is an queued call delivered to an Available agent that is not answered by the agent. A call that "Bounces" is returned to its original queues as the highest priority call to be answered by the next available agent.

A call can "bounce" for a few common reasons:

1. The agent doesn't answer the call
2. The call is "rejected" by the agent
3. The agent becomes Unavailable while their phone is ringing

You can configure at the Enterprise or Agent level, a setting that automatically makes an Agent Unavailable after a specified number of consecutive bounced calls called "Force agent to unavailable after x consecutive bounced calls".

Once an agent hits the bounced calls limit, they are automatically placed into a specific Unavailable state that is configurable at the Enterprise level. By using a separate Bounced Code, you can see both real-time and via reports, how much time an Agent spends in this Unavailable state.

Bounced Calls

A call being offered to an agent that they do not answer.

Bounce calls after ringing
Rings
5

Bounce calls if agent becomes unavailable while routing the call

Alert agent if call is on hold for longer than...
Seconds
45

Bounce calls after being on hold by agent for longer than...
Seconds
60   Transfer calls to: 8000

Settings:

1. *Bounce calls after ringing (x) times:* The number of times the agent's phone will ring before the call bounces back into the queue for the next available agent.
2. *Bounce calls if agent becomes unavailable while routing the call:* If the agent places themselves into an Unavailable state while a call is being presented to them, this will bounce the call back into the queue for the next available agent.
3. *Alert agent if call is on hold for longer than (x) seconds:* Agent will receive an audible alert if they keep a caller on hold for longer than the designated time.
4. *Bounce calls after being on hold by agent for longer than (x) seconds and transfer call to (x):* Calls can be bounce back into the queue if they are put on hold for longer than the specified amount. If you do not want the call to be sent back to the queue, but somewhere else, an extension or 10 digit number can be applied.

Stranded Calls:

Queued calls that are in a call center queue or presented to a queue when no agents are signed in.

Stranded Calls

Calls that are in the Call Center when all agents are signed out

Action to take

○ Leave in Queue

○ Perform Busy Treatment

○ Night Service

○ Play ringing until caller hangs up

◉ Transfer
Transfer To
8000

○ Play Announcements until caller hangs up

Settings:

1. *Leave in Queue:* Caller will be left in queue until they hang up
2. *Perform Busy Treatment:* Caller will hear a busy tone
3. *Night Service:* Calls will be handled the same as calls during Night Service mode

4. *Play ringing until caller hangs up: Caller will hear ringing repeatedly*
5. *Transfer To:* Transfer caller to another extension (ex. queue or voicemail) or 10 digit number
6. *Play Announcements until caller hangs up:* The system will play a default or custom announcement to the caller until they hang up the phone.
    a. *Default*: System generated default message
    b. *Custom:* Allows up to 4 announcements to be uploaded. Callers hear the messages in sequential order.

Stranded Calls Unavailable

Queued calls that are in a call center queue or presented to a queue when agents are signed in but all agents are in an Unavailable state.

Settings:

1. *This policy is performed when all agents are unavailable and at least (x) number of agents have (x) unavailable code applied:* By turning this option on the system will look to see if all agents are in the unavailable state and at the number of agents specified are in a specific unavailable code. If this option is not enabled the system will look at all agents in the unavailable state.
2. *Actions to take:*
    a. *Leave in Queue:* Caller will be left in queue until they hang up
    b. *Perform Busy Treatment:* Caller will hear a busy tone
    c. *Night Service:* Calls will be handled the same as calls during Night Service mode
    d. *Play ringing until caller hangs up: Caller will hear ringing repeatedly*
    e. *Transfer To:* Transfer caller to another extension (ex. queue or voicemail) or 10 digit number
    f. *Play Announcements until caller hangs up:* The system will play a default or custom announcement to the caller until they hang up the phone.
        i. *Default*: System generated default message
        ii. *Custom:* Allows up to 4 announcements to be uploaded. Callers hear the messages in sequential order.

Forced Forwarding:

Enabling this option will force all calls that come into the queue to another extension, 10 digit phone number, or voicemail.

Settings:

1. *Forward To*: Forward all calls to an Extension or 1o digit number
2. *Play Announcements before forwarding:* Play a message prior to sending the call to designated number.
   a. *Default*: System generated default message
   b. *Custom:* Allows up to 4 announcements to be uploaded. Callers hear the messages in sequential order.
3. *Allow Feature Access Codes to configure forced forwarding:* Provides the ability to activate force forwarding of calls for the queue by entering a system feature access code into a handset. Once the access code has been activated the system will follow this Forced Forwarding setup.

The above routing features are available in our Call Center Premium package. Some of these features may be disabled in OSSmosis if you have a Basic or Standard Call Center. To learn more about which features are available in your Call Center, click Here