

# OSSmosis Call Center - Queue Threshold Profiles

## Queue Threshold Profiles

Queue Threshold Profiles are assigned to Call Center Queues and will provide yellow and red visual indicators when key queue metrics are not met in the Web Supervisor and Agent dashboards.

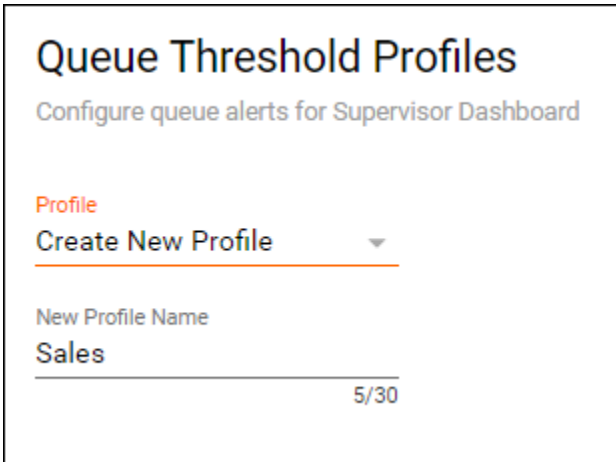
### Creating a Queue Threshold Profile

Once a profile has been created and assigned to queues, the profile cannot be deleted until all queues have been removed from the profile. The profile can be modified while assigned to queues.

1. Select Queue Threshold Profiles from the OSSmosis Call Center banner.



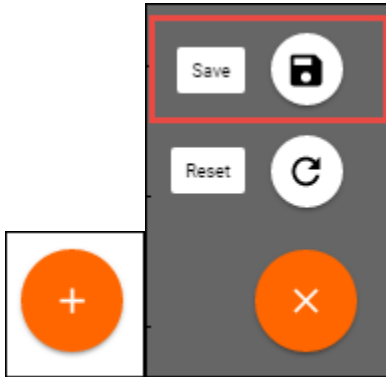
2. Enter in the name of the new queue threshold profile under "Create New Profile"

A screenshot of the 'Queue Threshold Profiles' configuration page. The title is 'Queue Threshold Profiles' with a subtitle 'Configure queue alerts for Supervisor Dashboard'. There is a 'Profile' dropdown menu set to 'Sales' and a 'Create New Profile' button. Below that is a text input field for 'New Profile Name' containing the text 'Sales'. A progress indicator '5/30' is visible at the bottom right of the form.

3. Enter in the desired values for the statistics and thresholds. Not all statistics or threshold levels need a value in order to create a profile.

A screenshot of the 'Queue Threshold Profiles' configuration page showing the configuration of statistics and thresholds. The profile is named 'Sales'. The page is divided into columns for 'Statistic Name', 'Yellow Threshold', and 'Red Threshold'. The 'Yellow Threshold' and 'Red Threshold' columns have input fields for 'Number of calls', 'Current Longest Waiting Call', and 'Average Handling Time'. The 'Red Threshold' column also has input fields for 'Estimated Wait Time' and 'Average Speed of Answer'. The 'Number of calls' field for the Yellow Threshold is set to '2', and for the Red Threshold is set to '5'. The 'Current Longest Waiting Call' field for the Yellow Threshold is set to '01 : 00', and for the Red Threshold is set to '01 : 30'. The 'Average Handling Time' field for the Yellow Threshold is set to '02 : 30', and for the Red Threshold is set to '03 : 30'. The 'Estimated Wait Time' field for the Red Threshold is set to '01 : 00'. The 'Average Speed of Answer' field for the Red Threshold is set to 'mm : ss'. A progress indicator '5/30' is visible at the bottom right of the form.

4. Select the *Actions Icon* and then the *Save Icon*



### Assigning a Queue Threshold Profile

1. Select the Queue Threshold Profile from the profile drop down
2. Select the *Queue Icon* in the upper right hand corner of the threshold page.

Queue Threshold Profiles  
Configure queue alerts for Supervisor Dashboard

Profile: Sales

Edit Profile Name: Sales 5/30

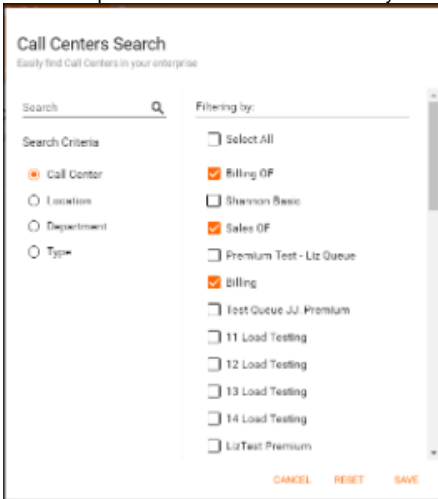
Statistic Name	Yellow Threshold	Red Threshold
Current Calls in Queue	Number of calls: 2	Number of calls: 5
Current Longest Waiting Call	01 : 00	01 : 30
Estimated Wait Time	mm : ss	01 : 00
Average Handling Time	02 : 30	03 : 30
Average Speed of Answer	mm : ss	mm : ss

Queue Icon (plus sign in a white circle)

3. Select the *Add Icon* to begin adding queues.



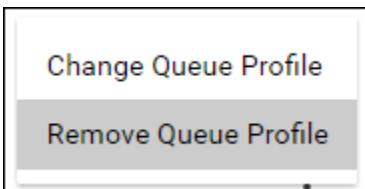
4. Locate queues in the advanced search by Call Center, Location, Department or Type. Once all agents have been selected, Save.



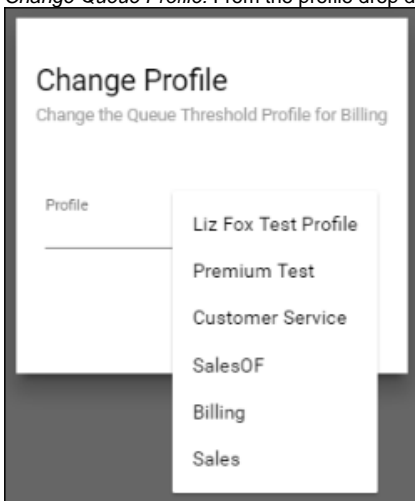
5. Once saved, the queues will appear on the *Assigned Call Centers* screen for that Queue Threshold Profile



6. To remove or replace the Queue Threshold from the queue select *Options* and then choose *Change Queue Profile* or *Remove Queue Profile*:



- *Change Queue Profile*: From the profile drop down select the new Queue Threshold profile to assign to the queue and select Save.



- *Remove Queue Profile*: Remove Queue Profile will delete the queue from the profile and it will no longer be assigned to any active Queue Threshold Profile

## Remove Profile

Remove the Queue Threshold Profile for **Billing**

Are you sure you want to remove the Queue Threshold Profile for **Billing**?

CANCEL REMOVE