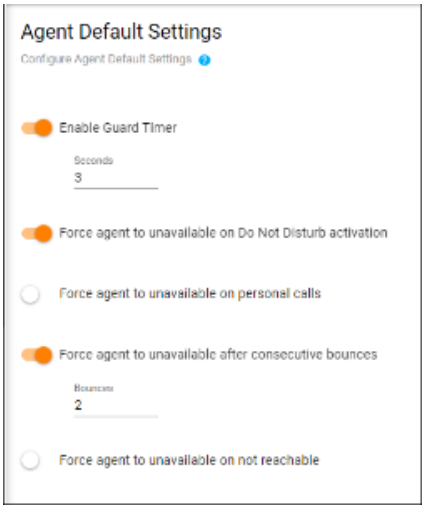
OSSmosis Call Center: Agent Default Settings

Agent Default Settings

Agent Default Settings are applied to all agents across a Call Center. If changes are to be made to a single agent it must be done under Manage Agents in the agent's individual profile.



Settings:

1. *Enable/Disable Guard Timer for (x) seconds:* Guard Timer is a "pause" between queued calls delivered to the agent. If the agent is not placed in wrap-up after each call and remains in an available state, a guard timer can be put in place to provide them with a few seconds of "free" Available time to update their ACD State before the next call is delivered to them.
2. *Force Agent to Unavailable on Do Not Disturb Activation:* If the agent activates Do Not Disturb while signed into their queues, this will automatically force them into an unavailable state. A default Unavailable – Do Not Disturb code can be created in order to track which agents go unavailable for this reason.
3. *Force Agent to Unavailable on personal calls:* If the agent receives or places an outbound call while signed in and available in the queue, this will automatically force them into an unavailable state. A default Unavailable – Personal Calls code can be created in order to track which agents go unavailable for this reason. It is important to note that if agents need to make outbound calls while on the phone with a customer, that outbound call would constitute as a personal call and place them into an unavailable state.
4. *Force Agent to unavailable after (X) number of consecutive bounces:* If the agent bounces a specified number of calls (a bounced call is one that isn't answered by an Available agent) while signed in and in an Available state, this will automatically force them into an unavailable state. A default Unavailable – Bounced code can be created in order to track which agents go unavailable for this reason.
5. *Force Agent to unavailable on not reachable:* If the agent's handset becomes unreachable (which means their phone is no longer actively connected to the PBX/ACD) for any reason while signed into the queue, this will automatically put the Agent into an Unavailable state.