

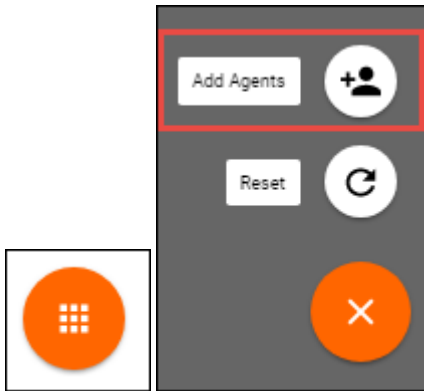
OSSmosis Call Center: Agent Staffing

Agent Staffing

Agent staffing provides the ability to mass assign Agents to a queue, update their priority or skill level, change their ACD states, and assign Agents to supervisors within the queue.

Adding New Agents

1. Select the *Actions Icon* and *Add Agents Icon*



2. Locate and select agents in the advanced search by Call Center, Supervisor, Location or Department. Save.

A screenshot of the 'User Search' interface. The title is 'User Search' with a subtitle 'Easily find users in your enterprise to add'. There is a search bar with a magnifying glass icon. Below it, 'Search Criteria' are listed: 'User', 'Call Center' (selected with a radio button), 'Supervisor', 'Location', and 'Department'. To the right, 'Filtering by: Accounting' is shown with a close 'X' icon. Below this, there are checkboxes for 'Select All' and individual users: 'Michael Smith' (checked), 'Mariah Carey' (checked), 'Jason UK Morrison' (unchecked), 'Sam Gorfti' (checked), and 'Mike Hamilton' (checked). At the bottom, there are three buttons: 'CANCEL', 'RESET', and 'SAVE'.

3. Newly added agents will appear on the Agent Staffing page.

A screenshot of the 'Agent Staffing' page. The title is 'Agent Staffing' with a subtitle 'Manage Agents and ACD states, and modify agent priority for Accounting OF (cc-0001005437-3-AC-OF)'. Below the title, it says 'Total Agents: 4'. The main content is a table with 4 columns: Agent ID, Agent Name, Agent ACD State, and Agent Skill Level. The agents listed are Michael Smith, Mariah Carey, Sam Gorfti, and Mike Hamilton. Each agent has a small icon next to their name, indicating they are available to take calls.

Agent ID	Agent Name	Agent ACD State	Agent Skill Level
1	Michael Smith 4845800043.1020	=	2
2	Mariah Carey 4845886887.0883	=	3
3	Sam Gorfti 4843247937.2004	=	4
4	Mike Hamilton 8474838042	=	5

4. The following icon indicates that the agent is joined to the queue and ready to take calls if in an available state. If the agent does not have this icon next to their name, they must be joined to the queue to receive calls if in an available state.

1

Michael Smith

 4845800043.1020

Update Agent Priority Levels




An Agent's priority level can be adjusted when the hunting type is set to Regular, Circular, or Weighted for a Priority Routing queue. The order in which the Agents are listed will determine how and when the calls are routed to each Agent.


1. On the Agent Staffing page drag and drop the agents to adjust their priority level. Save.

Agent Staffing

Manage Agents and ACD states, and modify agent priority for Accounting OF (cc-0001005437-3-AC-OF) ?

Total Agents: 4

1	Michael Smith  4845800043.1020	=	2	Mariah Carey  4845886887.0883	=
3	Sam Gorfti 4843247937.2004	=	4	Mike Hamilton  8474838042	=




Mike Hamilton
 8474838042

←

Agent Staffing

Manage Agents and ACD states, and modify agent priority for Accounting OF (cc-0001005437-3-AC-OF) ?

Total Agents: 4

1	Michael Smith  4845800043.1020	=	2	Mariah Carey  4845886887.0883	=
3	Mike Hamilton  8474838042	=	4	Sam Gorfti 4843247937.2004	=

Update Agent Skill Levels

Skills-based routing gives call centers granular control over which Agents will receive specific call types. Agents with the highest skill level will receive queued calls first. If those agents are not available the system will look to the next highest skilled agent and so on until the call is answered. Skill levels are based on a 1-20 scale, 1 being the highest skill level and 20 being the lowest. An Agent's skill level can be adjusted for any queue configured for Skills-Based Routing.

1. In the Agent Staffing click and highlight all the Agents that need their skill level updated.

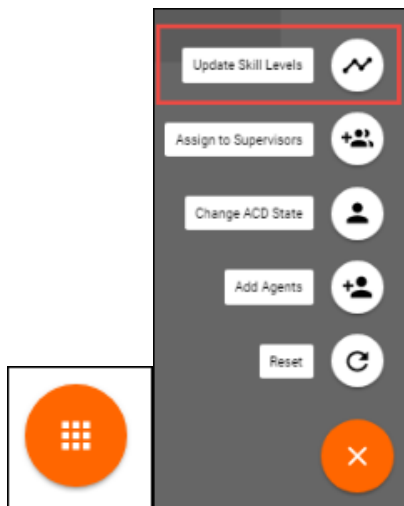
Agent Staffing

Manage Agents and ACD states, and modify skill levels for **Accounting (cc-0001005437-3-Accounting)** ?

Total Agents: **4**

1	Sam Gorfti 4843247937.2004	2	Michael Smith 4845800043.1020
3	Jason UK Morrison 442083620000.8044	3	Mariah Carey 4845886887.0883

2. Select the *Actions Icon* and *Update Skill Level Icon*



3. The Update Skill level pop up will open. Enter in the new skill level. Save.

A screenshot of the 'Update Skill Level' pop-up dialog. The title 'Update Skill Level' is at the top, followed by the subtitle 'Assign a new skill for 2 agent(s)'. Below this is a text input field with the placeholder text 'Enter Skill Level'. The number '3' is entered into the field. To the right of the input field is a small up/down arrow icon. At the bottom of the dialog are two buttons: 'CANCEL' and 'SAVE', both in orange text.

4. The selected Agent's skill level will be updated and the Agent staffing will update to reflect the change.

Agent Staffing

Manage Agents and ACD states, and modify skill levels for Accounting (cc-0001005437-3-Accounting) ?

Total Agents: 4

1 Jason UK Morrison
442083620000.8044

1 Sam Gorfti
4843247937.2004

1 Mariah Carey
4845886887.0883

2 Michael Smith
4845800043.1020

Assigning Agents to Supervisors

1. On the Agent Staffing page click and highlight all the agents that need to be assigned to a Supervisor.

Agent Staffing

Manage Agents and ACD states, and modify skill levels for Accounting (cc-0001005437-3-Accounting) ?

Total Agents: 4

1 Jason UK Morrison
442083620000.8044

1 Sam Gorfti
4843247937.2004

1 Mariah Carey
4845886887.0883

2 Michael Smith
4845800043.1020

2. Select the Actions Icon and Assign to Supervisors Icon



3. The Assign Supervisors pop up will open. Select the Supervisors to which the Agents should be assigned and select Assign.

Assign Supervisors

Select supervisor to assign to 2 agent(s)

- ☒ Ariana Grande
4845886887.0884
- ☒ Jason Morrison
4843247937.2007
- ☐ Supervisor4 - Rich Load
4845800043.1205

CANCEL **ASSIGN**

4. A successful assignment message will appear in the Agent Staffing Window.

Changing an Agent's ACD State

1. On the Agent Staffing page click and highlight all the Agents that need their ACD state updated.

Agent Staffing

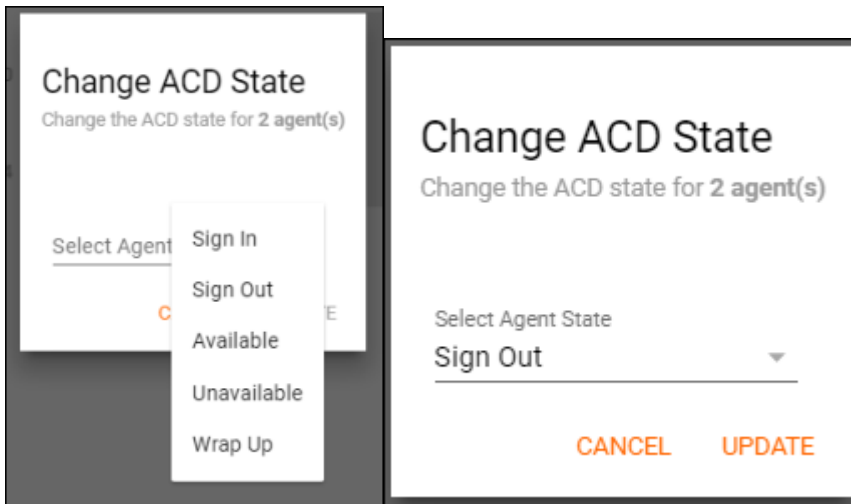
Manage Agents and ACD states, and modify skill levels for Accounting (cc-0001005437-3-Accounting) ?

Total Agents: 4

1	Jason UK Morrison 442083620000.8044	1	Mariah Carey 4845886887.0883
1	Sam Gorfti 4843247937.2004	2	Michael Smith 4845800043.1020

2. Select the Actions Icon and Change ACD State Icon

3. The Change ACD State pop up will open. Select the new ACD state from the drop down and select Update.



4. A successful update message will appear in the Agent Staffing Window.

Removing an Agent

1. On the Agent Staffing page click and highlight all the Agents that will be removed from the queue.

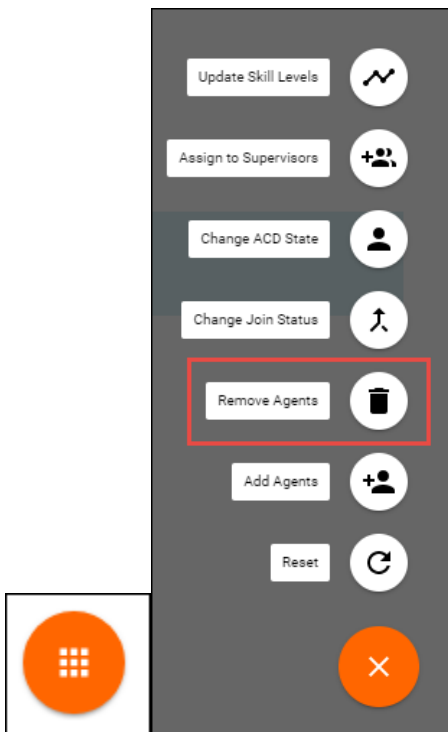
Agent Staffing

Manage Agents and ACD states, and modify skill levels for Accounting (cc-0001005437-3-Accounting) ?

Total Agents: 4

1	Jason UK Morrison 442083620000.8044	1	Mariah Carey 4845886887.0883
1	Sam Gorfti 4843247937.2004	2	Michael Smith 4845800043.1020

2. Select the *Actions Icon* and *Update Skill Level Icon*



3. A popup will appear in the Agent Staffing Window to confirm you wish to remove the agents from the queue. Select Remove.

