

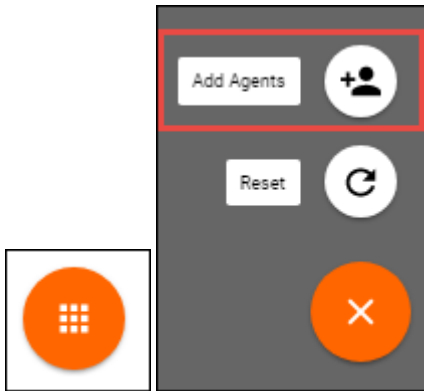
# OSSmosis Call Center: Agent Staffing

## 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 the search bar, there are search criteria: 'User', 'Call Center' (selected), 'Supervisor', 'Location', and 'Department'. To the right, there is a section 'Filtering by: Accounting' with a close icon. Below this, there are checkboxes for 'Select All' and a list of agents: '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'. There is a table with 4 columns: Agent ID, Agent Name, Agent ACD State, and Agent Priority. The table contains 4 rows of agent data.

| Agent ID | Agent Name                       | Agent ACD State | Agent Priority |
|----------|----------------------------------|-----------------|----------------|
| 1        | Michael Smith<br>4845800043.1020 | =               | 2              |
| 2        | Mariah Carey<br>4845886887.0883  | =               |                |
| 3        | Sam Gorfti<br>4843247937.2004    | =               | 4              |
| 4        | Mike Hamilton<br>8474838042      | =               |                |

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 priorityfor 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 priorityfor Accounting OF (cc-0001005437-3-AC-OF) ?

Total Agents: 4


1

Michael Smith


4845800043.1020


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Mariah Carey


4845886887.0883


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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.

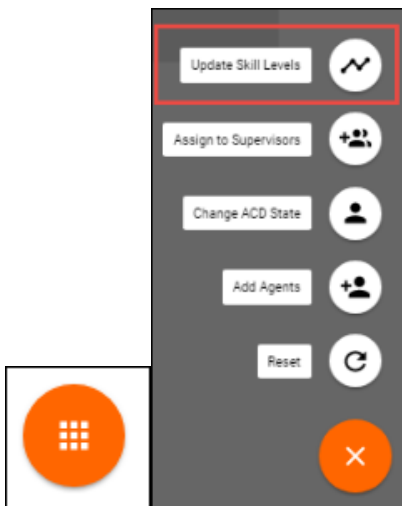
## Agent Staffing

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

Total Agents: **4**

|   |  |   |                                  |
|---|--|---|----------------------------------|
| 1 | Sam Gorfti<br>4843247937.2004          | 2 | Michael Smith<br>4845800043.1020 |
| 3 | Jason UK Morrison<br>442083620000.8044 | 3 | Mariah Carey<br>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 in bold. Below it, the text 'Assign a new skill for 2 agent(s)' is displayed. There is a text input field with the placeholder 'Enter Skill Level' and the number '3' entered. 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

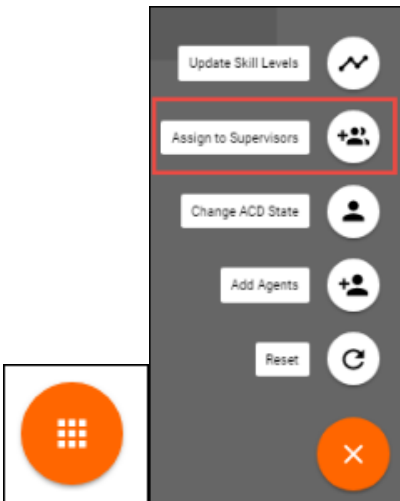
1 Jason UK Morrison  
442083620000.8044

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

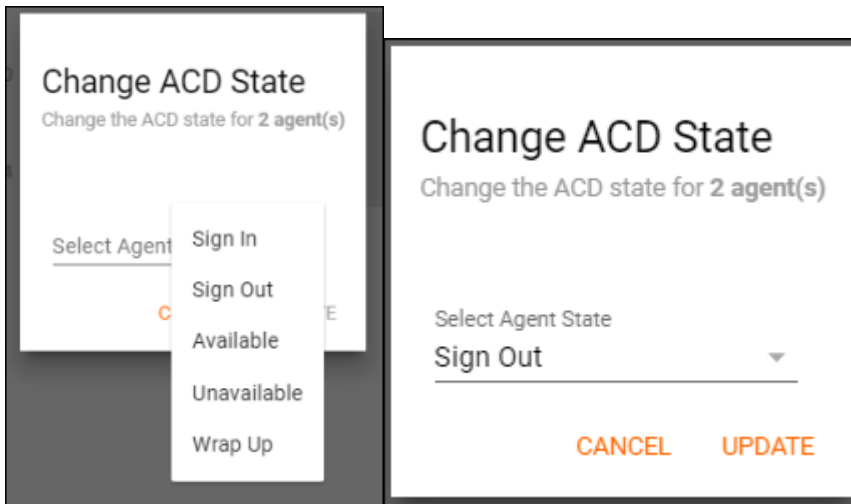
Manage Agents and ACD states, and modify skill levels for Accounting (cc-0001005437-3-Accounting) ?

Total Agents: 4

|   |  |   |  |
|---|--|---|--|
| 1 | Jason UK Morrison<br>442083620000.8044 | 1 | <b>Mariah Carey</b><br>4845886887.0883 |
| 1 | <b>Sam Gorfti</b><br>4843247937.2004   | 2 | Michael Smith<br>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.

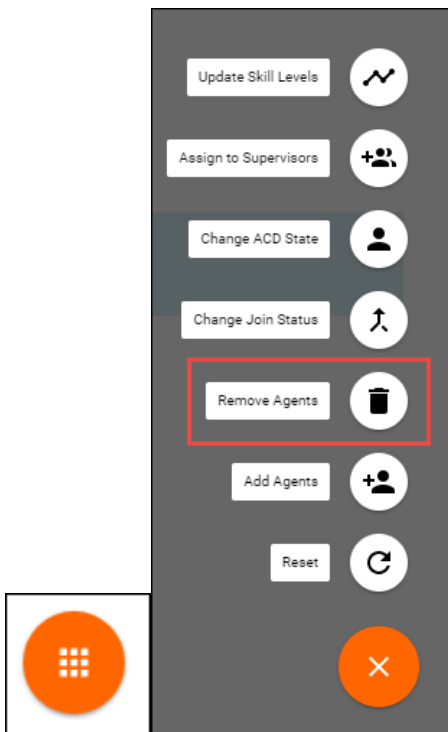
### Agent Staffing

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

Total Agents: 4

|   |  |   |  |
|---|--|---|--|
| 1 | Jason UK Morrison<br>442083620000.8044 | 1 | <b>Mariah Carey</b><br>4845886887.0883 |
| 1 | <b>Sam Gorfti</b><br>4843247937.2004   | 2 | Michael Smith<br>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.

