

OSSmosis Call Center: Agent Threshold Profiles

Agent Threshold Profiles

Agent Threshold Profiles are assigned to agents and will provide yellow and red visual indicators when key agent metrics are not met in the Web Supervisor dashboard.

Creating a Agent Threshold Profile

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

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



2. Enter in the name of the new agent threshold profile under “Create New Profile”

Agent Threshold Profiles

Create a new Agent Threshold Profile or edit an existing one

Profile

Create New Profile

New Profile Name

Customer Service Agents

23/30

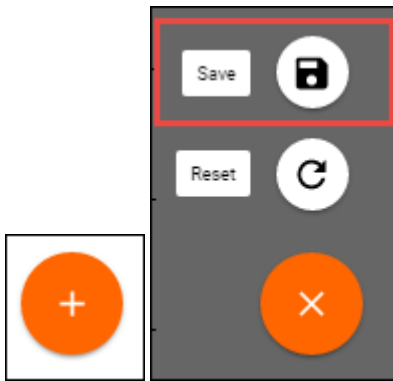
3. Enter in the desired values for the statistics and thresholds. Not all statistics or threshold levels need a value in order to create a profile.

Agent Threshold Profiles

Create a new Agent Threshold Profile or edit an existing one

Profile	Statistic Name	Yellow Threshold	Red Threshold
Create New Profile	Call Idle Time	mm : ss	10 : 00
New Profile Name	On-Call Time	02 : 00	05 : 00
Customer Service Agents	Agent Unavailable Time	20 : 00	59 : 00
23/30	Average Busy In	mm : ss	mm : ss
	Average Busy Out	mm : ss	mm : ss
	Average Wrap-up	01 : 30	02 : 00

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



Assigning an Agent Threshold Profile

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

Agent Threshold Profiles

Create a new Agent Threshold Profile or edit an existing one

Profile	Statistic Name	Yellow Threshold	Red Threshold
Customer Service Agents ▾	Call Idle Time	<u>mm</u> : <u>ss</u>	<u>10</u> : <u>00</u>
Edit Profile Name	On-Call Time	<u>02</u> : <u>00</u>	<u>05</u> : <u>00</u>
Customer Service Agents	Agent Unavailable Time	<u>20</u> : <u>00</u>	<u>59</u> : <u>00</u>
23/30	Average Busy In	<u>mm</u> : <u>ss</u>	<u>mm</u> : <u>ss</u>
	Average Busy Out	<u>mm</u> : <u>ss</u>	<u>mm</u> : <u>ss</u>
	Average Wrap-up	<u>01</u> : <u>30</u>	<u>02</u> : <u>00</u>

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



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

User Search

Easily find users in your enterprise to add

Filtering by: **Hammy Test Premi...**

Search Criteria

- ☐ User
- ☒ Call Center
- ☐ Supervisor
- ☐ Location
- ☐ Department

- ☒ Select All
- ☒ Jason UK Morrison
- ☒ Mike Test B

5. Once saved, the Agents will appear on the *Assigned Agent* screen for that Agent Threshold Profile

Assigned Agents

Manage agents assigned to Customer Service Agents

Jason UK Morrison (442083620000.8044)
 ext. 8044

Mike Test B (4845886623)
 +1-4845886623 ext. 6623

6. To remove or replace the Agent Threshold Profile from an agent select *Options* and then choose *Change Agent Profile* or *Remove Agent*:

Change Agent Profile

Remove Agent

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

Change Agent Profile

Change the Threshold Profile for Jason UK Morrison (442083620000.8044)

Profile

Customer Service Agents

- Customer Service Agents
- Default Agent Threshold Profile
- FridayTest
- JJ_AgentThreshold_Test
- JJ_Agent_Test
- JJ_Shannon Thresholds
- LizAgent Test

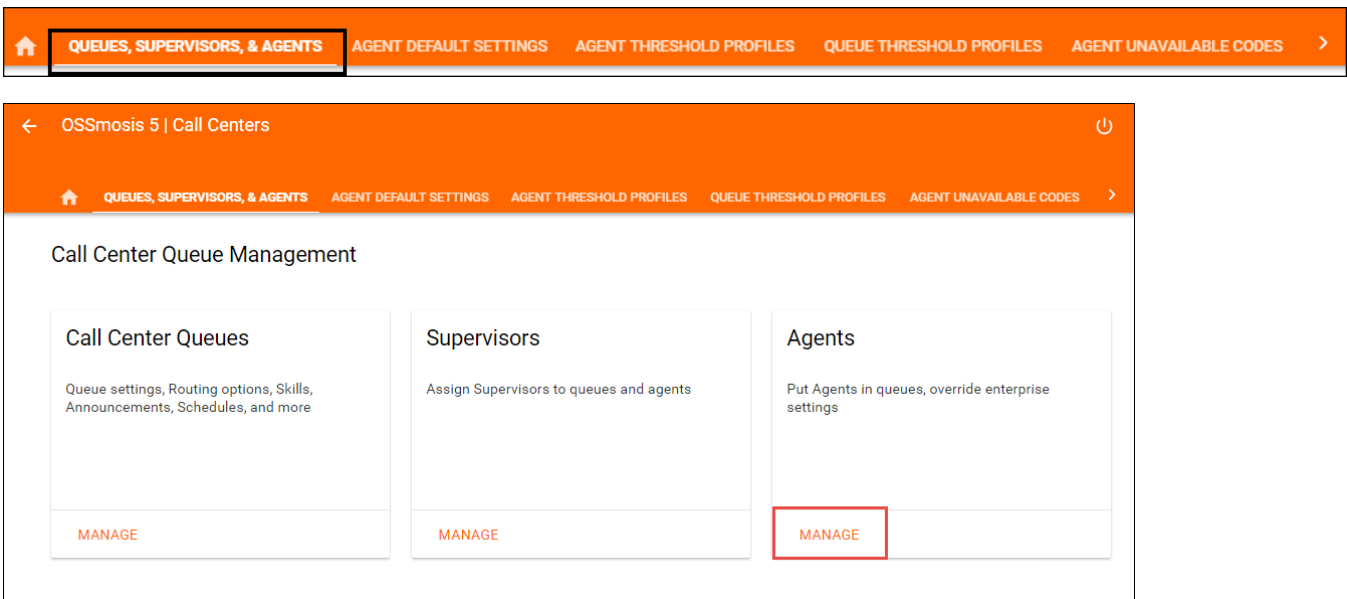
- *Remove Agent*: Remove Agent will delete the Agent from the profile and they will no longer be assigned to any active Agent Threshold Profile



Assigning Agent Threshold Profiles to Individual Agents

An Agent Threshold Profile can be set or changed under an individual Agent's settings.

1. Navigate to the agent by selecting *Queues, Supervisors & Agents* on the OSSmosis Call Center Banner and then select Manage under *Manage Agents*



2. A list of all Call Center Agents for the location will load.
3. Select the *Options Icon* followed by *Settings*, next to the appropriate agent.
4. Under the *Agent Threshold Profile* drop down in the agents settings, select the new Threshold Profile to be assigned to the agent.

Manage Agents

Jason UK Morrison
442083620000.8044



Settings

JasonTest VVX501
4845886552.0878



Manage Call Centers

Jason UK Morrison

Manage Call Center Agent Settings

ACD State

ACD State

Available



Make outgoing calls as

None

Use Agent Unavailable Settings



Default



User

Use Guard Timer Setting



Default



User



Enable guard timer for

Seconds

5

Agent Threshold Profile

Customer Service Agents

Default Agent Threshold Profile

FridayTest

JJ_AgentThreshold_Test

JJ_Agent_Test

JJ_Shannon Thresholds

LizAgent Test

5. Select the *Action Icon* and select *Save*

