

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.

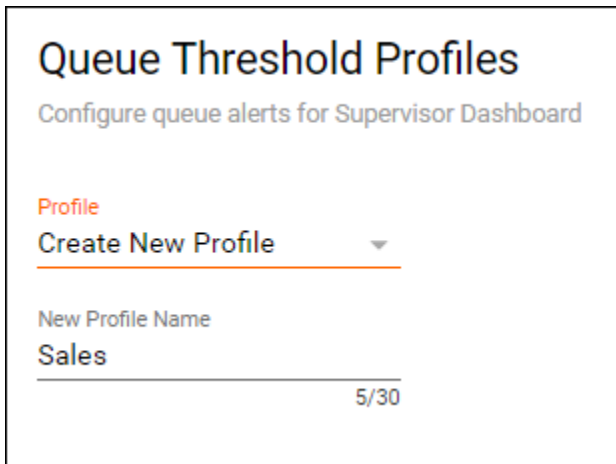
Creating a Queue Threshold Profile

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"

The image shows a form titled 'Queue Threshold Profiles' with the subtitle 'Configure queue alerts for Supervisor Dashboard'. On the left, there is a 'Profile' dropdown menu with 'Create New Profile' selected. Below this is a text input field labeled 'New Profile Name' containing the text 'Sales'. To the right of the input field is a '5/30' character count indicator.

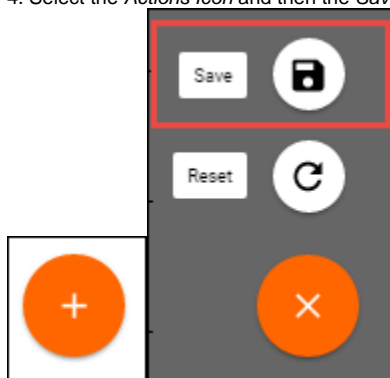
3. Enter in the desired values for the statistics and thresholds. Not all statistics or threshold levels need a value in order to create a profile.

The image shows the 'Queue Threshold Profiles' configuration page. On the left, the 'Profile' dropdown is set to 'Sales', and the 'Edit Profile Name' field contains 'Sales' with a '5/30' character count. The main area is a table with the following structure:

| 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 |

The values in the 'Number of calls', '01 : 00', '01 : 30', '02 : 30', and '03 : 30' fields are highlighted with red rectangular boxes. In the bottom right corner of the form, there is an orange circular button with a white grid icon.

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

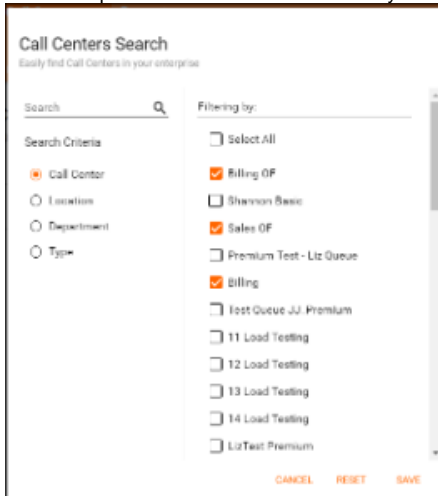
5/30

| 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 |

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.



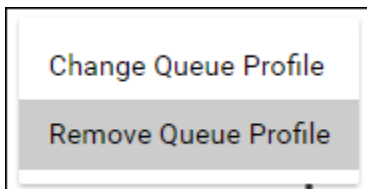
The 'Call Centers Search' dialog box allows users to filter call centers. It features a search bar at the top. Below it, 'Search Criteria' includes radio buttons for 'Call Center' (selected), 'Location', 'Department', and 'Type'. The 'Filtering by' section on the right contains a list of checkboxes: 'Select All', 'Billing OF' (checked), 'Shannon Basic', 'Sales OF' (checked), 'Premium Test - Liz Queue', 'Billing' (checked), 'Test Queue JJ Premium', '11 Load Testing', '12 Load Testing', '13 Load Testing', '14 Load Testing', and 'LizTest Premium'. At the bottom are 'CANCEL', 'RESET', and 'SAVE' buttons.

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



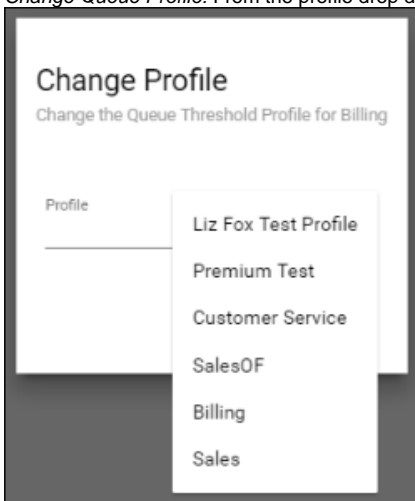
| Assigned Call Centers | | | |
|---------------------------------------|--|---------|--|
| Manage Call Centers assigned to Sales | | | |
| Billing | | Premium | |
| Billing OF | | Premium | |
| Sales OF | | Premium | |

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



The 'Change Queue Profile' dialog box contains two buttons: 'Change Queue Profile' and '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.



The 'Change Profile' dialog box is titled 'Change the Queue Threshold Profile for Billing'. It features a 'Profile' dropdown menu with the following options: 'Liz Fox Test Profile', 'Premium Test', 'Customer Service', 'SalesOF', 'Billing', and 'Sales'.

- *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