

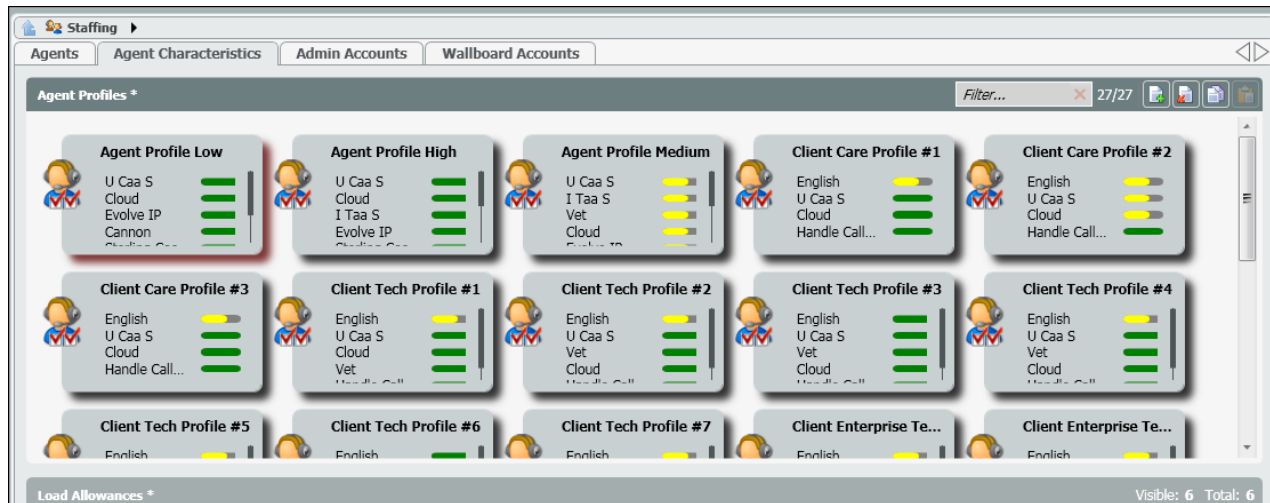
ECS Setup: Staffing - Agent Profiles

Staffing: Agent (skill) Profiles

Agent Skill Profiles are created and assigned to agents in the Agent Characteristics tab. Each profile is made up of a set of skills and level of proficiency that is assigned to each agent. By default every agent is assigned a profile with language skills of Spanish and/or English. These profiles will only be utilized if using skill based routing. To learn how to add skills, [click here](#).

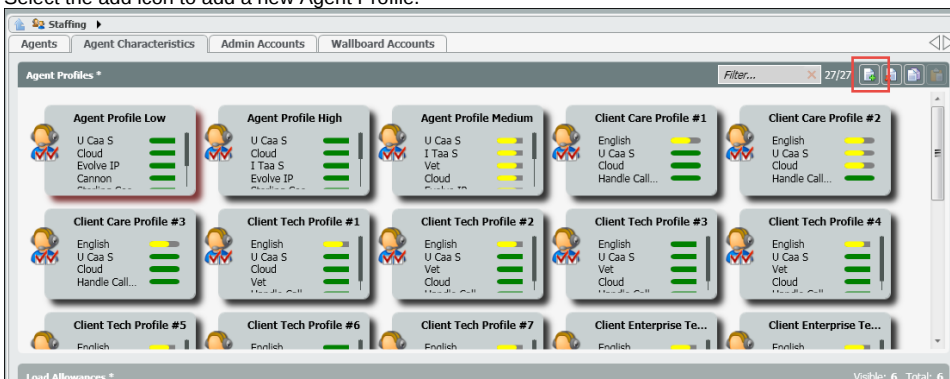
For example, a customer needs a skill profile in Billing and Product. A profile called Product will be created and the product skill assigned to that profile. The skill level will be marked high and then assigned to the appropriate agents. Then in the main agents tab view, Product would appear as the agents skill profile. This shows that any calls coming into a Business Process tagged with a Product demand, the system will look for an agent skilled in that demand, in this case Product.

- [Creating an Agent Profile](#)
- [Adding an Agent Profile to an Agent](#)



Creating an Agent Profile

1. Select the add icon to add a new Agent Profile.



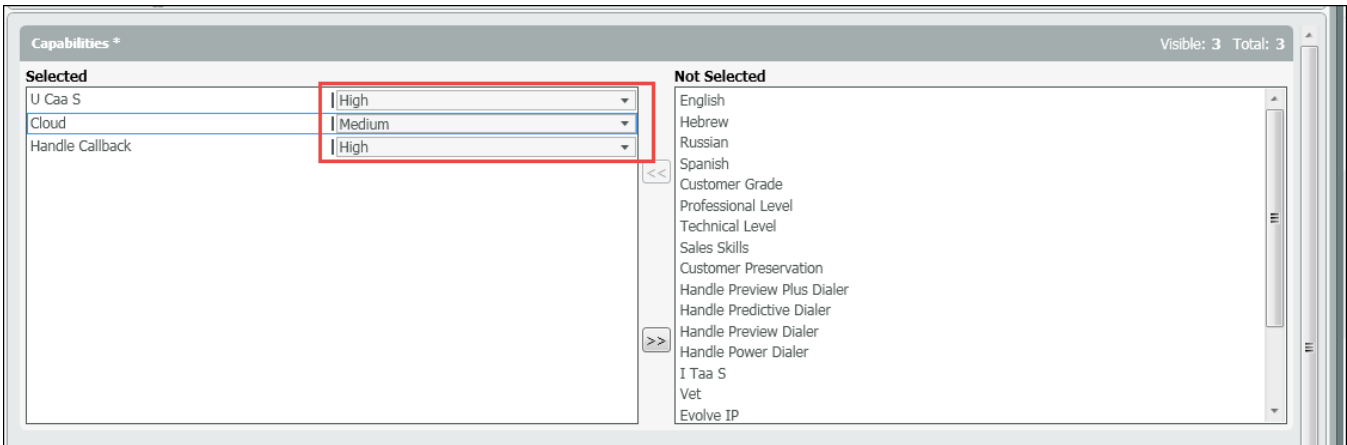
2. A new Agent Profile will open. Enter in the name of the new profile.





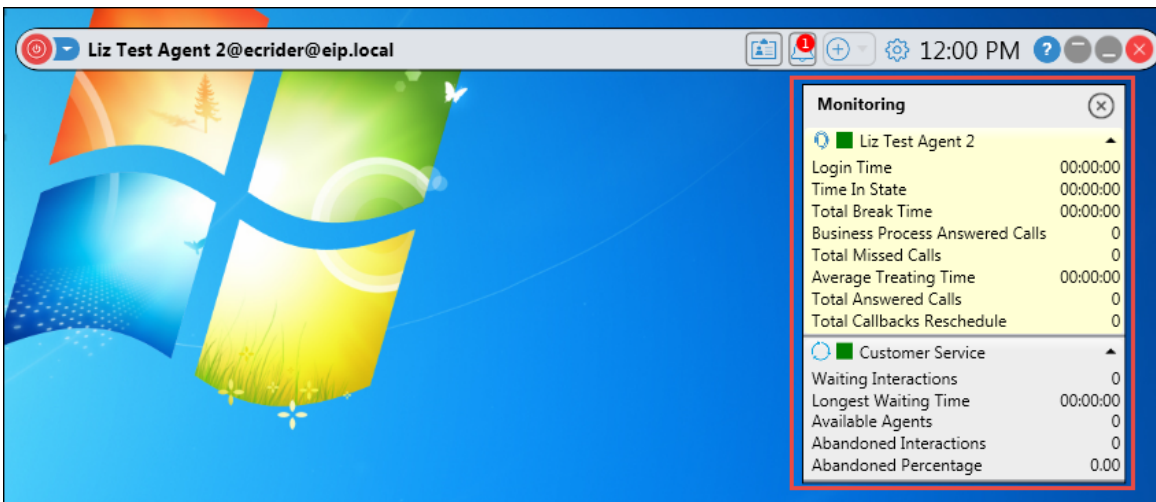
3. Drill into the profile to add the appropriate skills. All available skills will appear in the right hand column. Select the skills you wish to add to the new profile and add them to the left hand column.

4. Once all the skills have been added, select the appropriate efficiency for each skill. Agents can be skilled as *High*, *Medium* or *Low*. Each skill must be assigned a proficiency. If an agent is skilled High, they will be presented with calls that have been tagged with that Demand/Skill first, followed by Medium and then Low.



5. Underneath the Agent Profiles, is the Agent Monitor Setup. The Agent Monitor Setup, allows supervisors and admins to determine which KPIs/statistics they would like the agent to see when the agent's Agent Monitoring screen is open. Each Agent profile can be setup with different KPIs to monitor.

Example:



6. Each Agent Setup Monitor is setup with two options: Agent counters (KPIs) and Business Process counters. Up to 8 counters can be added to the agent column and up to 5 for the Business Process. Adding counters to each option follows the same process as adding skills to the profile.

Agent Monitor Setup

Agent Counters - Up To 8 Counters

Selected

- Agent Login Time Span
- Agent Time In State
- Agent Break Time
- Agent BP Answered Calls
- Agent Missed Calls
- Agent Average Treating Time

Not Selected

- Agent Back Office Time
- Agent Current Handling Outgoing Time
- Agent Current Break Time
- Agent Current Busy Time
- Agent Current Ready Time
- Agent Current Back Office Time
- Agent Current Interaction Handling Time
- Agent Wrap Up Time In Shift
- Agent Current Time In Wrap Up
- Agent Is Logged In
- Agent Total Answered Calls
- Agent Total Incoming Calls
- Agent Total Callbacks Reschedule
- Agent Working Time
- Agent Handling Efficiency Score

Business Process Counters - Up To 5 Counters

Selected

- Business Process Waiting Interactions
- Business Process Longest Waiting Time
- Business Process Idle Agents
- Business Process Abandoned Interactions
- Business Process Abandoned Percentage

Not Selected

- Business Process Answered Interactions
- Business Process Average Agent Handling
- Business Process Total Agent Handling Time
- Business Process Total Waiting Time
- Business Process Total Answer Time
- Business Process Average Answer Time
- Business Process Average Waiting Time
- Business Process Backoffice Agents
- Business Process Busy Agents
- Business Process Handled By Agent Interactions
- Business Process Handled In Business Process
- Business Process In Break Agents
- Business Process Logged In Agents
- Business Process Total Interactions
- Business Process Waiting Deferrable Interactions

Adding an Agent Profile to an Agent

1. Locate and drill down into the agent you wish to add the profile on the Agents page.

The screenshot shows the 'Staffing' application with the 'Agents' tab selected. A grid of agent cards is displayed, each showing the agent's name, extension, and current profile. The card for 'Bill Kuritz' (extension 333, Agent Profile High) is highlighted with a red rectangular box.

2. Under profiles, search and select the profile you wish to assign to the agent.

The screenshot shows the configuration page for agent 'Bill Kuritz'. On the left, there is a list of available profiles. 'Client Tech Profile #7' is selected and highlighted with a red box. Other profiles in the list include 'Customer Service', 'ITaaS Profile #1', 'ITaaS Profile #2', 'ITaaS Profile #3', 'Test', and 'Veteranum'. The right side of the page shows various settings for the agent, including extension, availability type, and load allowance.

3. Deploy your changes.