

Queues and Codes

Queues/Skills

Navigate to the Queues/Skills area to view existing Queues.

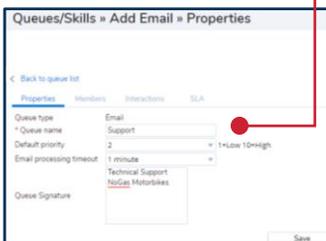


Add Queue

Select the plus icon next to the type of queue you want to create

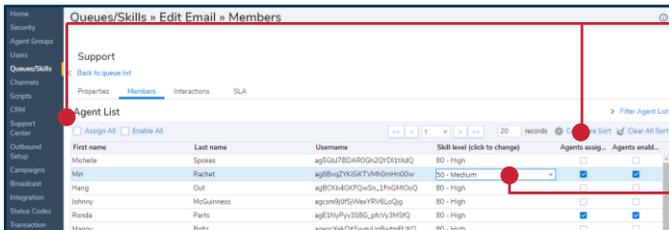
Properties

Give the Queue a meaningful name. If required, you can change the Default priority.



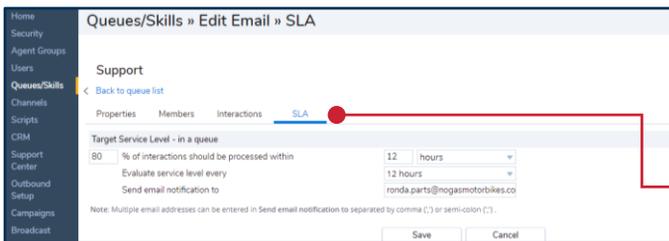
Members

Assign Agents to the Queue by using either the Assign All checkbox or the Agents assigned checkbox next to specific Agents.



Skill level

Adjust an Agent's skill level by selecting the Skill level drop down next to the Agent. The higher the Agent's skill level, the more interactions they receive from the Queue.

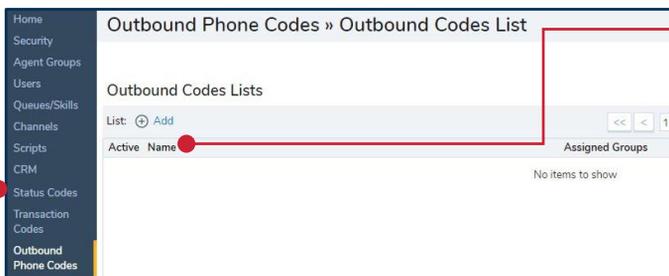


SLA

Set up the Queue's target service level, how often this is evaluated and who should be notified if there is an issue.

Codes

There are three types of codes which can be assigned to Queues: Status, Transaction, and Outbound. An Outbound queue cannot place calls without Outbound Codes. Select the relevant type of Code from the Navigation pane to create a new code.



Code Lists

Existing codes lists appear in the area for the type of code selected. Select the Add button to create a new code list.

Add Codes

Select Add in the Codes tab to add a code. Ensure you check the Active checkbox so that Agents can use the code. Give the code a meaningful name for the Menu text (which Agents see) and the Report text (which supervisors see).

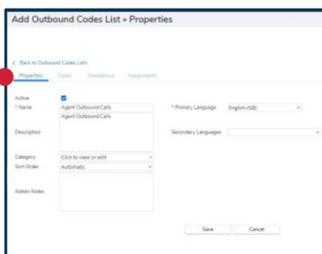


Delete Codes

Select the bin icon next to an existing code to delete it.

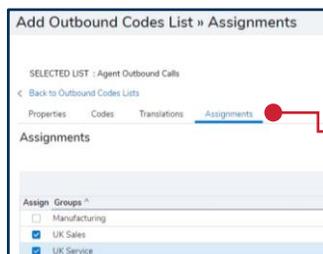
Properties

Give the Code list a meaningful name and set the Primary language.



Edit Codes

Edit an existing code by selecting the edit icon next to the appropriate code list in the code list area. Navigate to the Codes tab and select the code you wish to edit. The text fields become active – overwrite the text with the edits required.



Assign Groups

Use the Assign checkboxes to assign the code list to one or more Agent Groups.