

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.

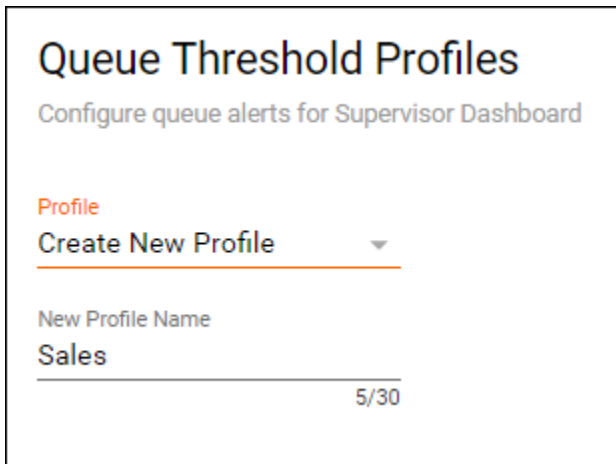
Creating a Queue Threshold Profile

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"

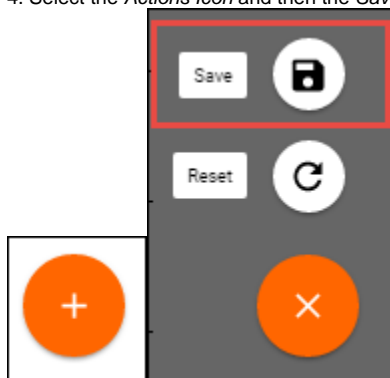
The image shows a form titled 'Queue Threshold Profiles' with the subtitle 'Configure queue alerts for Supervisor Dashboard'. On the left, there is a 'Profile' dropdown menu with 'Create New Profile' selected. Below this is a text input field labeled 'New Profile Name' containing the text 'Sales'. At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

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

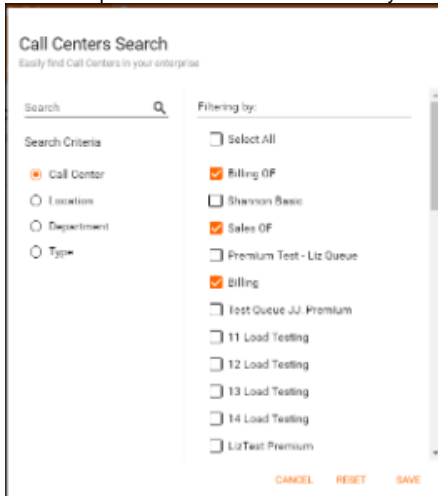
5/30

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 is shown. It has a search bar at the top. Below it, there are two sections: 'Search Criteria' and 'Filtering by:'. Under 'Search Criteria', there are radio buttons for 'Call Center' (selected), 'Location', 'Department', and 'Type'. Under 'Filtering by:', there are checkboxes for 'Select All', 'Billing OF', 'Shannon Basic', 'Sales OF', 'Premium Test - Liz Queue', 'Billing', 'Test Queue JJ Premium', '11 Load Testing', '12 Load Testing', '13 Load Testing', '14 Load Testing', and 'LizTest Premium'. At the bottom right, there are three buttons: 'CANCEL', 'RESET', and 'SAVE'.

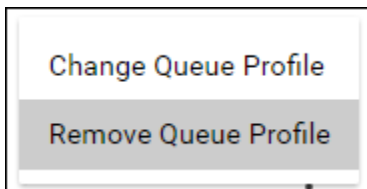
5. Once saved, the queues will appear on the *Assigned Call Centers* screen for that Queue Threshold Profile



The 'Assigned Call Centers' screen is shown. It has a title 'Assigned Call Centers' and a subtitle 'Manage Call Centers assigned to Sales'. Below this, there is a table with three rows. Each row has a 'Billing' column with a person icon and a name, a 'Queue Threshold Profile' column with a dropdown menu, and a 'Queue Threshold Profile' column with a 'Premium' label and a dropdown menu. The rows are: 'Billing' (person icon, name), 'Billing OF' (person icon, name 2121), and 'Sales OF' (person icon, name 7676).

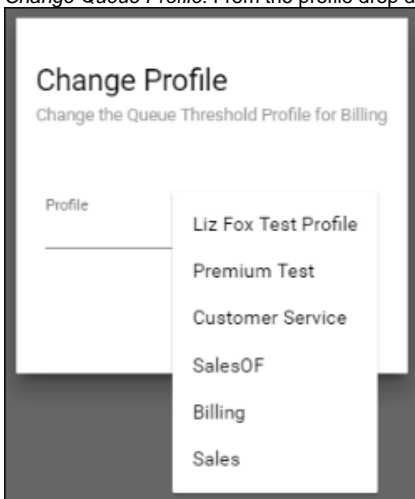
Billing	Queue Threshold Profile	Queue Threshold Profile
Billing [person icon] [name]	[dropdown menu]	[Premium] [dropdown menu]
Billing OF [person icon] 2121	[dropdown menu]	[Premium] [dropdown menu]
Sales OF [person icon] 7676	[dropdown menu]	[Premium] [dropdown menu]

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 is shown. It has 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 shown. It has a title 'Change Profile' and a subtitle 'Change the Queue Threshold Profile for Billing'. Below this, there is a 'Profile' label and a dropdown menu. The dropdown menu is open, showing a list of profiles: '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