OSSmosis Call Center: Manage Agents

Manage Agents

Manage Agents provides a list of all available agents at the selected location. From the list provided, you can drill down into each agent and manage the agent's settings and call centers they are assigned to.

- Settings
- Manage Call Centers
  - Remove/Join/Unjoin an Agent from a Call Center
  - Assign an Agent to a Call Center

Settings

Agent settings are initially setup at the Enterprise Level in Agent Default Settings. These default settings are applied to all agents across the enterprise. In the Settings section of an individual agent, these settings can be customized for the selected agent.

1. From the Manage Agents main page select the O*ptions Icon* and from the menu select Settings.

2. The following agent setting are available to update:

- *ACD State*: Their current ACD state will be displayed. To change their ACD, choose a new ACD State from the drop down.
- *Make outgoing calls as:* If the agent makes outbound calls, unique caller ID can optionally be presented to the customer (these are defined in the DNIS settings). This can be adjusted be selecting the appropriate caller ID from the dropdown.
- *Use Agent Unavailable Settings:* These settings can force an agent into an Unavailable state if the agent performs one of the following actions.
  - *Do Not Disturb Activation*
  - *Personal Calls (*places an outbound call)
  - *Consecutive Bounced Calls* (doesn't answer 1 or more inbound ACD calls while in the Available state)
- *Use Guard Timer Setting:* Guard Timer is a "pause" between queued calls delivered to the agent. If the agent is not placed in wrap-up after each call and remains in an available state, a guard timer can be put in place to provide them with a few seconds before the next call is delivered to them. *Select User, Enable and input the Number of Seconds to adjust the Guard Time for the agent.*
- *Agent Threshold Profile:* Agent Threshold Profiles are assigned to agents and will provide yellow and red visual indicators Web Agent & Supervisor dashboards when key agent thresholds are met If you wish to change the threshold profile assigned to the agent, select a new profile from the Threshold Profile drop down menu.

Mike Hamilton
Manage Call Center Agent Settings

ACD State

ACD State
Available

○⬤ Make outgoing calls as

None

Use Agent Unavailable Settings

○ Default   ⦿ User

⬤ Force agent to unavailable on Do Not Disturb activation

○⬤ Force agent to unavailable on personal calls

⬤ Force agent to unavailable after consecutive bounced calls

Calls
3

Use Guard Timer Setting

○ Default   ⦿ User

⬤ Enable guard timer for

Seconds
10

Agent Threshold Profile

Select Profile
Sales OF

Manage Call Centers

1. From the Manage Agents main page select the Options Icon and from the menu select Settings.

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Manage Agents
There are currently **5** call center agents in **United States**

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🎧 ⁶

Settings

Manage Call Centers

2. A list of all call centers the agent is assigned to will open.

Mike Hamilton's Assigned Call Centers

	Billing OF			
人	2121	Priority Based	Premium	⋮
📞	Sales OF 7676	Skill Based	Premium	⋮

Remove/Join/Un-join an Agent from a Call Center

1. To Remove or Join/Un-join the agent from the queue, select the Options Icon and then select the action from the menu. Agents need to be both Assigned and Joined to a queue to receive those calls when they are in the Available state. If an agent is Unjoined from a queue, they are still assigned to that queue but are not actively participating in that queue when they are in the Available state.

人 Cloud Compute	EXTENSION ONLY — 5216	Skill Based - 1	Premium	⋮
人 **Customer Service**	EXTENSION ONLY — 5202	Skill Based - 1	Premium	Un-join
				Remove
人 Enterprise Support Compute	EXTENSION ONLY — 0010	Skill Based - 1	Premium	
人 ITaaSAfterhours	EXTENSION ONLY — 5212	Skill Based - 1	Premium	⋮

Assign an Agent to a Call Center

1. To **assign** an agent to a call center select the *Add Icon.*

2. The advanced search popup window will open. You can search for call centers by Call Center, Location, Department or Type. Once a search option has been chosen, select the call centers to assign to the supervisor. Save.

Call Centers Search
Easily find Call Centers in your enterprise

Search 🔍

Filtering by:

Search Criteria
- ◉ Call Center
- ○ Location
- ○ Department
- ○ Type

- ☐ 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
- ☐ LizTest Premium

CANCEL   RESET   SAVE

3. The list of all call centers the agent is assigned to will be updated will the newly added call center.

Mike Hamilton's Assigned Call Centers

	Billing		Premium	
	Billing OF 2121	Priority Based	Premium	⋮
	Sales OF 7676	Skill Based	Premium	⋮