

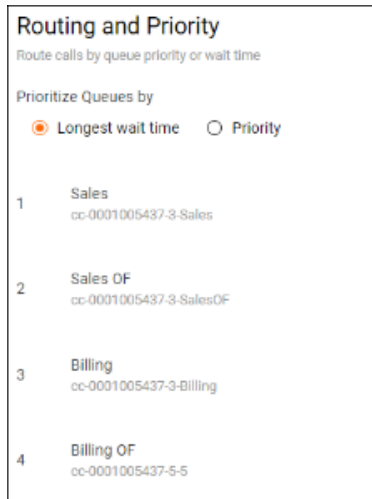
OSSmosis Call Center: Routing and Priority

Routing and Priority

Routing and Priority determines which call is to be delivered in priority when an agent becomes available. For both Priority and Longest Wait Time, bounced calls will always take precedence over non-bounced calls.

Longest Wait Time

Longest Wait Time will look at all queues and deliver the longest waiting call to an Available agent.



Routing and Priority
Route calls by queue priority or wait time

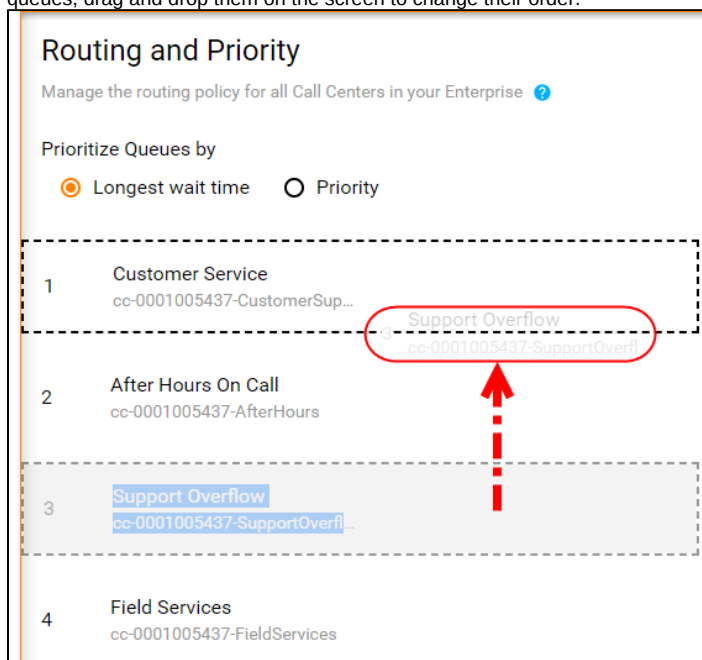
Prioritize Queues by

☒ Longest wait time ☐ Priority

- 1 Sales
cc-0001005437-3-Sales
- 2 Sales OF
cc-0001005437-3-SalesOF
- 3 Billing
cc-0001005437-3-Billing
- 4 Billing OF
cc-0001005437-5-5

Priority

Queues are put in order of preference or importance. The highest ranking queue with a call waiting will be delivered to the agent. To adjust the priority of queues, drag and drop them on the screen to change their order.



Routing and Priority
Manage the routing policy for all Call Centers in your Enterprise ?

Prioritize Queues by

☒ Longest wait time ☐ Priority

- 1 Customer Service
cc-0001005437-CustomerSup...
- 2 After Hours On Call
cc-0001005437-AfterHours
- 3 Support Overflow
cc-0001005437-SupportOverf...
- 4 Field Services
cc-0001005437-FieldServices

A red dashed arrow points from the 'Support Overflow' queue (ranked 3) to the 'Support Overflow' queue (ranked 2), indicating a drag-and-drop action to change its priority.

For both Priority and Longest Wait Time, bounced calls will always take precedence over non-bounced calls.