OSSmosis 5 User Guide

Call Center Agent Routing and Priority
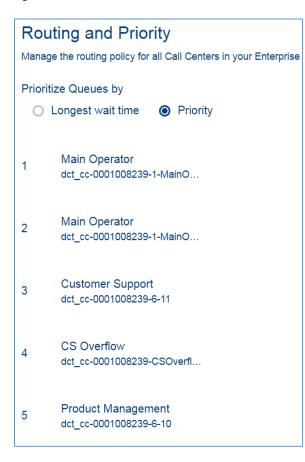
MOMENTUM
T E L E C O M

Routing and Priority

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

- [Longest Wait Time](#)

- [Priority](#)

Longest Wait Time

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

Routing and Priority

Manage the routing policy for all Call Centers in your Enterprise

Prioritize Queues by

○ Longest wait time   ● Priority

1	Main Operator	dct_cc-0001008239-1-MainO…
2	Main Operator	dct_cc-0001008239-1-MainO…
3	Customer Support	dct_cc-0001008239-6-11
4	CS Overflow	dct_cc-0001008239-CSOverfl…
5	Product Management	dct_cc-0001008239-6-10

<u>Priority</u>

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.