OSSmosis 5 User Guide

Call Center Queue
Threshold Profiles

MOMENTUM
T E L E C O M

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.

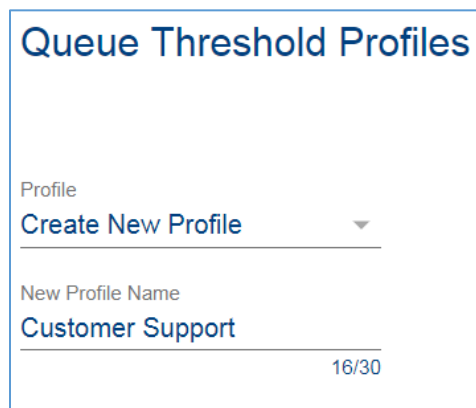- Creating a Queue Threshold Profile

- Assigning a Queue Threshold Profile

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.

| 🏠 | QUEUE MANAGEMENT | AGENT DEFAULT SETTINGS | AGENT THRESHOLD PROFILES | **QUEUE THRESHOLD PROFILES** | UNAVAILABLE CODES |

2. Enter in the name of the new Queue Threshold Profile under "Create New Profile".

Queue Threshold Profiles

Profile
Create New Profile   ▾

New Profile Name
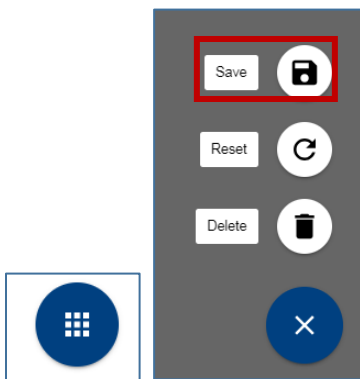Customer Support
                                16/30

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.

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 key statistical threshold profiles to queues within your Enterprise ⓘ

Profile	Statistic Name	Yellow Threshold	Red Threshold
Customer Support ▾			
	Current Calls in Queue	Number of calls: 2	Number of calls: 5
Edit Profile Name			
Customer Support	Current Longest Waiting Call	01 : 00	01 : 30
16/30			
	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 queues have been selected, select "Save".

Call Centers Search

Easily find users in your enterprise to add

Filtering by:
DCT Training ✕

Search 🔍

○ Call Center
◉ Location
○ Department
○ Type

☑ **Select All**

☑ Customer Support

☑ Product Management

CANCEL   RESET   **SAVE**

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

Assigned Call Centers

Manage Call Centers assigned to **Customer Support** ⓘ

Customer Support
👥 N/A   ≡ Priority Based   ⦀ Regular   ▬ Premium   ⋮

Product Management
👥 N/A   ≡ Priority Based   ⦀ Regular   ▬ Premium   ⋮

6. To remove or replace the Queue Threshold from the queue, select *Options* ⋮ and then choose "Change Queue Profile" or "Remove Queue Profile".

> Change Queue Profile
>
> **Remove Queue Profile**
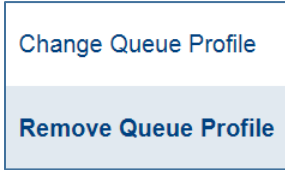
- *Change Queue Profile*: From the profile drop down, select the new Queue Threshold to assign to the queue and select "Save".

> Change Profile
> Change the Queue Threshold Profile for Customer Support
>
> Profile
> Customer Support
>
> **Customer Support**
>
> Product Management
>
> Sales
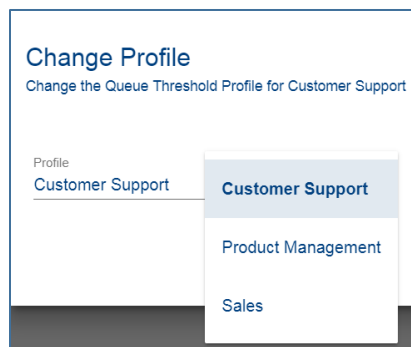
- *Remove Queue Profile*: Remove Queue Profile will delete the queue from the profile and it will no longer be assigned to any active Queue Threshold Profile.

> Remove Profile
> Remove the Queue Threshold Profile for**Customer Support**
>
> Are you sure you want to remove the Queue Threshold Profile for **Customer Support**?
>
> CANCEL   REMOVE