

Queue “Atención General”

ACD Skills

Utilization

Queues

Wrap-Up Codes

Email

Canned Responses

Co-browse

Web Chat

Analytics

SettingsMembersWrap-up CodesVoiceChatMessageEmailCallbackSocial Expression

Name

Atención General

Division

Home

After Call Work

Mandatory, Time-boxed

After Call Work Timeout

15

Seconds

Timed After Call Work only applies to voice conversations

Evaluation Method

☒ All skills matching ☐ Best available skills ☐ Disregard skills, next agent

Routing Method

☒ Standard ACD ☐ Bullseye

SaveCancel

All agents standard “ACD Skills” allocation:

People

Roles / Permissions

Authorized Organizations

Divisions

RolesDivision & LicensesView PermissionsPhoneACD SkillsQueuesPerson Details

Skills

Select Skill

Denuncias

★★★★☆

Delete

Home_Banking

★★★★☆

Delete

Link_Celular

★★★★☆

Delete

Link_Solucion

★★★★☆

Delete

PIL_Aviso_de_Viaje

★★★★☆

Delete

Punto_Efectivo

★★★★☆

Delete

Reclamos_ATM

★★★★☆

Delete

VALEpei

★★★★☆

Delete

SaveCancel

Languages

Select Language

Specific Agent used for testing “ACD Skills” configuration (only one Skill allocated):

People

Roles / Permissions

Authorized Organizations

Divisions

Roles

Division & Licenses

View Permissions

Phone

ACD Skills

Queues

Person Details

Skills

Select Skill

PIL_Aviso_de_Viaje★★★★★

Delete



Languages

Select Language



Transfer to ACD block, example 1

Medium Priority


ACD Skill = PIL_Aviso_de_Viaje

 **577** **Transfer to ACD** 

Name


Queue
  


In-Queue Call Flow


Audio 


Pre-Transfer Audio


Failed Transfer Audio



Routing 



Priority
 

Language Skill
 

ACD Skill 1
 

Failure Outputs 



errorType 
 

errorMessage 
 

Transfer to ACD block example 2:



Low Priority

ACD Skill = Home_Banking


 **517** **Transfer to ACD** 


Name

Queue


Atención General  

In-Queue Call Flow


Atención General 


Audio 

Pre-Transfer Audio








 1 audio sequence is set


Failed Transfer Audio

 1 audio sequence is set



Routing 

Priority



      




Language Skill


Using supported language's default language ...  



ACD Skill 1


Home_Banking  



Add ACD Skill

Failure Outputs 

errorType 

No output value specified  



errorMessage 

No output value specified  

Transfer to ACD block, example 3



Highest Priority

ACD Skill = Denuncias


 **591** **Transfer to ACD** 


Name

Queue


Atención General  

In-Queue Call Flow


Atención General 


Audio 

Pre-Transfer Audio





 1 audio sequence is set

Failed Transfer Audio



 1 audio sequence is set

Routing 



Priority


Language Skill


Using supported language's default language ...  



ACD Skill 1


Denuncias  

Add ACD Skill

Failure Outputs 

errorType 

No output value specified  

errorMessage 

No output value specified 