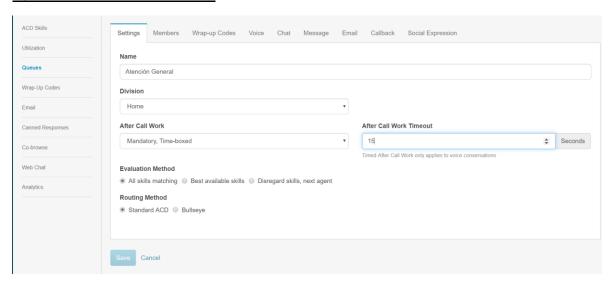
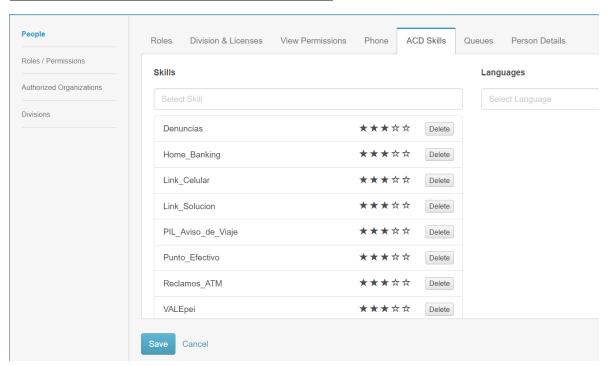
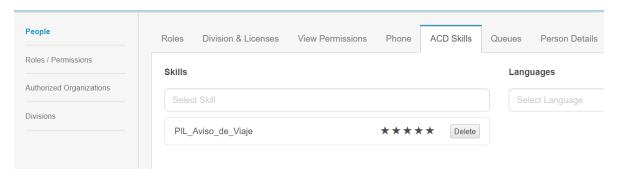
#### Queue "Atención General"



### All agents standard "ACD Skills" allocation:



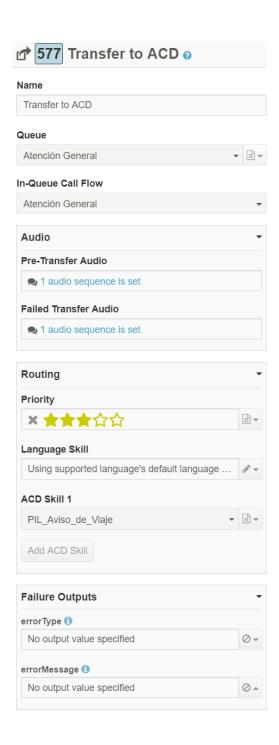
# Specific Agent used for testing "ACD Skills" configuration (only one Skill allocated):



## Transfer to ACD block, example 1

**Medium Priority** 

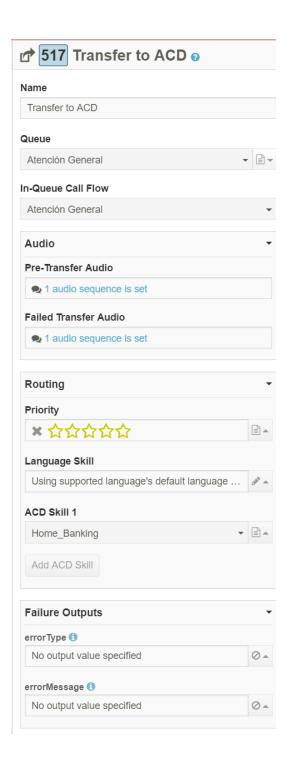
ACD Skill = PIL\_Aviso\_de\_Viaje



## Transfer to ACD block example 2:

Low Priority

ACD Skill = Home\_Banking



#### Transfer to ACD block, example 3

**Highest Priority** 

ACD Skill = Denuncias

