Dynamic Priority Groups

Introduction

Dynamic priority groups are used to help control and monitor large call center operations, for example contact center service providers.

A typical scenario is that the call center service provider has several, often dozens or hundreds of customers. Each customer has specific requirements on the contact center service provider, including the number of expected (planned) calls the service provider will be expected to handle on a particular day, or even specific hours in a day.

Dynamic priority groups provide the following features:

- Aggregation of one or more service numbers for a particular client into a dynamic priority group which can be planned, measured and controlled
- Planning of the number of calls expected for the client over all service numbers on any basis including:
  - Hourly
  - Daily
  - Weekly
  - Monthly
- Dynamic changing of the priority of the queued calls according to the current delta of calls within each planned timeslice and predicted number of calls for the timeslice
- Overriding the priority ad-hoc by the supervisor to handle special situations, such as reaching a required target within the alotted time by increasing the priority or reducing the level of calls being handled at peak times.

Having agents tasked to the relevant jobs is also important. There are several mechanisms available in the jtel system to help with this:

- Skill based routing with the stair function.
  - This enables agents to concentrate on their primary tasks, however if a particular service is providing lots of calls, the stair function will involve less skilled agents as necessary after a delay.
  - Note, that the "skill" of agents does not refer to how good they are at a particular task, but rather how soon the system should consider them for a particular task.
- Group Search Extension
  - Using extended search groups to complement the routing of the primary group is a good way to involve agents of other groups on highly loaded services.

The combination of dynamic priority groups and the flexible routing options provided, allows for the smart handling of complex scenarios.

Configuration

- Dynamic Priority Groups - Principle of Operation
- Dynamic Priority Groups - Editing
- Dynamic Priority Groups - Supervisor