Dynamic Priority Groups - Principle of Operation

Introduction

A dynamic priority group is a container which references:

- Targets
    - The number of planned calls for a time slice associated with the dynamic priority group
- One or more ACD groups
    - All of the agents logged into the associated groups are considered when the KPIs for the wallboard are calculated
- Static configuration values
    - The static configuration values can be used when the dynamic priority group is switched off

Service numbers reference the dynamic priority group:

- All associated service numbers are considered when the KPIs are calculated for the dynamic priority group.

Operation

Activation

In the supervisor, tab Dynamic Priority Groups, the following is shown:

The green circles shown from left to right denote the following:

- Dynamic priority group "BigShoes" is **active**
- Static priority 50 overrides service number priority is **active**
- The dynamic priority planned calls entry for 20.11.2020 from 00:00 to 23:59 of 100 calls is **active**

Clicking on the green circle will toggle the activation / deactivation of these entries.

Dynamic Mode

Dynamic mode is when the dynamic priority group is activated in the supervisor and calls are planned for the current timeslice. Also the planned calls entry must be active.

For example:

| Inbound Status | Inbound Realtime | Inbound Since | Inbound 15 | Inbound 60 | Inbound Inbo |

Filter : [____] X	Past ☐ Current ☑ Future ☐ Not Planned ☑

● Name	● Static Priority ↺	Current Priority	● From - To	Planned	Planned Original	Status
● BigShoes	● 50 ↑₊ ↓⁻ ↺		● 2020-11-20 00:00 - 23:59	100	100	No Calls

If all three of these criteria are met, the algorithm works as follows:

```
( Remaining Time in Timeslice > 0 ) AND ( Planned Calls > Serviced Calls in Timeslice ) --> Priority = dynamic
( Serviced Calls in Timeslice >= Planned Calls ) --> Priority = 0
```

The formula for calculating the dynamic priority is as follows:
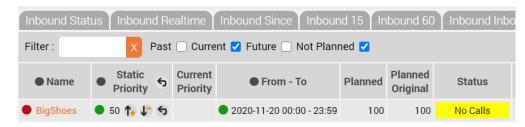
```
DeltaCallsPercent = ( PlannedCalls - ServicedCalls ) * 100.0 / PlannedCalls;
DeltaTimePercent = SecondsToGoInTimeslice * 100.0 / SecondsTotalInTimeslice;
DynamicPriorityGroupsPriority = MINIMUM OF ( ( DeltaCallsPercent * 50 / DeltaTimePercent ), 100 );
```

Static Mode

Static mode is when the planned calls entry is inactive:

| Inbound Status | Inbound Realtime | Inbound Since | Inbound 15 | Inbound 60 | Inbound Inbo |

Filter : [____] X	Past ☐ Current ☑ Future ☐ Not Planned ☑

● Name	● Static Priority ↺	Current Priority	● From - To	Planned	Planned Original	Status
● BigShoes	● 50 ↑₊ ↓⁻ ↺		● 2020-11-20 00:00 - 23:59	100	100	No Calls

or the dynamic priority group is inactive:

| Inbound Status | Inbound Realtime | Inbound Since | Inbound 15 | Inbound 60 | Inbound Inbo |

Filter : [____] X	Past ☐ Current ☑ Future ☐ Not Planned ☑

● Name	● Static Priority ↺	Current Priority	● From - To	Planned	Planned Original	Status
● BigShoes	● 50 ↑₊ ↓⁻ ↺		● 2020-11-20 00:00 - 23:59	100	100	No Calls

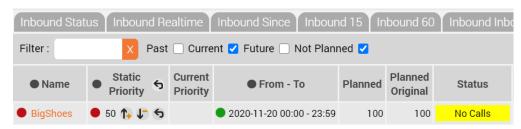but, as in both screenshots above, the static priority is active.

If these criteria are met, the algorithm applies the static priority to the call.

The following controls are available to the supervisor:

Control	Function
Static Priority ↩	Reset all static priorities.
↑₊	Increase a static priority entry.
↓₋	Decrease a static priority entry.
↩	Reset a static priority entry.

Off Mode

Off mode is when the dynamic and static priority are deactivated:

Inbound Status	Inbound Realtime	Inbound Since	Inbound 15	Inbound 60	Inbound Inbo

| Filter : [   ] X | Past ☐ Current ☐ Future ✅ Not Planned ✅ |

● Name	● Static Priority ↩	Current Priority	● From - To	Planned	Planned Original	Status
● BigShoes	● 50 ↑₊ ↓₋ ↩		● 2020-11-20 00:00 - 23:59	100	100	No Calls

In this case, the priority assigned by the service number settings is applied to the call.