

Dynamic Priority Groups - Editing

Dynamic Priority Groups

Creating or editing a dynamic priority group is performed using the menu option ACD ... Dynamic Priority Groups.

Targets

This Tab contains the targets for a dynamic priority group, displayed as a list. Functions to create, edit and delete entries are provided.

Each entry contains the following fields:

Field	Meaning
Name / Comments	Optionally, a name or comment can be assigned to the planned calls entry.
Active	Whether the entry is active or not.
Date	The date to which this entry applies
From Time	The time from which this entry applies.
To Time	The time to which this entry applies.
Planned Calls (Original)	This is the original number of planned calls, used for reference purposes.
Planned Calls (Actual)	This is the actual figure which the algorithm uses. This can be changed as necessary during operation.

Groups

On the tab "Groups" the ACD groups associated with the dynamic priority group are shown. All logged in agents in these groups are considered when the KPIs for the wallboard are calculated.

Master Data

The master data tab contains name of the group and data pertaining to the static operation parameters.

Field	Meaning
Name	The name of the dynamic priority group.
Active	Whether the group is active or not.
Override Service Number / IVR Priorities	Whether the static priority overrides the service number.
Static Priority Start Value	The initial value of the static priority (the value it is reset to when the reset function is executed by the supervisor).
Static Priority Current Value	The current value of the static priority.

Service Numbers

The dynamic priority group a service number is associated with, is defined in the service number itself, on the routing tab.