# 5.3 Properties Tab

## Bright Pattern Documentation

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# Teams

Teams typically reflect the organization of your contact center. Agent teams, for example, are organized for convenient real-time management so that when a supervisor logs into his or her desktop application, the supervisor will see only the agents of the team that the supervisor is assigned to manage. Agent teams will also appear in historical reports for team-level performance evaluation. Note that team membership of agents may not have any direct effect on the distribution of specific service interactions to them.

Teams for other contact center personnel are set up for organizational purposes only. For example, you can have teams that reflect main functions of contact center management (e.g., campaign operators, scenario designers, workforce managers). Upon initial solution setup, the default team Administrators is created automatically. You can use this team to register initially all non-agent personnel who need access to the system. Note that team membership of non-agents does not have any effect on their ability to access specific contact center resources and functions. Such ability is defined by roles assigned at the individual user level. (See section [Roles](Roles) for more information.)

**Note:** Supervisors are assigned at the team level. You may add a supervisor to a team from the *Properties tab > Supervisors* (see the screen properties below).

To set up and edit teams, select the *Teams* option from the *Users & Teams* menu.

Users & Teams > Teams

# Organization

Teams are organized into four tabs shown at the top of your screen: Properties, Members, Services, and Dashboard. Click each tab to view and edit specific fields.

## Properties Tab

Teams > Properties screen properties

**Name**

The *Name* is the team name. This field is mandatory, and the name must be unique within the contact center.

**Supervisors**

*Supervisors* who are assigned to manage this team may be optionally added. To add a supervisor, click **edit** and select one or more supervisors from the list of users that have the supervisor role. This setting, while optional, is essential for agent teams only. Supervisors assigned to a team will be able to monitor activities of all agents in that team in real time via their desktop applications. Supervisors themselves may or may not be members of the teams that they are assigned to supervise. The system does not impose any restrictions on how many teams one supervisor can be assigned to manage.

**Evaluators**

*Evaluators*, a feature of the Omni QM module, allows you to assign users to a team whose main job will be to perform quality evaluations. For more information about Omni QM, contact your service provider.

**Exit After Call Work**

*Exit After Call Work* allows you to set the maximum time in the After-call Work state for the agents of this team. This setting is optional and is essential for agent teams only.

A pull-down menu displays three options:

- Select **system-wide setting** to use the [timeout defined at the contact center level](#)
- Select **manually** to allow the agents of this team to remain in the After-call Work state until they exit this state manually
- Select **automatically, after** to set the desired timeout in seconds.

**Enter After Call Break**

*Enter After Call Break* enables you to specify whether the agents of this team will be allowed to have any rest time when they finish handling a service call (including After-call Work, if it is defined). This setting is optional and essential for agent teams only.

A pull-down menu displays three options:

- Select **system-wide setting** to use the [contact-center-level setting](#)
- Select **enter Break state** to enable the rest time
- Select **do not enter Break state** to make agents automatically ready for next call as soon as they finish handling of current service calls.

**Exit After Call Break**

Exit After Call Break is where you set the maximum time in the Break state after finishing a service call for the agents of this team. This setting is optional and is essential for agent teams only.

A pull-down menu displays three options:

- Select **system-wide setting** to use the [timeout defined at the contact center level](#)
- Select **manually** to allow the agents of this team to remain in the Break state until they exit this state manually
- Select **automatically, after** to set the desired timeout (in seconds).

**Non-call cases URL**

This setting can be used to display an external web resource to the agents of this team (for example, a search screen of an external knowledge base). Unlike [Web Screen Pop](#), where a page is displayed with respect to a specific interaction, the web resource specified here will be available to the agent at any via the [Agent Desktop Home Screen](#).

A pull-down menu displays three options:

- Select **system-wide setting** to display the [web page defined at the contact center level](#)
- Select **none** to display no web pages
- Select **custom** to set a web page specific to the agents of this team.

**Directory Static Entries**

[Static entries](#) describe names and contacts of people/organizations that are external to your contact center. These entries appear in the [directory](#) of the Agent Desktop application. For your convenience, related static entries are arranged in folders.

By default, agents will be able to see **All** directory folders. To select specific folders that the agents of this team will be able to see, click **Selected**, click **edit**, and select the folders in the dialog window that appears. Highlight the desired folders and click the arrow buttons to select or remove them; then hit OK.

## Members tab

Teams > Members tab screen properties

### Members List

The *Members List* shows all the members (i.e., users) who are currently assigned to this team. Each team member is listed with the following information displayed: first name, last name, extension number, and assigned roles.

### Move to another team

Located at the bottom of the window, the *Move to another team* button allows you to move selected members (users) to a different team. Select one or more members from the list, and then click the button. In the dialog box that pops up, select the team in which your selected member (user) will be placed. Click **OK**.

### Change roles

Located at the bottom of the window, the *Change roles* button control allows you to assign or remove the roles of the selected user(s). Select one or more users from the list, click **Change roles**, and select the new role(s) as appropriate. Click **OK**.

## Services tab
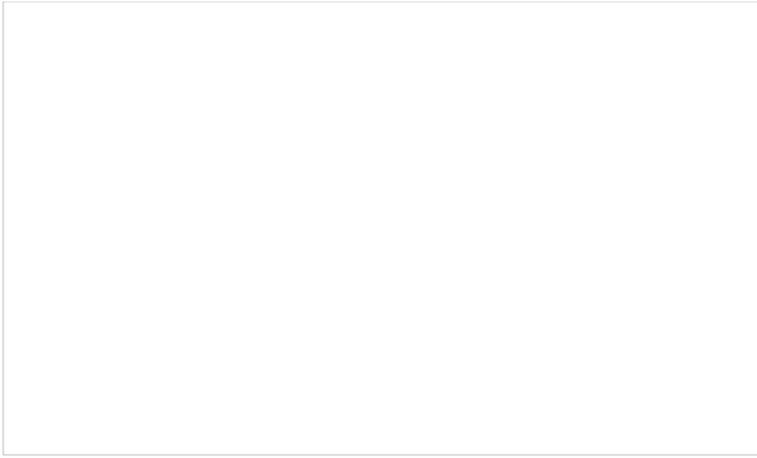
Teams > Services tab properties

**Services and campaigns provided by this team**

This setting allows you to designate the services that are provided by the agents of this team. This setting is essential for agent teams only. When you assign a service to an agent team, you have the option to assign the default service skill to all members this team with a specific level. If you select this option, all current and future members of the team will get this service skill automatically. Individual levels can be changed manually later. In addition, when you assign a service to a team, supervisors of that team will be able to monitor this service in real time via their desktop applications. For more information, see section [Skill Levels](#).

Click *edit* to assign one or more of the available services to this team and/or to remove previously assigned services. Note that when you remove a service from a team, the associated default service skill will be removed from all members of this team. In the dialog box that pops up, select from the *Available services* on the left and use the arrow controls to move them to *Selected services* on the right. To unassign services from the team, select from the *Selected services'* on the right and use the arrow controls to move them to the*Available services* on the left.

**Note:** Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to the list of assigned services, we recommend that all affected logged-in agents refresh their browser page.

## Dashboard tab

The **Dashboard tab** contains properties that let you configure the content and appearance of metrics for the agents of the given team.
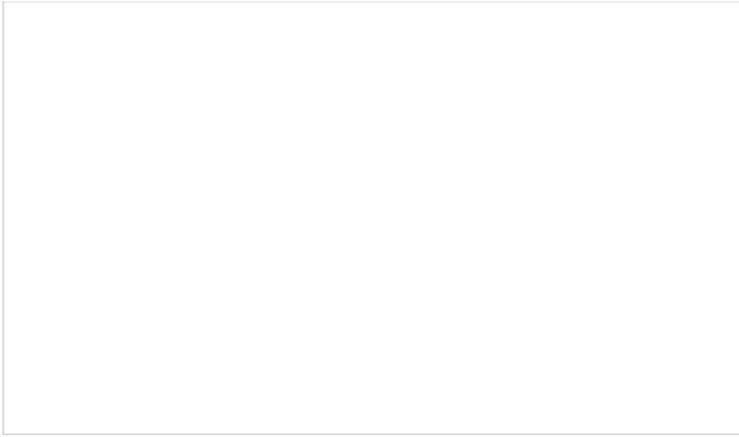
Teams > Dashboard screen properties

**General information**

The Agent Desktop application shows agents [real-time metrics](#) related to their personal performance, as well as the performance of their teams and services that they deliver. For more information, see section [Dashboard](#) of the *Agent Guide*.

**Rotation rate**

If an agent handles interactions for several different services/campaigns, metrics related to those services will be displayed for one service at a time. The dashboard will automatically rotate displayed services. *Rotation rate* defines the frequency with which such rotation will take place. From the pull-down menu, select from the following rates (in seconds): **none**, **5 sec**, **10 sec**, **15 sec**, or **20 sec**.

**Metrics**

Metrics are the data that will be displayed for members of the given team. To add a metric, click**add** and select the desired metric from the drop-down *Metric* menu. For descriptions of the available metrics, see section [Agent Dashboard Metrics](#).

To help with self-evaluation, current values of an agent personal metrics can be provided with the agent's current ranking within the team (checkbox **Show team ranking**), and performance of the closest other agent in ranking (checkbox **Show next value**).

Newly created dashboard metrics will appear at the end of the list. To change the position of a metric in the dashboard, drag it to the desired new location. To edit or remove an existing metric, hover your cursor over it and select the desired function.

**Label**

The *Label* is the metric name as it will be displayed in the Agent Desktop. Due to the limited space allocated for the metrics on the desktop, metric names should be displayed in an abbreviated form.

**Show team ranking**

*Show team ranking* is available for personal agents' metrics only. Select this option if you want the agent's metric value to be accompanied with his current ranking within the team according to this metric. This can help agents with self-evaluation of their performance.

**Show next value**

*Show next value* is available for personal agents' metrics only. Select this option if you want the agent's metric value to be accompanied with the value of the same metric for the agent who is directly ahead of this one in the current ranking. (If the agent currently has the top ranking, the value of the next best agent will be displayed.)

**Excluded services and campaigns**

By default, the metrics you configure will be displayed for all services and campaigns assigned to the given team. If you do not want certain services to be displayed, click **add** and select the services that should be excluded.

**Preview**

*Preview* shows you how the dashboard that you have configured will be displayed in the Agent Desktop application.

Note that due to a limited space allocated for the metrics on Agent Desktop, if the given team provides multiple services, metrics related to those services will be displayed for one service at a time.

To see what the dashboard will look like for a specific service, select the desired service from the list. (The difference in the dashboard appearance for different services may be due to service-specific [disposition metrics](#).

# General Settings

General settings define various aspects of your operations that apply to your entire contact center as opposed to any individual entity. When you specify a certain parameter at this level, the specified value will be applied to all corresponding resources of your contact center. Note that some of the same settings can also be defined at lower levels such as teams, services, and/or users. The values defined at such lower levels always supersede these general settings defied at the contact center level.

To view and edit the general settings, select the *General Settings* option from the *Call Center Configuration* menu. Note that all of these settings are optional.

Call Center Configuration > General Settings

## Screen Properties

The *General Settings* screen properties are described as follows.

### Default time zone

The *Default time zone* is the time zone that will be used by default when you define time-based parameters of your contact center resources such as service hours. Note that you will be able to change this default time zones setting when defining time-based parameters of individual contact center resources. Note also that changing this default time zone parameter will not affect any of the previously defined time-base parameters of your contact center.

### Default country

The *Default country* is the "home country" that will be used by default when you define location-based parameters of your contact center resources. The tenant numbers for the default country will be shown in national format, whereas other countries will be shown in international format.

### System Not Ready reason names for

This property allows you to define custom names for the Not Ready agent state for various conditions when the system automatically applies this state to agents. The Not Ready state indicates that the agent is logged in but is temporarily unavailable to handle customer interactions.

If defined, such custom names will be displayed instead of the generic *Not Ready* in the corresponding situations for the agents themselves, for the supervisors monitoring agents' performance, and in the agent activity reports.

## Agent no answer

This property means that the agent is set to *Not Ready* because the agent has rejected an incoming service interaction or failed to answer it within a predefined amount of time. The default name is *No answer.* The No Answer timeout is specified in the [Connect Call](#) scenario block. The default value is 10 seconds.

## UI connection loss

The agent is set to *Not Ready* because the connection between the Agent Desktop application and the system has been lost. The default name is *Connection loss*.

## After call break

The agent is set to *Not Ready* because the agent has finished handling an interaction and must have a mandatory break time. (See setting *Enter Break* below.) The default name for this is *After call break*.

## Logout Pending

The agent is set to *Not Ready* because the agent has requested to be logged out of the system while handling an interaction (e.g., when the agent's working shift is almost over). In this case, the system will let the agent finish processing the current interaction and will then switch the agent to *Not Ready* for a brief moment before logging out the agent.

Note that if the only active interactions are emails, the logout will be immediate. All actively processed emails will be stored as [drafts](#) in the agent's *My Queue*.

## Custom Not Ready reasons

This allows you to define a custom name and select an icon for the *Not Ready* agent state, depending on the reason the agent makes sets the state manually to *Not Ready*. If such reasons are defined, agents will have to select one of these reasons, instead of the generic *Not Ready*, when making themselves unavailable to handle customer interactions.

Bright Pattern Contact Center provides a number of default *Not Ready* reasons. To delete or edit any of the existing reasons, hover over their names. To define additional *Not Ready* reasons, click **add.** Up to 40 custom *Not Ready* reasons can be created.

## Agent state upon login

The state that will be applied to the agents of your contact center when they log into their Agent Desktops. You can select any of the custom Not Ready reasons defined above or make the agent *Ready*. Note that if you select *Ready* for this setting, the agents may start receiving customer interactions as soon as they log in. Otherwise, they will have to make themselves *Ready* manually before they begin receiving any service calls.

**Note:** Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

## Auto logout timeout upon connection loss

This specifies how long the system will wait for the Agent Desktop application to reconnect, from the moment a connection loss is detected, before the agent is logged out automatically.

## Enter After Call Work

This property specifies whether After Call Work is used in your contact center. If selected, agents will enter the *After Call Work* state after finishing any type of service call. Note that you can override this setting at the [service level](#).

## Exit After Call Work

*Exit After Call Work* sets the maximum time in the *After Call Work* state for the agents of your contact center. This setting is essential only if option *Enter After Call Work* is selected. If you wish to restrict the After Call Work time, select the checkbox and set the desired timeout in seconds. Deselect this option to allow the agents to remain in After Call Work until they exit this state manually. Note that you can override this setting at the [team level](#).

## Enter Break

*Enter Break* specifies whether the agents of your contact center will be allowed any rest time when they finish handling of a service call including after-call work. Select this option to enable a mandatory break.

## Exit Break

*Exit Break* sets the maximum time in the Break state after finishing a service call for the agents of this team. This setting is essential only if option *Enter Break* is selected. If you wish to restrict the mandatory break time, select the checkbox and set the desired timeout in seconds. Deselect this option to allow the agents to remain in the *Break* state until they exit this state manually. Note that you can override this setting at the [team level](#).

## Non-call cases URL

This setting can be used to display an external web resource to the agents (for example, a search screen of an external knowledge base). Unlike [Web Screen Pop](#), where a page is displayed with respect to a specific interaction, the web resource specified here will be available to the agent at any time via the [Agent Desktop Home Screen](#). Note that you can override this setting at the [team level](#).

## Display name format

*Display name format* is the format for displaying users' names in reports and in the Agent Desktop application.

## External number inactivity timeout

This setting is essential for agents who connect to the system using the phone device option *[An external phone](#)*. The setting specifies in how many minutes agents' external phone connection will be disconnected automatically in absence of any active calls on them. This enables the reuse of a once-established physical connection for subsequent voice calls. If you prefer agents' external phone connections to be released as soon as the remote party hangs up, set this timeout to zero.

## Agent daily Break time limit

This setting allows you to configure the maximum amount of [Break](#) time an agent is allowed. Note that Break time is calculated as the sum of all Not Ready times regardless of the reason. This threshold is used for the [Break Time Remaining](#) widget in Agent Desktop, section *Home Page*.

## Require service on outbound calls

If this setting is selected, agents will be required to select a service for manual outbound call they make (i.e., the option *None* will be greyed out).

**Note:** Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

### Reset selected service for outbound calls after each call

If this setting is enabled, agents will be explicitly required to manually select a service for every outbound call they make (i.e., the control service selector resets after every call). Note that Require service on outbound calls must be enabled for this option to be selected; if not, the box will be disabled and unchecked.

**Note:** Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to this property, we recommend that all affected logged-in agents refresh their browser page.

1. REDIRECT 5.3:Contact-center-administrator-guide/CallCenterConfiguration/IntegrationAccounts

# Evaluation Forms

*Evaluation forms* are used to evaluate and grade interactions between agents and customers. Forms are found in the Agent Desktop application, section Quality Management and are defined per service.

Evaluation forms are created and edited in the Evaluation Form Editor application; forms consist of evaluation areas and each area contains questions. Evaluation areas may be shared across forms; note that this is useful for general areas (e.g., greetings, etiquette, ending calls, etc.).

Evaluation forms are filled out by users with Quality Management privileges and the results of filled-out forms are available in reports. Note that it is possible to sum up interaction-level data to display aggregated scores for agents, teams, and services over an extended period.

**Note**: This feature is enabled per contact center. For more information, contact your service provider.

## Working with Evaluation Forms

To create or edit an evaluation form, navigate to *Quality Management* in the root menu and select the **Evaluation Forms** option. The list in the left pane will list the existing forms. Note that there are four default evaluation forms:

- Default Chat QM Form
- Default Email QM Form
- Default Inbound QM Form
- Default Outbound QM Form

Quality Management > Evaluation Forms configuration

## How to Add a Form

1. Click the **Add new form** button.
2. In the Evaluation Form Editor application that opens, customize the form by dragging controls onto the form canvas and editing their properties.

## How to Delete a Form

1. In the list of forms that appears, select the form you wish to remove.
2. Click the **Delete** button.

## How to Clone a Form

1. In the list of forms that appears, select the form you wish to duplicate.
2. Click the **Clone form** button.
3. The duplicated form will appear in the list with name "Clone of <Name of Original Form>".

## How to Edit a Form

1. Select a form in the list of forms that appears.
2. Click the **Edit** button.
3. In the Evaluation Form Editor application that opens, customize the form by dragging controls onto the form canvas and editing their properties.

## How to Import a Form

1. Click the **Import form** ⬜ button.
2. In the dialog that appears, enter the name of the form you wish to import, browse for the file, and click **Upload**.
3. The imported form will appear in the list.

### How to Export a Form

1. In the list of forms that appears, select the form you wish to export.
2. Click the **Export form** ⬜ button.
3. The form will be downloaded immediately.

## Properties

The following is a list of editable properties for evaluation forms. Note that a preview of a configured form will appear in this window. To accept changes made to the properties, click the **Apply** ⬜ button. To cancel changes before they have been applied, click the **Reset** ⬜ button.
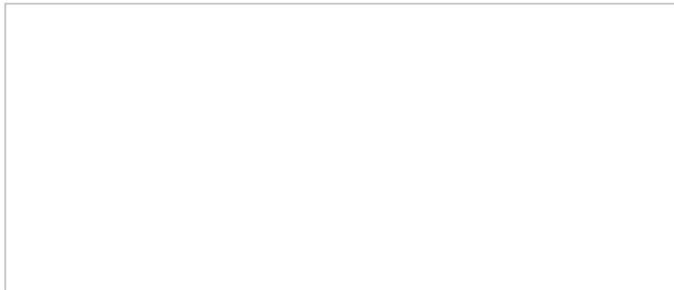
Evaluation Forms Properties tab

### Name

*Name* is the name of your evaluation form. Note that your evaluation name can be changed in the Evaluation Form Editor.

### Service

*Service* is where you associate a configured service or campaign with an evaluation form. To configure this setting, click **add** and select from the drop-down list of available campaigns or services, then select**OK**. Note that it is possible to associate an evaluation form with a service in section [Services & Campaigns > Properties tab](#).

# Interaction Records Search

When you select the*Interaction Records* tab from the top of the screen, the application pane will initially display a search page where you define media type(s) of the interactions you are looking for as well as other search criteria, such as time frame, participating agent(s), and/or service(s) involved.

This section offers an overview of the Interaction Records Search feature. For detailed descriptions of search criteria and search results, see sections [List of Interaction Records Search Criteria](#) and [Search Results](#).

**Please note**, only completed interaction segments appear in the Interaction Records search. For emails, this means that an email will only appear in search results after it has been replied to, closed without reply, or saved as a draft. Thus, emails in the initial distribution queue will not be shown.

The standard aggregation period for the raw data used to produce detailed interaction records and historical reports is 15 minutes; therefore, under normal circumstances, detailed records for completed interactions and agent activities is available in Interaction Records and Agent Timeline with a maximum delay of 15 minutes.
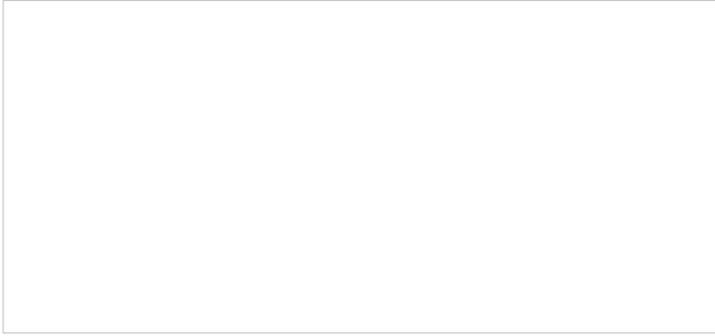
## Adding Search Conditions

Your search criteria can have any number of [conditions](#) (i.e., search criteria). To add a condition to your search, click **add condition**. To edit or delete an existing condition, use the mouse-over operation.
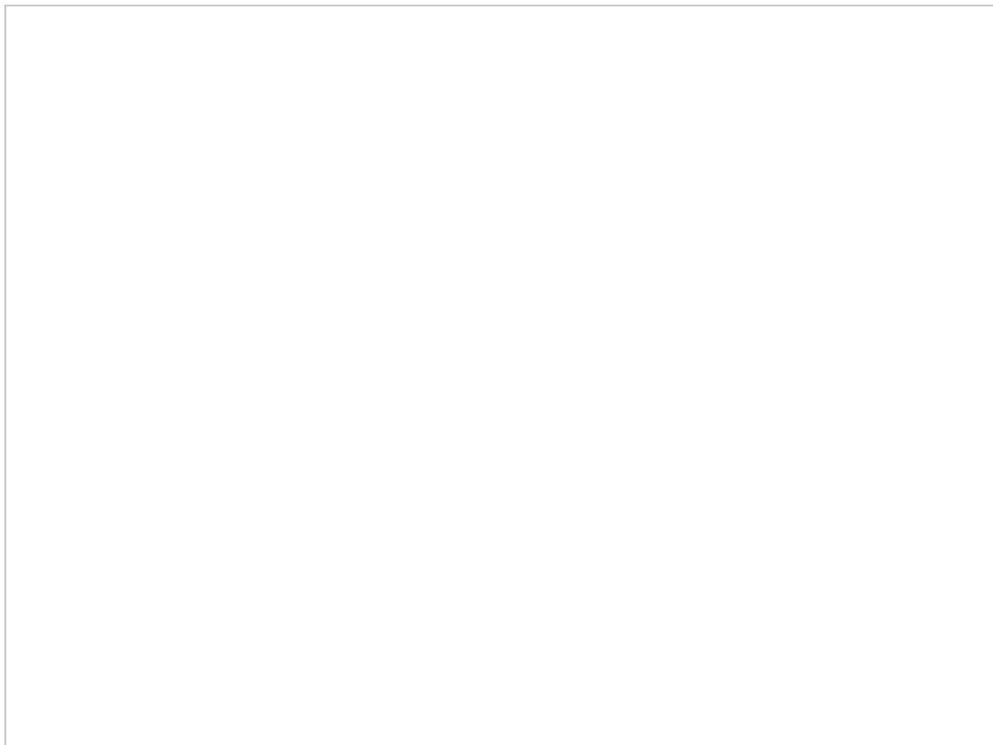


Interaction records search

## Saving Search Conditions

You can save a set of search conditions for future use--a helpful capability for when you regularly run the same searches and you do not want to add conditions manually each time you search. To save a set of search conditions, click **Save** and assign a name to it. To use a previously saved set of search conditions, click **Load**, and select its name from the drop-down menu.

Click "Save" to save your search conditions for future use

## Viewing Search Results

When all desired search conditions are specified, click the **Search** button. The [Search Results](#) page will open with the list of interaction records matching your search criteria. Each row of the displayed table describes a single interaction.
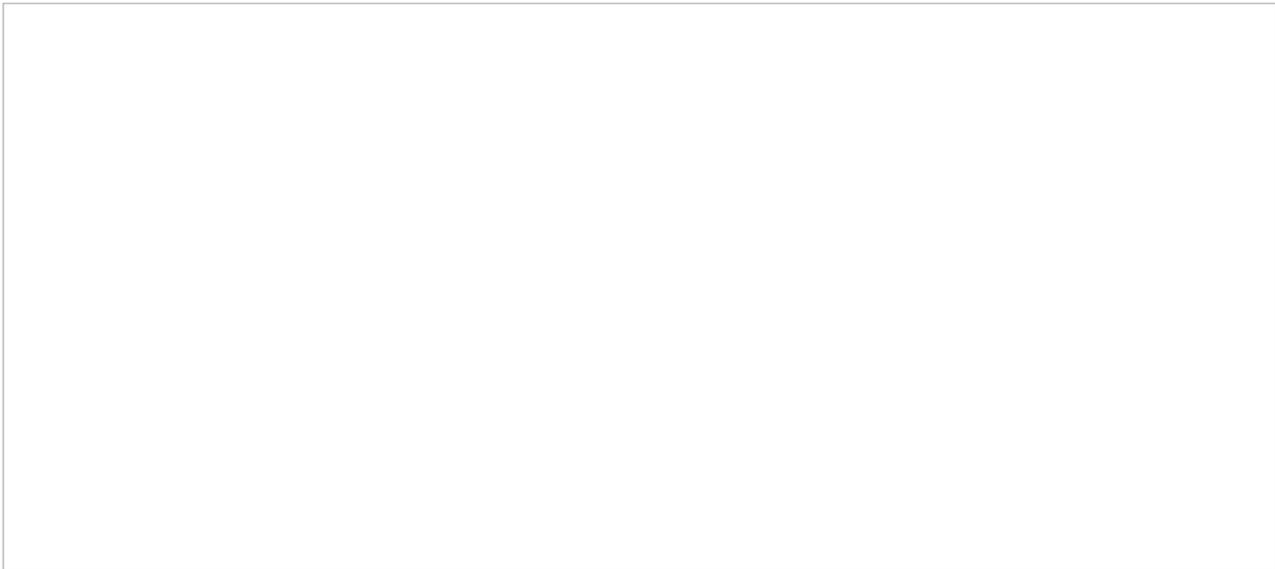


Search results

Note that an interaction may have multiple segments (e.g., when a call was handled by multiple agents). The number of segments in a call is shown in the *Segments* column. You can see details for each segment of a selected call by clicking that number.

Some columns show data that is media-type specific (e.g., *Case ID Subject* is only relevant for emails). You can adjust the format of your table to display only the columns for the data that you need. To remove columns, hover over any column header, open the drop-down menu, and unselect the columns for the data you do not need.

You can download all records that appear in the Search Results page in the .CSV format. To export the records, click the **export** button at the bottom of the page.

You can also manually download email content, call recordings, and call progress analysis (CPA) recordings for the interactions shown in the *Search Results* page. Note that manual download is limited to up to 100 emails, 100 call recordings, and 500 CPA recordings, respectively.

Periodic automated export of call/CPA recordings is configured via *Services and Campaigns > Results Tab* of the Contact Center Administrator application.

## Erasing Interaction Content

The *Erase* feature for an interaction record allows you to remove the content of the record (i.e., voice recording and/or transcript for a call, the transcript for a chat, message body for an email, etc.), which may be necessary in order to comply with privacy laws or security standards. When taking this action, note that you can delete the content of one interaction at a time. For bulk erasure of interaction content, see the *Contact Center Administrator Guide*, section Results Tab > Interactions Erasing.
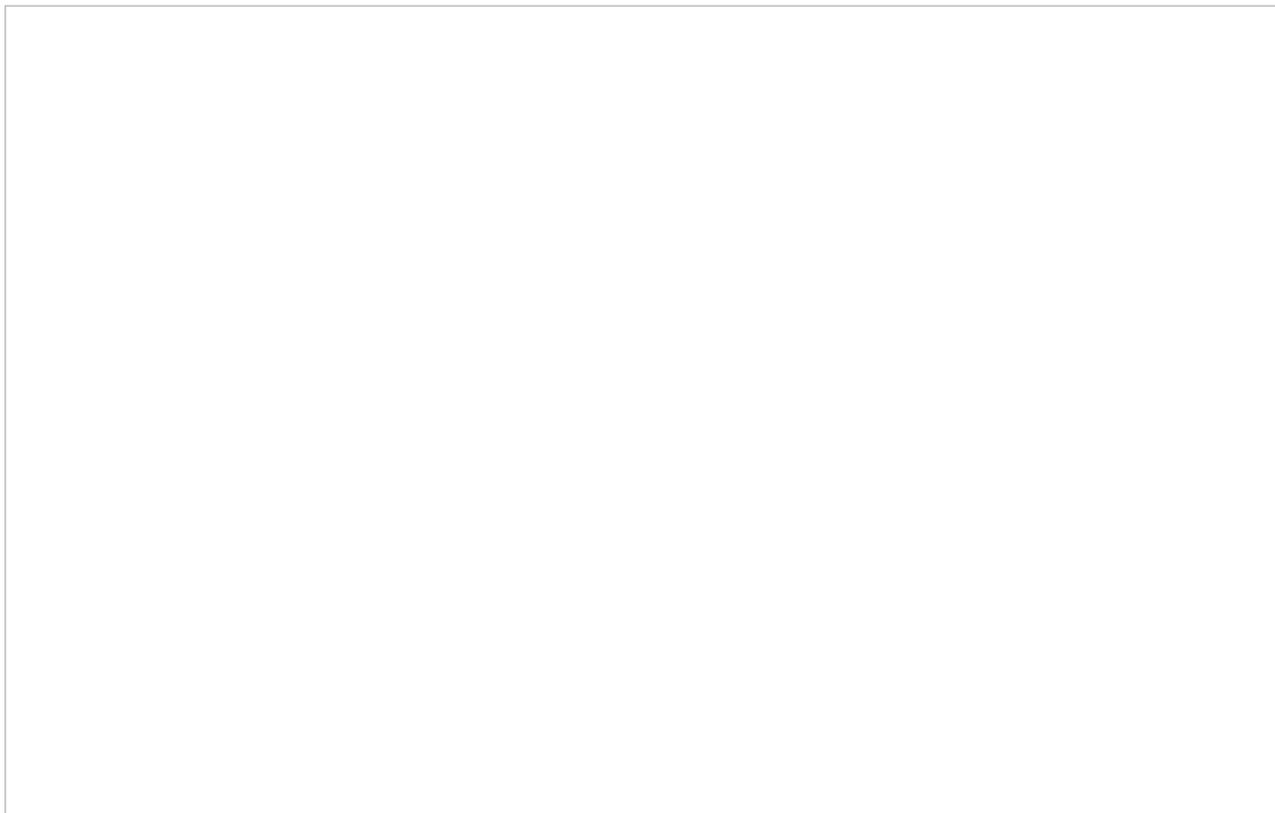


An interaction record with the option to erase it

### How to Erase Interaction Content

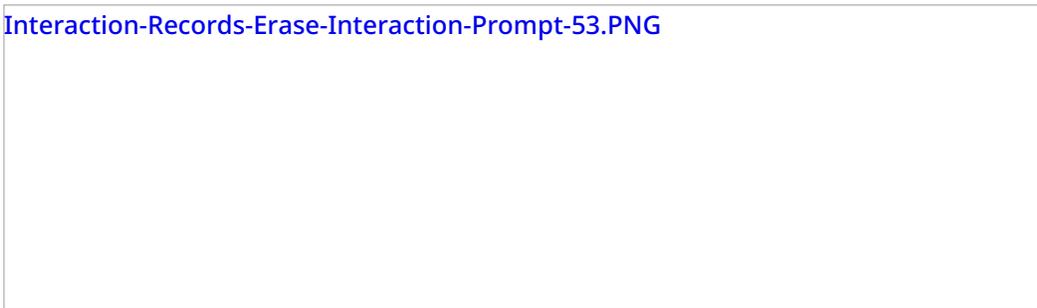To erase content of a single interaction, take the following steps:

1. Configure the desired criteria for your records search and find the desired interaction record.
2. Open the record for review by clicking it's content item.
3. At the bottom of the record, select the **Erase** [        ] button; this will pop the *Erase interaction* window

Interaction-Records-Erase-Window-1-53.PNG

4. Select **Items to erase**, which displays the type of content you wish to erase (e.g., a voice recording, a transcript, or both)
5. Fill in the mandatory **Reason** field; this allows you to provide a reason the content was erased.
6. Select the **Erase** button and you will see a new prompt, warning you that erasing the interaction is permanent.

Interaction-Records-Erase-Interaction-Prompt-53.PNG

7. Select the **Erase** button again and the interaction will be permanently erased. Note that for email interactions, the *Erase* function erases content of one email message at a time. For other media types (voice, chat), the content of the entire interaction will be erased at once, regardless of the number of interaction segments.

Note that in the interaction window, if you select the segment that was erased, a message will display the time, date, user, and reason the interaction was erased.

Interaction-Records-Erased-Interaction-Message-53.PNG

# Voice Signature System

The Voice Signature System component is a checkbox that the agent will select if a voice signature has been collected during the call. It duplicates the function of the **Voice Signature** checkbox in the Contact Info Panel of the Agent Desktop application.

**Note**: This control is supported in version 5.x for forms created in the Form Builder application version 3.x. For component properties, see Bright Pattern Contact Center Documentation [version 3.x](version 3.x).

1. REDIRECT [5.3:Contact-center-administrator-guide/ServicesandCampaigns/CannedTab](5.3:Contact-center-administrator-guide/ServicesandCampaigns/CannedTab)

1. REDIRECT [5.3:Contact-center-administrator-guide/Scenarios/Voice](5.3:Contact-center-administrator-guide/Scenarios/Voice)

1. REDIRECT [5.3:Contact-center-administrator-guide/QualityManagement/CallRecording](5.3:Contact-center-administrator-guide/QualityManagement/CallRecording)

1. REDIRECT [5.3:Scenario-builder-reference-guide/VariablesandExpressions/Variables](5.3:Scenario-builder-reference-guide/VariablesandExpressions/Variables)

# Overview

The Bright Pattern Contact Center *Virtual Queue Tutorial* explains Bright Pattern's virtual queue option, how to configure it, and how enabling it can affect reporting statistics.

*Virtual Queuing*, also referred to as the *Callback Option*, is an enhancement of the regular automatic call distribution method (ACD) used in inbound call centers. During periods of significant wait times, this option allows customers to hang up the call while keeping their position in the service queue and to receive a callback when it is their turn to be connected to an agent. The benefits of using virtual queuing include:

- **Improved customer satisfaction** – After requesting a callback, customers get back to their normal activities instead of being tied on the phone.
- **Reduced abandonment rates** – Customers who can continue their normal activities are less likely to abandon their service requests (i.e., to ignore the callback).
- **Reduced talk time** – Customers waiting in a virtual queue are less likely to spend any time venting their frustration with a long wait when they are finally connected to an agent.
- **Lower telco costs** – Customers waiting in a virtual queue do not occupy physical voice channels.

An agent receiving a callback reservation notification

## How It Works

Bright Pattern Contact Center *Virtual Queue* works in the following way:

For each incoming service call, the system calculates its estimated waiting time (EWT) in the queue. If this time exceeds a threshold EWT value preconfigured for the given service, the system notifies the calling customer about the wait time and offers the customer the option of receiving a callback when it is the customer's turn to be connected to an agent. The customer can request the callback to be made to the phone from which the customer is calling, or to a different number that the customer can enter using the phone keypad. The original live call is then disconnected while the customer's position in the service queue is maintained by the system as if the customer had remained on the line, hence the name *Virtual Queuing*.

When it is the customer's turn to be connected to an agent, the system makes an outbound call (callback) to the designated callback number. Upon answer, this call is connected to an available agent.

Initiation of the callback may be done either on prediction that an agent will become available around the expiration of EWT calculated for the given call or via explicit agent reservation.

When agent reservation mechanism is used, the system will wait for an agent to become available before making a call. When the agent becomes available, she is reserved for the given call. The agent is then notified by a pop-up window that she has been reserved for a callback; this window includes the optional checkbox **Dont's show this to me again** should she not want to see the pop-up on future callback reservations.
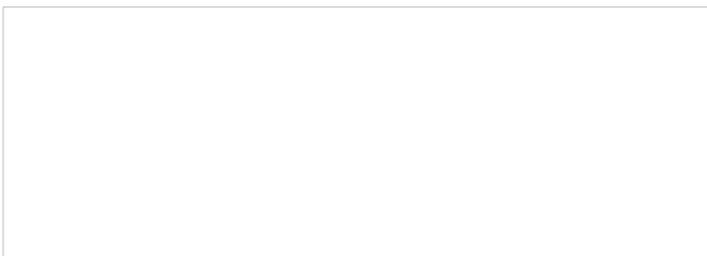


The incoming callback reservation window

While explicit agent reservation guarantees agent availability to take a callback, it is less efficient in terms of agent utilization as agents will have to spend some time in a reserved state; it can be recommended for services with small numbers of agents where EWT calculation is usually less precise.

When the EWT-based mechanism is used, the callback attempt is made a few seconds before EWT expiration based on the prediction that an agent will have become available by the time the callback is answered by the customer. If an agent does not become available at that time, the answered call is placed in the first position in the service queue to be connected to the next available agent. An interactive voice response (IVR) announcement can be played for the answered callback to prevent the customer from hanging up a call if it cannot be immediately connected to an agent.

Generally, for services with larger pools of agents, the EWT-based mechanism will reliably connect answered callbacks to agents without compromising their utilization.

Subsequent processing of answered callbacks delivered to agents is no different from the processing of calls waiting in the queue.

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1. REDIRECT [5.3:Agent-guide/Tutorials/Calls/HowtoUsetheDirectory](5.3:Agent-guide/Tutorials/Calls/HowtoUsetheDirectory)