



## 5.8 Dial-in

### Bright Pattern Documentation

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## Auxiliary Skills

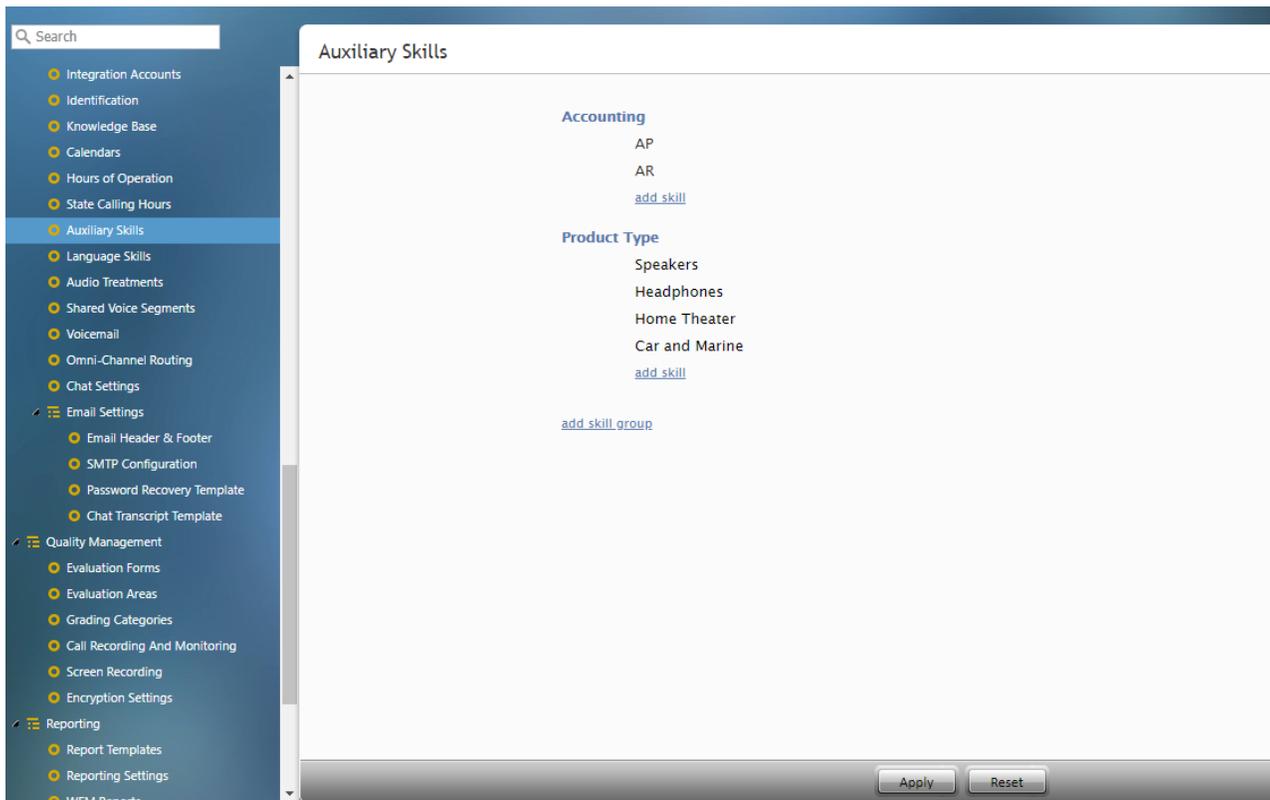
In Bright Pattern Contact Center, distribution of service interactions to agents is based on matching the skills requested by the incoming interaction with the skills possessed by agents. Skills are typically associated with services that the customers are trying to get. Thus, when you configure a service, a default skill representing this service is automatically created by the system. When you [assign a team to this service](#), the default service skill is automatically assigned to all agents of this team.

However, in many cases, a single skill may not sufficiently describe customer's expectation for the requested service. For example, a general support service may have agents specializing in particular products. In this case, in addition to the default service skill for Support, you may need to define skills for Product Type and assign them to the agents who can provide them for the given type of product. Such additional skills that are defined and assigned manually are referred to as auxiliary skills.

Auxiliary skills also can be used for group-based routing. Consider personal routing, where the system attempts to distribute an interaction to the agent who has handled the previous interaction of the same customer. If this agent is not available, the interaction can be then routed to a group of agents who share a particular property with that specific agent (e.g., work in the same office). Such common properties can also be described as auxiliary skills. For more information, see the description of the [Find Agent](#) block in the *Scenario Builder Reference Guide*.

Note that, starting from version 5.1, the language skills are defined separately via section [Language Skills](#). In previous versions of Bright Pattern Contact Center, languages could be configured in Auxiliary Skills. If you configured languages previously, they will be displayed in Auxiliary Skills as "Language - Old."

**Note:** Auxiliary skills are supported for voice and chat media channels only.



Call Center Configuration > Auxiliary Skills

## How to Create Auxiliary Skills

To create auxiliary skills, select **Auxiliary Skills** from the *Call Center Configuration* menu. In Bright Pattern Contact Center, related skills are organized in groups. To set up a new group of related skills, click **add skill group** and enter the group name (e.g., *Accounting*). To define a skill within this new group, click **add skill** and enter the skill name (e.g., *AP*). Repeat the last step for every accounting skill used in your contact center. Note that skill names must be unique within the entire contact center configuration and not just within the group. Note also that auxiliary skill names may not coincide with names of any services since the latter are used for default service skills.

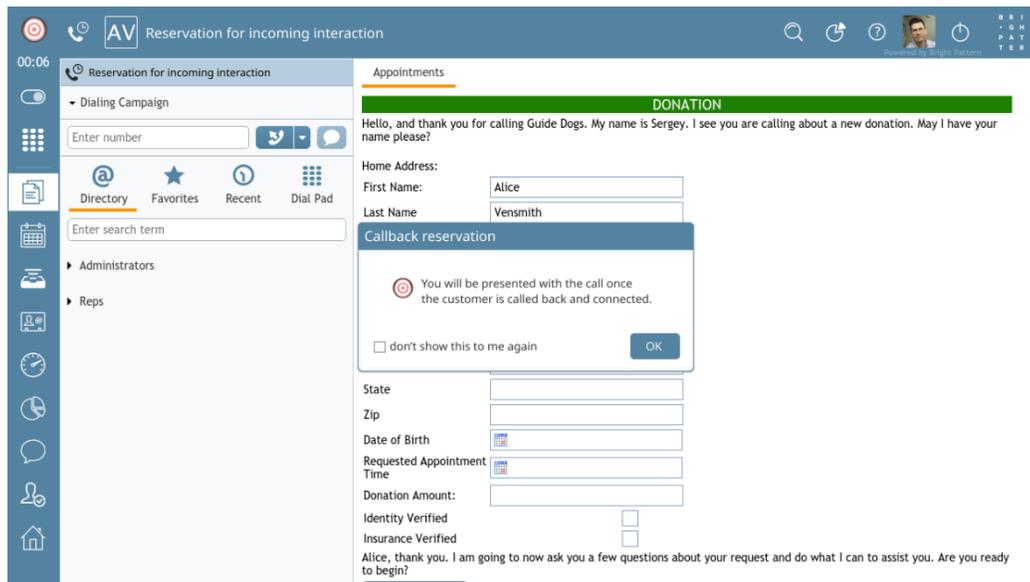
To edit or delete previously defined skills and skill groups, hover the cursor over their names and click either **edit**  or **delete** . **Please note:** When you delete a group, all skills within this group will be deleted as well. Unlike the default service skills, auxiliary skills must be assigned to agents explicitly. See section [Skills Levels](#) for more information.

## 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

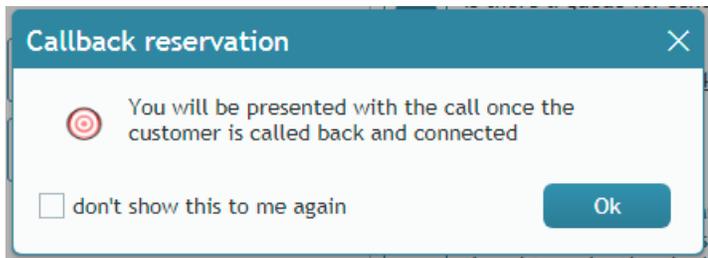
Bright Pattern Contact Center *Virtual Queue* works in the following way:

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 **Don't 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.

## Set Priority



The Set Priority scenario block specifies the priority of the given interaction relative to other interactions competing for the same resources.

Priority set by this block supersedes the priority that may be preconfigured at the [scenario entry](#) level.

### Why Set Priority?

Setting priority can help certain calls move through the service queue faster. The following examples illustrate some common reasons to prioritize calls.

**Example 1:** Calls from platinum-level customers may be given a higher priority relative to other calls requesting the same service to minimize the wait time for high-value interactions.

**Example 2:** Calls internally transferred to a service may be given a higher priority relative to the directly arriving calls to minimize the wait time for customers who have previously waited in a queue.

**Example 3:** Some of your agents are qualified to provide both sales and customer service. You can assign a higher priority to sales calls. This priority will be taken into account every time an agent that possess both sales and customer service skills becomes available.

Note that if your agents are qualified to provide different services, priority can be used to prioritize calls depending on the service that is requested.

## How is Priority Calculated?

Priority is calculated on a per-interaction basis by multiplying the current time spent in queue by the priority number (i.e., each interaction receives its own priority number). The higher the priority number, the faster the interaction moves in the queue. For more information, see [Priority Values](#).

## Settings

The Set Priority block has just one setting, *Priority*, which is where you enter the value of the priority relative to other interactions in queue.

### Set Priority

Use this block to specify the priority of the call relative to other calls. The default call priority is 1.

Example: specify 2 for 2:1 time speed-up relative to other calls waiting in queue  
Example: specify 0.5 for 1:2 time slow-down relative to other calls waiting in queue

Priority:

powered by Bright Pattern

Scenario Builder Set Priority scenario block settings

## Priority Values

Priority can affect a call in the following ways:

- It helps a call move through the service queue faster.
- It decreases the estimated waiting time (EWT) for a call.
- It is used in EWT prompts and in the Virtual Queue option to deliver callbacks.

The possible value range for priority is from 0.01 to 100. The recommend value range is from 0.1 to 10. Note that **the maximum recommended priority value is 10**. If priority is set too high, then the system can wait for the next available agent and will not offer virtual queue callbacks.

The instantaneous priority of an interaction is calculated as a function of its set priority and the time that the interaction has spent in the service queue.

Priority is specified in numeric values:

- **0.5:** Specify 0.5 to make the interaction move through the queue at half the speed of interactions with priority 1.
- **1:** The default interaction priority is 1.

- **2:** Specify 2 to double the speed with which the given interaction will move through the queue relative to interactions with priority 1.

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