MIRATECH
UNIVERSITY OF HOUSTON
TRAINING - SUPERVISOR

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Topics

1. General Overview: Genesys Cloud

2. How to log in on the platform

3. What is workspace and resources available

4. How to view and manage agent status

5. How to do live monitoring

6. How to view queue statistics and check queue activity

7. ACD Skill / Language Assignment

8. Queue Configuration and setup

How to log in on the platform

1. To access Genessys Cloud,

Use the web address:
https://login.mypurecloud.com/#/authenticate-adv/org/uohsystems

2. Confirm that region is "**Americas (US West)**"

2. Click at "More Login Options" to specify the organization name: "**uohsystems**", and then click "Next".

3. Click on the Microsoft Icon to log in with your UoH credentials

General overview

- If you find yourself in a page and do not understand what it means, always try to click at for contextual help:

What is workspace and resources available

Workspace is where you will be able to check real time and analytics report.

How to view and manage agent status

To view real-time agent metrics, click **Performance** > Workspace > **Agents Performance**. See agent performance, including their metrics, time in statuses, and evaluations.

Use the search field to filter specific users.

Real-time information about agents' statuses

Click on specific agent to view the performance details of the Agent

Filtered agents are added here

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How to view and manage agent status

The statuses tab shows time-based statistics particular to the agent.
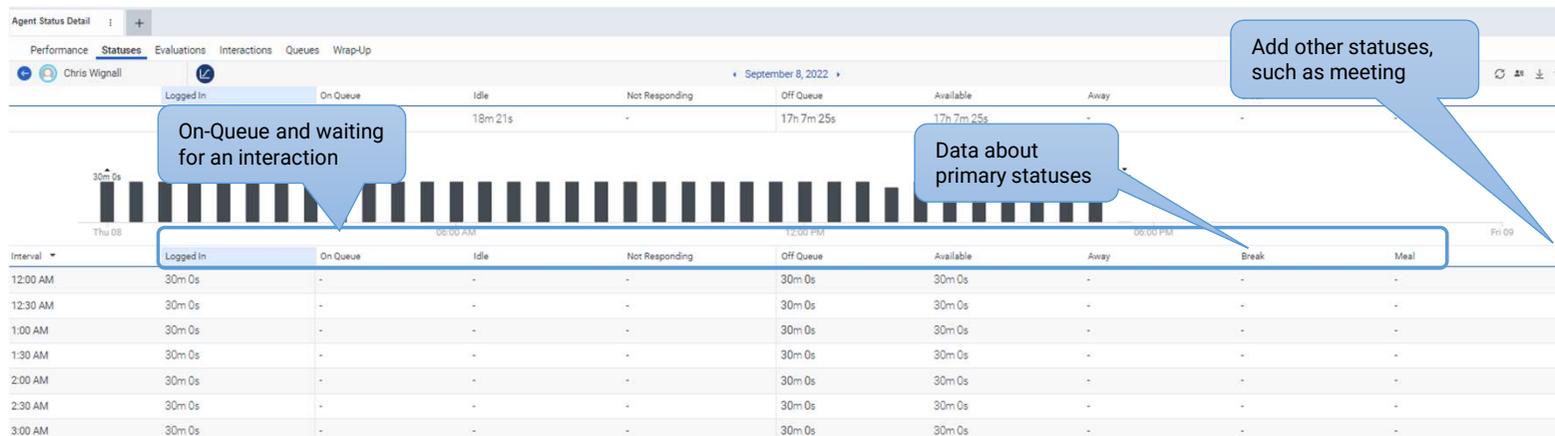
How to view and manage agent status

The Interactions tab displays a list of interactions specific to the agent – *See Interactions slide*

Filter by day, date, or Interval

To search for interactions, use the filter view.

Click on the interaction to open it

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How to view and manage agent status

The Queues tab displays a list of queue statistics specific to the agent.

Filter by day, date, or interval

For the queue statistics, select the queue from the list

Details of the statistics by queue

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How to view and manage agent status

The Wrap-Up tab shows the wrap up details used by this agent.
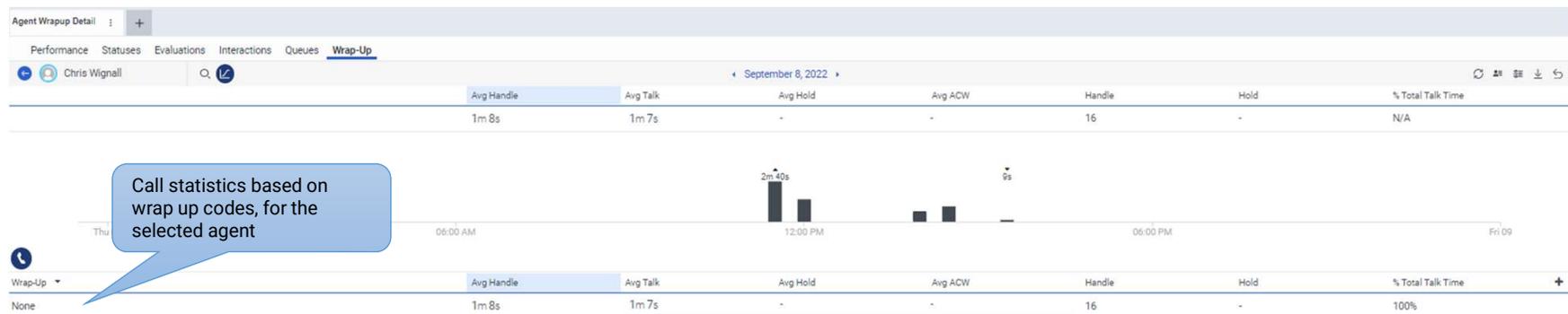
Add Skill/Language to an agent

To add a skill to an agent, go to:
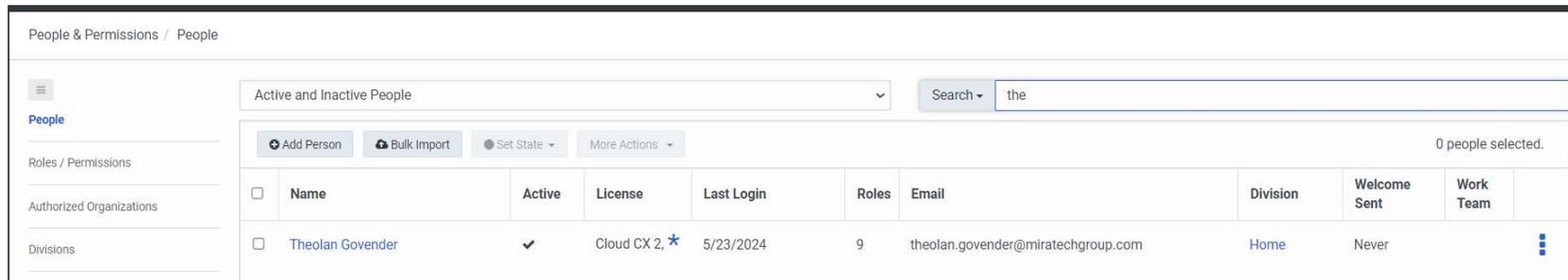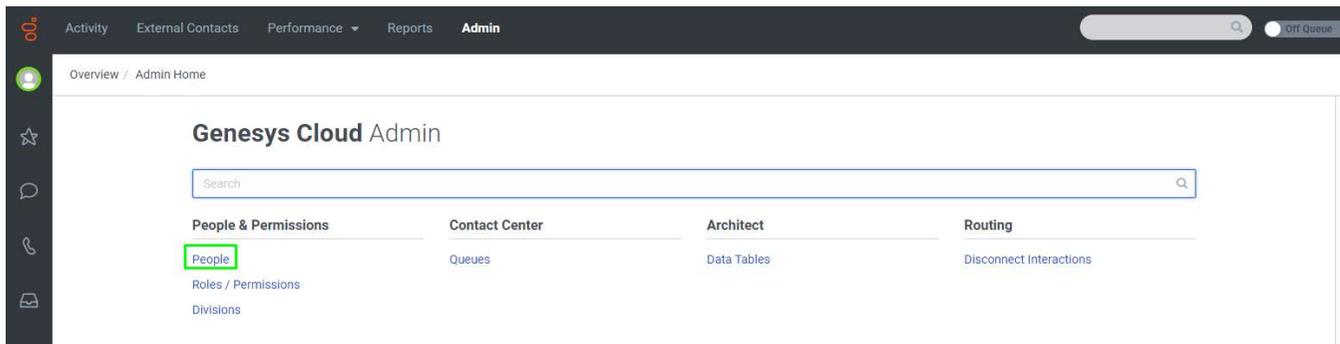
Add Skill/Language to an agent

You can assign up to 50 skills to a single agent.

Languages are separate from ACD skills.
For example, when an agent speaks the language requested by the customer, Genesys Cloud selects that agent rather than an agent who is more skilled but cannot speak that language.

However, an agent that cannot speak the language of the customer does not receive that interaction, regardless of ACD skill.

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Contact Center - ACD Queues: Queue settings

Queues are the "waiting lines" of interactions.
Agents select the **On Queue** status to enter their predefined queues.

Contact center queue settings include creating and managing queues for voice and chat channels for the entire organization.

Notes:
- An organization can add up to 5000 queues.
- Membership is limited to 5000 members per queue.
- Each queue name must be unique. You cannot duplicate a queue name.
- A queue name cannot contain asterisks.

https://help.mypurecloud.com/articles/create-queues/

Training

General   Routing   Members   Wrap-up Codes   Voice   Chat   Message   Email   Callback   Workitems

Name

Training

Description

Peer Id

Division

Training

After Call Work

Optional

After Call Work Timeout (Seconds)

☐ Enable Manual Assignment

Auto-Answer for all digital channels ⓘ
Off ⬤

- **Optional**. This option allows the agent to opt out of selecting a wrap-up code after a call. This feature might be used if your organization does not use wrap-up codes and your agents do not need after call work time.
- **Mandatory, Discretionary**. This option requires the agent to select a wrap-up code and allows the agent an open-ended amount of time to submit it.
- **Mandatory, Time-boxed**. This option requires the agent to select a wrap-up code and limits the amount of time to submit it before making the agent available to receive more interactions.
- **Mandatory, Time-boxed no early exit**. This option requires the agent to select a wrap-up code within a specified amount of time and ensures the agent will not receive a new interaction until the time period expires. This feature might be used to give the agent a "cool down" period between interactions.

There may be times when interactions are sitting in a queue because the skills that were assigned to the interaction in the call flow do not match the skills for any of the available agents in the queue or because agents are already fully utilized for the interaction's media type.

This can result in interactions waiting to be answered for an extended period of time. Using Manual Assignment, users with the appropriate permissions can manually assign these interactions to waiting agents in the queue, overriding the skill and utilization restrictions. Waiting interactions can be assigned to agents in the same queue or across queues, or agents can assign an interaction to themselves.

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Contact Center - ACD Queues: Queue settings

Training

| General | **Routing** | Members | Wrap-up Codes | Voice | Chat | Message | Email | Callback | Workitems |

Scoring Method ⓘ
Route interactions in the queue by evaluating a 'score' to determine which interaction should be pushed to an agent next:

◉ Conversation Score ○ Priority Score

Routing Method

Standard Routing (Default)

Evaluation Method
◉ All skills matching
○ Best available skills
○ Disregard skills, next agent

- **Standard Routing -** Take in account of the availability of the agent and the skills set needed for the interactions. ACD algorithm will be run by the system to select the agent with the best score to take the interaction
- **Bullseye –** The interaction wait timeout in Ring 1, it will pass the call to the next consecutive ring and it will remove one or more skills from the selected agent or agents if the exact target is not available to receive the interaction. Maximum up to 6 rings.
- **Preferred Agent Routing -** Route customer interactions to a pool of preferred agents first. Configure preferred agents for each interaction in Architect. Create up to 6 rules to expand the preferred agent pool if no match is found in a given rule.
- **Conditional group routing -** Routes interactions to dynamically expanded pool of target group of agents shared between different queues based on the rules set. The rules ensure that the KPI targets of the other queues are not compromised during the routing process.

- **All skills Matching -** ACD selects the agent who has all of the required skills with the longest time since last interaction.
- **Best available skills -** ACD considers the 100 agents with the longest time since last interaction. Of those agents, ACD finds those with all of the required skills and the highest average skill proficiency. From those, ACD selects the agent with the longest time since last interaction.
- **Disregard skills, next agent -** Disregard the skills, and utilize the first in first out method to route the calls.

https://help.mypurecloud.com/articles/acd-evaluation-routing-methods/

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Contact Center - ACD Queues: Adding/Removing members

Training

General | Routing | **Members** | Wrap-up Codes | Voice | Chat | Message | Email | Callback | Workitems

Users | Groups

Manage individual users for this queue

🔍 Enter a name   Remove Selected   **Add User**

	Name	Department	Title	Action
☐	Dillon Bray			×
☐	Theolan Govender			×

Remove user from queue membership

To search for users by a filter other than text, click the **Text** list and select from one of these filters:

1. Division
2. Group
3. Language
4. Location
5. Reports To
6. Skill

Add Users

Text ⌄   Enter a value ⌄   ×   +   ↺

	Name	Title	Department	Em ›
☐	Keith Frasher	-	-	kfrashe
☐	Kevin Brown	-	-	kevin.b
☑	Leticia Pesso Feniman	-	-	leticia.p
☐	Lucas Arruda Fernandes	-	-	lucas.a
☑	Phillip Humphrey	Sr Tech Consult Dom Admin	DTC Domain Administration	phumpl
☐	TJ Adams	-	-	tjadam:
☑	Theolan Govender	-	-	theolan

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Add Selected   Cancel

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Contact Center - ACD Queues: Wrap-up Codes

Wrap-Up Codes are the reason codes for interactions that have been processed by the agents. To add a wrap-up code to the queue, type the name in the **Select new wrap-up codes** box then select from the autocomplete list then click the + symbol

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Contact Center - ACD Queues: Interactions Configuration

Each media type has a separate tab but queues can be used with multiple media types, each media type has settings for service level, service level target and alerting timeout voice has additional settings which allow definition of a calling party name and number and to select an in-queue flow.

- Enter the percentage your organization uses for **Service Level** and **Service Level Target** in seconds

- **Calling Party Name** and **Calling Party Number** define the information displayed to the caller when an agent places a call out on behalf of the queue

- **Alerting Timeout** sets the amount of time an interaction will alert an agent before it moves to the next available agent (not applicable to Auto-Answer agents)

- **In-Queue Flow** sets the call flow from Architect to be used as a caller waits for an agent

- **Default Script** define the specific script that will display to agent when they received inbound call

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How to monitor a live interaction

Monitoring and coaching features are available for interactions that are in progress.

• **Monitoring** allows you to listen to an interaction without disturbing the conversation between the agent and the customer. Neither the customer nor the agent are aware that you're monitoring the interaction.

• **Coaching** allows you to drive improvements by offering comments and advice to the agent during the interaction. Customers are not aware of the coaching session and cannot hear your conversation with the agent.

https://help.mypurecloud.com/articles/monitor-in-progress-voice-interactions/

How to monitor a live interaction

Thank you