



Behavior of Adding and Removing Agents to CSQ

When you add or remove agents to CSQ, the skills and competencies of the agents are updated to match the queue requirements. The changes are explained with an example. In this example, the following are considered:

Skills: English, Sales, and Services

Agent Name: Michael

Supervisor Name: Sandra

CSQ details:

CSQ Name	Skill(Competency)
SalesQueue	English(8), Sales(5)
ServicesQueue	English(5), Services(5)
GeneralQueue	English(8)

Assumptions:

- All scenarios start with empty skills for an agent, unless explained in the specific scenario.
- Supervisor uses Advanced Capabilities in Finesse to add and remove agents to CSQ.
- Administrator uses Unified CCX Administration UI to add and remove agents to CSQ.
- There are no two queues with similar skills and competencies.

Add strategy: When supervisors add agents to a queue, the skills and competencies of the agents that are required to be part of the queue are updated at the server.

Remove strategies: When a supervisor removes an agent from a queue, two strategies **Minimal Impact** and **Revert** are adopted.

- **Minimal Impact strategy-** Reduces the competency of a skill or removes the skill, such that the agent is removed from the queue and impact on the other queues is minimal.
- **Revert strategy-** Revert the operation that is done during Add by removing the respective skills.

The behavior is explained by considering some of the scenarios.

Scenario 1- Before upgrading unified CCX to 12.0 release, administrator adds Michael to SalesQueue. After upgrading to unified CCX 12.0 release, Sandra removes Michael from SalesQueue.

Agent Skill(Competency) before Action	Action	Agent Skill(Competency) after Action	Strategy
No Skill	Admin adds Michael to SalesQueue	English(8), Sales(5)	Add Note Michael is also part of GeneralQueue because the skill English(8) is common for both the queues.
English(8), Sales(5)	Sandra removes Michael from SalesQueue	English(8), Sales(4)	Minimal Impact Note As Michael was added to the queue by administrator before upgrading to unified CCX 12.0 release, the competency of the Sales skill is reduced by 1.

Scenario 2- Sandra adds Michael to SalesQueue and later removes him from SalesQueue.

Agent Skill(Competency) before Action	Action	Agent Skill(Competency) after Action	Strategy
No Skill	Sandra adds Michael to SalesQueue	English(8), Sales(5)	Add Note Michael is also added to GeneralQueue because the skill English(8) is common for both the queues.
English(8), Sales(5)	Sandra removes Michael from SalesQueue	No Skill	Revert Note Michael is removed from GeneralQueue also.

Scenario 3- Sandra adds Michael to SalesQueue and ServicesQueue. Later she removes him first from ServicesQueue and then from SalesQueue.

Agent Skill(Competency) before Action	Action	Agent Skill(Competency) after Action	Strategy
No Skill	Sandra adds Michael to SalesQueue	English(8), Sales(5)	Add Note Michael is also added to GeneralQueue because the skill English(8) is common for both the queues.
English(8), Sales(5)	Sandra adds Michael to ServicesQueue	English(8), Sales(5), Services(5)	Add
English(8), Sales(5), Services(5)	Sandra removes Michael from ServicesQueue	English(8), Sales(5)	Revert
English(8), Sales(5)	Sandra removes Michael from SalesQueue	No Skill	Revert

Scenario 4- Sandra adds Michael to SalesQueue and ServicesQueue. Later she removes him first from SalesQueue and then from ServicesQueue.

Agent Skill(Competency) before Action	Action	Agent Skill(Competency) after Action	Strategy
No Skill	Sandra adds Michael to SalesQueue	English(8), Sales(5)	Add Note Michael is also added to GeneralQueue because the skill English(8) is common for both the queues.
English(8), Sales(5)	Sandra adds Michael to ServicesQueue	English(8), Sales(5), Services(5)	Add
English(8), Sales(5), Services(5)	Sandra removes Michael from SalesQueue	English(8), Services(5)	Revert Note Revert is partially applied. Only Sales skill is removed and the common skill and competency English(8) is retained.

Agent Skill(Competency) before Action	Action	Agent Skill(Competency) after Action	Strategy
English(8), Services(5)	Sandra removes Michael from ServicesQueue	English(8)	Revert Note Only Services skill is removed. English(8) is not removed because Michael is part of the GeneralQueue. In this scenario, Sandra has to manually remove Michael from the GeneralQueue.

Scenario 5- Sandra adds Michael to GeneralQueue and ServicesQueue. Later she removes him first from GeneralQueue and then from the ServicesQueue.

Agent Skill(Competency) before Action	Action	Agent Skill(Competency) after Action	Strategy
No Skill	Sandra adds Michael to GeneralQueue	English(8)	Add
English(8)	Sandra adds Michael to ServicesQueue	English(8), Services(5)	Add
English(8), Services(5)	Sandra removes Michael from GeneralQueue	English(7), Services(5)	Minimal Impact Note A minimal change is made to the competency of the common skill English so that the required skills and competencies are maintained.
English(7), Services(5)	Sandra removes Michael from ServicesQueue	No Skill	Revert Note As part of Revert strategy, only Services skill is removed. After the revert operation English(7) skill is also removed because it is not associated with any queue and no longer required by Michael.

Scenario 6- Sandra adds Michael to GeneralQueue and SalesQueue. Later she removes him first from GeneralQueue and then from the SalesQueue.

Agent Skill(Competency) before Action	Action	Agent Skill(Competency) after Action	Strategy
No Skill	Sandra adds Michael to GeneralQueue	English(8)	Add
English(8)	Sandra adds Michael to SalesQueue	English(8), Sales(5)	Add
English(8), Sales(5)	Sandra removes Michael from GeneralQueue	No Skill	Revert Note As the skill English(8) is common for both GeneralQueue and SalesQueue, Minimal Impact or Partial Revert cannot be applied. Michael will be removed from both the queues.

