



Contact Routing

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About Contact Routing

The Routing Strategy module provides a flexible environment for routing contacts to the best resource, regardless of location. Each incoming contact arrives at an entry point, from where it's sent to queue for distribution among teams at contact center sites according to scheduled routing strategies, scheduled team capacity strategies, and queue precedence settings specified in the Routing Strategy module.

In addition, if your enterprise uses the outdial feature, each outdial call passes through an outdial entry point and outdial queue according to routing strategies in the Routing Strategy module.



Note Although the examples in the following sections refer to phone contacts, the same contact routing options are available to other media types.

Basic Contact Routing

An incoming call arrives at an entry point where the caller is presented with three options. After the caller selects an option, the call is sent to a queue, where it waits for an agent to become available on one of the teams servicing that queue.

Each entry point and queue is associated with one or more routing strategies, which control how calls get serviced at specified time intervals, including what call control script to use to treat the call and what audio file to play when a call arrives or is waiting in queue.

In addition, the routing strategy for a queue specifies which teams receive calls and in what order, how long the call can wait in queue (before it gets distributed to an overflow destination number), and fail-over settings for agents and teams. You can specify one of the following options for identifying an agent to service a call:

- Longest Available Agent—Incoming calls get directed to the agent who has been available for the longest time.
- Load Balance—Incoming calls get distributed among a group of teams based on ratios specified in the strategy.
- Priority Based—Incoming calls get distributed to agent teams based on a priority rating assigned to each team.
- Skill Based—Incoming calls get distributed to agents who possess a required set of skills, such as language fluency or product expertise.

Set Up Skills-Based Routing

Procedure

- Step 1** Define the skills. For more information, see [Skill Definitions](#).
- Step 2** Define the skill profiles. For more information, see [Skill Profiles](#).
- Step 3** Assign the skill profiles to teams or agents. You can assign a skill profile to each agent-based team. All agents logged in to the team are associated with that skill profile. However, you can also assign a skill profile to an individual agent, which overrides the skill profile of the team.
For more information, see [Create a team](#) and [View the Details of a User](#).
- Step 4** Create [Entry Points and Queues](#).
- Step 5** Create or upload a call control script that defines how to treat the call. For more information, see [Working with Call Control Scripts, on page 4](#).
- Step 6**
- Step 7** Create an entry point and queue routing strategy. In the entry point routing strategy, you assign skill requirements to calls during call treatment defined in the call control script. For more information, see [Assigning Skill Requirements to Incoming Calls, on page 35](#). The calls are then distributed to the specified queue where they wait for an agent with the required skills.

In the queue routing strategy, you specify options for identifying agents to service the incoming calls. If an agent with the required skills doesn't become available within a specified time interval, you can remove or reduce the skill requirement.

For more information, see [Create an Agent Profile](#).
- Step 8** Create an entry point routing strategy and select the flow that you created. For more information, see [Create a routing strategy, on page 24](#).
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About Queue Reshuffling

Queue Reshuffling feature can be used with all available contact routing methods. The reshuffling engine associates a score to each contact in the queue based on various factors, such as the importance of the customer or the due time of a particular contact according to service level agreements (SLAs).

A score of between 0 and 1 is associated with each contact. For example, if there are two email contacts in queue and one is due tomorrow, while the second one is due the day after, the engine can assign the first email

a score of 0.9 and the second a score of 0.8. This way, the email contact with the earliest due time will be handled first. The same logic can be applied when there are more than two contacts.

If contacts are waiting in queue for an available agent, the routing engine sorts the queue based on the score associated with each contact. The contact with the highest score is assigned to the first available agent. The queue reshuffling engine can change the score for any or all contacts at any time.

You can implement queue reshuffling by working with Webex Contact Center Operations to assign scores to contacts through IVR data dips or via an external entity. Alternatively, Professional Services can help set a score through an API.

About Queue Precedence

A team can handle contacts from more than one queue. You can assign an agent to take contacts from more than one queue by adding that agent's team to the routing strategies for multiple queues. To cause an agent team to prioritize contacts from one queue ahead of contacts to other queues, you can set a priority for each queue by using the settings available on the Queue Precedence page.

About Team Capacity Strategies

Your enterprise can use agent-based teams or capacity-based teams or a mixture of both team types. Capacity-based teams do not have specific agents assigned to them, and the agents do not use the Webex Contact Center Agent Desktop.

You can create scheduled team capacity strategies to override these settings in response to changing contact center conditions. If a team capacity strategy is not created for a capacity-based team, the system uses the capacity value provisioned for the team.

Configure Multimedia Profiles

If your enterprise uses social channels, chat, and email routing in addition to voice, then Multimedia profiles are enabled. You can associate sites and agents with multimedia profiles.

Procedure

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- Step 1** Define the multimedia profiles. If your enterprise subscribes to the Multimedia feature, each agent is associated with a multimedia profile, which specifies how many contacts of each media type the agent can handle concurrently. For more information, see [Multimedia Profiles](#).
 - Step 2** Assign multimedia profiles to sites, teams, or agents. When Multimedia is enabled, every site is associated with a multimedia profile. Each agent-based team at a given site is associated with the profile assigned to that site unless the team is assigned a different multimedia profile. Similarly, each agent logged in to a team is associated with the team's profile unless the agent is assigned a different multimedia profile. For more information, see [Sites](#), [Create a team](#), and [Users](#).
 - Step 3** Create separate entry points and queues for each media type. For more information, see [Create an Entry Point](#).
 - Step 4** Work with Webex Contact Center Operations to create routing strategies configured to use a specialized call control script.
 - Step 5** Work with your specific CRM vendor to configure the multimedia interaction at the agent level.

Alternately you can configure the queue routing strategy to assign multimedia contacts (Chat, Email, Social Channels) to your agents.

About Web Callback

The Web Callback feature enables visitors to your enterprises Web site to complete and submit a callback request specifying a name, phone number, and callback time. The request is sent to the Webex Contact Center system for scheduling. When the callback time is reached, a call to the requester is initiated on an outbound entry point that is used exclusively for Web callbacks.

The routing strategy for Web Callback uses a specialized call control script that typically includes IVR treatment that requires input from the callback requester to proceed.

- If the requester answers and responds to the voice prompts appropriately, then the call is connected to an available agent and the callback request is marked as processed.
- If the call fails (for example, the call is not answered or is answered by a recorded message or a busy signal), the callback is optionally rescheduled based on the maximum callback attempts allowed and the retry attempt interval provisioned for your enterprise.
- If the requester rejects the call, the callback request is marked as cancelled.

The overall process for implementing Web Callback involves the following tasks:

Procedure

- Step 1** Creating a Web page to capture the Web callback details and posting them to the Webex Contact Center Web Callback service.
 - Step 2** Specifying the maximum callback attempts allowed and the retry attempt interval (see [Module Permissions](#)).
 - Step 3** Creating the outdial entry points to use for Web callbacks (see [Create an Entry Point](#)).
 - Step 4** Working with Webex Contact Center Operations to create routing strategies configured to use a specialized call control script.
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Working with Call Control Scripts

A call control script defines how a call is handled when it arrives at an entry point or queue. The Control Scripts page in the Routing Strategy module displays a list of call control scripts and provides authorized users with an interface for creating and editing control scripts.

After you create a control script, you can associate it with a routing strategy for an entry point or queue and specify values for any configurable parameters that are in the script, such as which sound file to play when a call arrives, or the timeout value for entering digits in response to a prompt (see [Assigning Call Control Scripts and Parameters, on page 33](#)).



Note When you update an existing call control script, the value in the Skill Requirements field gets reset. in the **Call Flow Paths** dialog box. For configuring the skill requirement, see [Assigning Skill Requirements to Incoming Calls, on page 35](#)

The following topics are covered:

Creating Call Control Scripts

The New button on the Control Scripts page provides access to the call flow builder interface where authorized users can create a control script for an entry point or queue.

To create a call control script:

Procedure

- Step 1** Open the Routing Strategy module and click the **Control Scripts** button.
The page displays the list of control scripts and associated image files.
- Step 2** Click **New**.
The New Call Flow page appears, displaying a Start block in the canvas area. The panel on the left side of the page displays the building blocks for constructing a call flow. You can drag a block from this panel to the canvas to add it to the call flow.
- Step 3** Enter a name and optionally, a description for the control script in the fields at the top of the page.
The name you enter will be displayed in the Control Script drop-down list for selection when users create or edit a routing strategy (see [Assigning Call Control Scripts and Parameters, on page 33](#)).
- Step 4** Double-click the Start block and specify the call flow type (entry point or queue) and other parameters in the dialog box that opens. For a description of each parameter, see [Start Block, on page 6](#).
- Step 5** Drag flow control blocks to the canvas to add them to the call flow. To remove a block from the canvas, click the x on the upper right side of the block.
- Step 6** After adding a flow control block, double-click the block and enter the required parameters in the dialog box that opens. For a description of each block and its parameters, see [Call Control Block Descriptions, on page 6](#).
- Step 7** To connect the blocks, drag each output connector to the appropriate input connector.
All blocks except the Start block have one input connector, represented by a black-filled circle at the top of the block. All blocks except the EP/Queue, Callback, Queue Call, and End Call blocks have one or more output connectors, represented by empty circles at the bottom and sides of the block.
In the following example, the Start block is connected to a Menu block that plays an audio file prompting the caller to enter one of two options. The Menu block in this example has four outputs: one for each of two branches, plus Timeout and Invalid outputs, which are connected back to the Menu blocks input connector.
- Step 8** Each connector represents a call flow path. To specify a name for a path, click a green connector line and in the dialog box that opens, enter a name and optional description.
- Step 9** After you have finished adding and connecting blocks, click **Save** to save the control script.

The system automatically performs validation. If errors are found, they are listed in a message at the top of the page. In the following example, a connection is missing for the Menu blocks Timeout output. A control script cannot be saved until all errors are corrected.

Call Control Block Descriptions

Call control blocks and their parameters are described in the following sections.

Start Block

The Start block signifies the beginning of a call flow. All call control scripts must begin with a Start block. The Start block has the following parameters.

Parameter	Description
Type	Select the call flow type: Entry Point or Queue. If you select Queue , the symbol for the Start block changes as shown below after you click OK .
Call Associated Data	Specifies a comma-separated list of call-associated data (CAD) variables that are guaranteed to be associated with the call when it is delivered to the Agent Desktop, regardless of whether they are collected in IVR. This enables agent-editable fields that are not collected in IVR, such as a case number. (Note that these can still be filtered out by Agent Desktop settings provisioned for your enterprise.) Select or type the name of a CAD variable, then click + to add it to the list. Repeat for each additional CAD variable. Note If you create a CAD variable in one of the call control blocks in the call flow, it will be delivered to the Agent Desktop along with the call.
On IVR error go to	Specifies the destination to which calls are distributed when there is an error in IVR. By default, this is the overflow number provisioned for the entry point or queue, but you can select an entry point or queue from the drop-down list instead.
On Overflow go to	Specifies the destination to which calls are distributed when they exceed the Maximum Time in Queue setting specified in the routing strategy. By default, this is the overflow number provisioned for the entry point or queue, but you can select an entry point or queue from the drop-down list instead.

Parameter	Description
Maximum Calls	This parameter appears only if an entry point or queue other than the provisioned overflow number is selected for the On Overflow go to parameter. If the value entered here is smaller than the Maximum Calls in Queue provisioned for an entry point or queue, then when the number of calls in queue reaches this value, they will be sent to the entry point or queue specified in the On Overflow go to parameter.
Description	Optionally enter a description for the block.

Play Block

The Play block plays an uninterruptible message to the caller and has the following parameters.

Parameter	Description
Name	Enter a name for the play block or accept the default name.
Media	Select an audio file to play as a prompt.
Description	Optionally enter a description for the block.

Menu Block

The Menu block plays an interruptible prompt, allowing the caller to enter a DTMF digit or symbol and take the configured branch for the entered digit or symbol. A menu can have from 1 to 10 branches.

The Menu block has the following parameters and outputs.

Parameter	Description
Name	Enter a name for the menu or accept the default name.
Media	Select an audio file to play as a prompt.
Timeout	Specify the number of seconds to wait after prompting. If the caller does not enter data before the timeout, the call will take the Timeout path configured in the control script.
Number of Branches	Select the number of output branches.
Branch <N>	For each branch, select the DTMF digit or symbol that must be entered for the call to take that branch.
Description	Optionally enter a description for the block.

Output	Description
Branch <N>	Path to take if the caller enters a matching DTMF digit or symbol.
Timeout	Path to take if the caller does not enter data before the specified Timeout.
Invalid	Path to take if the caller enters a DTMF digit or symbol that does not match a branch.

Condition Block

The Condition block embodies a condition for example, AccountLevel equals Gold. The call takes the True or False path depending on whether or not the condition is met.

The Condition block has the following parameters and outputs.

Parameter	Description
Operand 1	Select a CAD variable from the drop-down list.
Condition	Select an operator from the drop-down list: < (less than) != (not equal) > (greater than) == (equal to) >= (greater than or equal to) <= (less than or equal to) Contains
Operand Type	Select an option to specify whether Operand 2 is an existing CAD variable or a literal value that you specify.
Operand 2	Select an existing CAD variable name from the drop-down list or click the User specified button and type a literal value.
Description	Optionally enter a description for the block.

Output	Description
True	Path to take if the condition is met.
False	Path to take if the condition is not met.

Counter Block

The Counter block counts the number of times the call reaches this block. The Counter block has the following parameters and outputs.

Parameter	Description
Name	Enter a name for the counter.
Threshold	Enter the number of times the call can pass through this block before taking the alternate path.
Description	Optionally enter a description for the block.
Output	Description
No	Path to take if the threshold is not reached.
Yes	Path to take if the threshold is reached.

Collect Digits Block

The Collect Digits block plays an interruptible prompt and collects a DTMF string (digits 0 - 9) of a specified length from the caller.



Note The # character signifies end of input.

The Collect Digits block has the following parameters and outputs.

Parameter	Description
Call Associated Data	Select the name of the call-associated data (CAD) variable to which the entered data will be stored.
Media	Select an audio file to play as a prompt.
Timeout	Specify the number of additional seconds the user has to enter the requested string after the audio message has finished playing or after the last key press, whichever comes later. If the timeout is reached, the call takes the Timeout path configured in the control script.
Maximum Number of Digits	Specify the maximum DTMF string length.
Minimum Number of Digits	Specify the minimum DTMF string length.
Description	Optionally enter a description for the block.

Output	Description
OK	Path to take if the caller enters an acceptable DTMF string.
Timeout	Path to take if the caller does not enter acceptable data before the timeout is reached.
Invalid	Path to take if the caller enters a DTMF string that is too long or too short.

Set Variable Block

The Set Variable block sets a variable and gives it a literal value. The Set Variable block has the following parameters.

Parameter	Description
CAD Name	Select or enter the name of a call associated data (CAD) variable.
Value	Enter the value to set on the CAD variable.
Description	Optionally enter a description for the block.

Fetch Variable Block

Use the Fetch Variable block to send the HTTP request to an external source. For example, use this block to retrieve information from an external HTTP URL based on an account number that is retrieved (through a preceding Collect Digits block). And, then associate the retrieved information with the call.

The Fetch Variables block has the following parameters and outputs.

Parameter	Description
Name	Name of the Fetch Variable Block. This is mandatory.
Description	Enter a description for the block. This is optional.
REQUEST	
Connector	Select the connector from the drop-down list. This field fetches the connectors that are configured under Integrations on the Control Hub. To configure a connector on Control Hub, see the Set Up Connectors for Cisco Webex Contact Center article.
URL	Enter the URL from which the variables are to be retrieved.
Request Variables	Specifies a comma-separated list of CAD variables to be sent on the request. Select the name of a CAD variable, then click + to add it to the list. Repeat for each additional CAD variable.

Parameter	Description
Response Variables	Specifies a comma-separated list of CAD variables to be returned from the external source. Select or type the name of a CAD variable, then click + to add it to the list. Repeat for each additional CAD variable.
Error	Path to take if there's no response or if the response isn't valid.

EP/Queue Block

The EP/Queue block transfers control of the call to a queue or entry point and has the following parameters and no outputs.

Parameter	Description
Name	Enter a name for the block or accept the default name.
EP/Queue	Select an entry point or queue from the drop-down list. If you select an entry point, the symbol for the call control block changes as shown below after you click OK .
Description	Optionally enter a description for the block.

Reset Counter Block

The Reset Counter block resets the internal counter of a Counter block. The Reset Counter block has the following parameters.

Parameter	Description
Counter	Select the name of the counter to be reset.
Description	Optionally enter a description for the block.

Callback Block

The Callback block is available only if the Voice Callback feature is enabled for your enterprise.

The Callback block sends a callback request to the Web callback entry point where it is queued until an agent is available. This block has the following parameters and no outputs.

Parameter	Description
Name	Enter a name for the block or accept the default name.
Outdial EP	Select an outdial entry point for Web callback from the drop-down list.

Parameter	Description
Callback Number	Select the CAD variable containing the callback number, such as the ANI that came in with the call or a number collected in a Collect Digits block in the call flow. If no selection is made, the caller's ANI will be used.
WCB CAD	Optionally you can select other CAD values that came in with the call for delivery along with the callback request.
Description	Optionally enter a description for the block.

Queue Call Block

The Queue Call block places the call in the queue. This block can only be used in queue scripts and has the following parameters and no outputs.

Parameter	Description
Name	Enter a name for the block or accept the default name.
Music in Queue	Select a media file from the drop-down list.
Description	Optionally enter a description for the block.

End Call Block

The End block terminates the call. This block has no parameters and no outputs.

Copying or Modifying a Call Control Script

You can copy or modify a control script that was created using the call flow builder interface available when you select the New button on the Control Scripts page. Custom control scripts can be modified only by Professional Services, after which they must be updated as described in [Uploading a Custom Control Script, on page 13](#).

To copy or modify a call control script:

Procedure

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- Step 1** Open the Routing Strategy module and click the **Control Scripts** button.
The page displays the list of control scripts and associated image files along with creation date, date of last update, and source-Custom or Call Flow Builder. You can copy or modify a control script.
 - Step 2** Click the ellipsis icon to the left of a listed control script and select **Copy** or **Edit**.
 - Step 3** Make your changes. For details about available settings and how to add, remove, and configure call control blocks see [Creating Call Control Scripts, on page 5](#) and [Call Control Block Descriptions, on page 6](#).
 - Step 4** Click **Save**. The system automatically performs a validation.

If errors are found, they are listed in a message at the top of the page. You must correct the errors before you can save the script.

- Step 5** If you are modifying a control script that has been assigned to a routing strategy, it must be reassigned to the routing strategy as follows:
- Click the Call Routing button on the menu bar, select the routing strategy to which the control script was previously assigned, and click **Edit**.
 - In the Call Control section of the page, re-select the control script from the drop-down list, edit parameters if necessary, and then click **Apply**.
 - Click **Update** to save your changes to the routing strategy.
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Uploading a Custom Control Script

Custom control script are created by Professional Services and must be uploaded to the Management Portal before they can be assigned to routing strategies. If a custom control script changes, it must be re-uploaded to the Portal for changes to take effect.

To upload a custom control script :

Procedure

- Step 1** Open the **Routing Strategy** module and click the **Control Scripts** button on the menu bar. The page displays the list of scripts and associated image files.
- Step 2** Click **Upload**. The Upload Control Script page appears.
- Step 3** Enter a **name** and optionally, a description for the script in the data fields.
- Step 4** Click the **Browse** button to the right of the Control Script File field and, in the dialog box that opens, navigate to the script file in your system and click **Open**. The dialog box closes and the File field displays the path and file name of the uploaded file. If you entered a different file name in the Control Script Name field, it is overwritten by the name of the file you uploaded. You can change the text in the Control Script Name field if you want to.
- Step 5** Optionally, upload the associated control script image file as follows: click the Browse button to the right of the Control Script Image field and, in the dialog box that opens, navigate to the image file in your system and click **Open**. Only GIF and JPEG file formats are supported.
- Step 6** Click **Save**. The script is uploaded and available for selection from the control script list (see [Assigning Call Control Scripts and Parameters, on page 33](#)).

Note To copy a custom control script, upload it as described, but enter a different name in the Control Script Name field. The control script will be uploaded and saved under the new name.

Updating a Custom Control Script

To update a custom control script:

Procedure

- Step 1** Open the Routing Strategy module and click the **Control Scripts** button on the menu bar.
 - Step 2** Click the ellipsis icon to the left of the custom control script that has been changed and select **Edit**. The Edit Control Script page appears.
 - Step 3** Leave the Name field unchanged and enter a new description if desired.
 - Step 4** Click the **Browse** button in the Control Script File field and, in the dialog box that opens, navigate to the control script file in your system and click **Open**.
 - Step 5** Optionally, upload the associated control script image file as follows: click the **Browse** button in the Control Script Image field and, in the dialog box that opens, navigate to the image file in your system and click **Open**. Only GIF and JPEG file formats are supported.
 - Step 6** Click **Save** to save your changes.
 - Step 7** Click the Call Routing button on the menu bar, select the routing strategy to which the control script was previously assigned, and click **Edit**.
 - Step 8** In the Call Control section of the page, re-select the control script from the drop-down list, edit parameters if necessary, and then click **Apply**.
 - Step 9** Click **Update** to save your changes to the routing strategy.
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Uploading and Updating a Custom Control Script Image File

You can view the image file associated with a control script on the Control Scripts page or by clicking the Image link in the CallControl section of the Create Routing Strategy or Edit Routing Strategy page (see [Assigning Call Control Scripts and Parameters, on page 33](#)). Only GIF and JPEG file formats are supported.

When a control script is created or modified using the call flow builder interface available through the New button on the ControlScripts page, the associated image file is available in the Routing Strategy module when the control script is saved. However, image files associated with custom control scripts created by Professional Services must be manually uploaded and updated.

To upload or update the image file associated with a custom control script:

Procedure

- Step 1** Open the Routing Strategy module and click the Control Scripts button on the menu bar.
The page displays the list of uploaded scripts and associated image files.
- Step 2** Click the Image button in the Image column that corresponds to the custom control script for which you want to view, upload, or update the associated image file.
- Step 3** Do one of the following:
 - In the Call Flow Image dialog box, click the Browse button and in the dialog box that opens, navigate to the image file in your system and click **Open**.
 - OR-
 - Open the directory on your system where the image file is located and then drag and drop it into the designated area of the Call Flow Image dialog box.

Step 4 In the Call Flow Image dialog box, click **Save** to upload the image.

Viewing and Exporting References to a Control Script

You can view or export a list that shows the name of each routing strategy that references a specified control script and the name of the associated entry point or queue. In the case of a global routing strategy, the list shows 0 instead of the name of an entry point or queue.

Procedure

- Step 1** Open the Routing Strategy module and click the Control Scripts button on the menu bar.
The page displays the list of control scripts and associated image files.
- Step 2** Click the horizontal ellipsis button to the left of a listed control script and select **Excel** or CSV.
- Step 3** In the dialog box that opens, specify whether to open or save the file.
-

Working with Resource Files

To view the resources, choose **Routing Strategy** from the Management Portal navigation bar.
You can choose to see the audio files, predefined emails, or predefined chat responses.

Upload an Audio Resource File

Webex Contact Center supports uploading .wav audio files with the following specifications:

- Mono Recording (for combined, caller, or agent recording)
 - Channels: 1
 - Sample Rate: 8000
 - Precision: 16-bit
 - Sample Encoding: GSM
 - Maximum Recording Duration: 2 Hours
- Stereo Recording (for combined recording)
 - Channels: 2
 - Sample Rate: 8000
 - Precision: 13-bit
 - Sample Encoding: 4-bit IMA ADPCM
 - Maximum Recording Duration: 2 Hours



Note By default, only mono recording is enabled for all tenants.

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources > Audio Files**.

Step 3 Click **New**.

Step 4 On the **Upload Resource** page, click **Browse**.

Step 5 Navigate to the file in your system, and click **Open**.

The **File** field displays the path and file name of the uploaded file, and the **Resource Name** field displays the file name.

Step 6 Click **Save**.

Edit an Audio Resource File



Note Do not update resources that are currently used by the system.

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources > Audio Files**.

Step 3 Click the **Ellipsis** button beside the resource name and click **Edit**.

Step 4 On the **Overwrite Resource** page, click **Browse**.

Step 5 Navigate to the file in your system, and click **Open**.

The **File** field displays the path and file name of the uploaded file, and the **Resource Name** field displays the file name.

For audio file specifications, see [Upload an Audio Resource File, on page 15](#).

Step 6 Click **Save**.

Step 7 Click **Yes** to confirm overwriting the audio file.

Play or Download a .wav File

Procedure

- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
 - Step 2** From the **Routing Strategy** page, choose **Resources > Audio Files**.
 - Step 3** Click the ellipsis button beside the file name and click **Play**.
 - Step 4** In the dialog box that opens, specify whether you want to open or save the file. When you click **Open**, the media player installed on your computer opens and plays the file. If a compatible media player is not installed, a dialog box opens and prompts you to download a player.
-

Update a Resource File

Procedure

- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
 - Step 2** From the **Routing Strategy** page, choose **Resources > Audio Files**.
 - Step 3** Click the ellipsis button beside the file name and click **Edit**.
 - Step 4** Make the necessary changes to the resource.
 - Step 5** Click **Save**.
-

Copy a Resource File

The copy function enables you to create backup copies of prompts and other resource files. Only files with the .wav extension can be copied.

Procedure

- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
 - Step 2** From the **Routing Strategy** page, choose **Resources > Audio Files**.
 - Step 3** Click the ellipsis button beside the file name and click **Copy**.
 - Step 4** On the page that appears, enter a name for the copied file or leave the default name (Copy_ is prepended to the original name).
 - Step 5** Click **Save**.
-

Export References to a Media File

You can view or export a list showing the name of each routing strategy that references a specified media file along with the name of the associated entry point or queue. In the case of a global routing strategy, the list shows 0 instead of the name of an entry point or queue.

To view or export the references to a media file:

Procedure

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- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
 - Step 2** From the **Routing Strategy** page, choose **Resources > Audio Files**.
 - Step 3** Click the ellipsis button beside the file name and click **Excel** or **CSV**.
 - Step 4** In the dialog box that opens, specify whether to open or save the file.
-

Create a Predefined Email Template

You can predefine the email template that agents use to communicate with customers. An organization can have a single predefined template for email.

To edit or delete the template, click the ellipsis button beside the template in the **Predefined Emails** page.



Note You cannot use the predefined email templates for quick-reply emails.

To create an email template:

Procedure

-
- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
 - Step 2** From the **Routing Strategy** page, choose **Resources > Predefined Emails**.
 - Step 3** Click **New**.

Note The **New** button is disabled if your organization already has a predefined email template.

- Step 4** In the **New Predefined Email** dialog box, do the following:

- a) Enter a name for the email template.
- b) Set the status for the template.

Set the status as **Active** to use it as a default template for all email communications between agents and customers.

Set the status to **Not Active** to save it as draft. You can later change the status to **Active** to use it.

- c) Enter the email body. You can use the formatting tools to draft the email body.
- d) (Optional) Add macros to the email body.

You can use the macro to add variables for **Customer Name** or **Agent Name** to the email. You can set a default value for the variable type you choose. You can use the macros multiple times in the template as per your requirement.

- To add the macro variables, place the cursor where you want the variable. Choose the type of macro you want to add and click the **Insert to Text Editor** button.
- To set a default value for a macro, enter the default value in the field **Default Value** before you insert the macro to the text editor.

e) Click **Save** to save the email template.

Create a Predefined Chat Response

You can define a set of chat responses that your agents can use to communicate with the customers. You can configure the chat responses for a specific queue or for all the queues. We support the following languages:

- US English
- Japanese
- Italian
- French
- German
- Spanish

You can configure 50 responses per language, per queue, for a total of 300 responses per queue. Agents can see the responses in their queue based on the language settings in their local browser. Thus, agents can see only 50 responses at a time.

Procedure

- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
- Step 2** From the **Routing Strategy** page, choose **Resources > Predefined Chat Responses**.
- Step 3** Click **New**.
- Step 4** Enter the following details:

Setting	Description
Response Name	Contains the name of the predefined chat response. You can enter a name of maximum 40 characters.
Status	Contains the status of the predefined chat response. Deactivate the status to hide it from the agents in Agent Desktop.

Setting	Description
Language	Choose the language of the predefined chat response from the drop-down list. You cannot edit the language of the chat response.
Queue	Choose the queue for which you want to define the chat response. If you select All from the drop-down list, all agents in all the queues in your organization can use the chat response. However, if any queue has reached the capacity of 50 messages, the system displays an error message with the names of the queues that have reached the limit. The system disables the queues that have reached the limit and you cannot choose them.
Content	Contains the text for the chat response. You can enter a maximum of 150 characters.

Step 5 Click **Save**.

Configure Routing Strategies

If you want to proceed with routing strategies, consider the following aspects. For each entry point and queue, you should create a set of default routing strategies that cover all time intervals. In addition, you can schedule an alternate strategy beyond the default strategy for any time interval. For example, Queue 1 could have a `BusyHourStrategy` for the normal day shift and an `OffHoursStrategy` for non-business hours.

Flag the normal daily schedule as the default strategy. You can create a non-default strategy, such as a holiday schedule for a time interval that overlaps the default strategy. A strategy that is not flagged as default overrides a default strategy and is used as an exception to the default schedule. This means that the system first checks for a strategy that is not flagged as default, and if none exists, the system uses the default strategy.

When the default strategy is the current strategy (that is, the strategy that is currently running), the system checks every three minutes for a non-default strategy and if one is found, it becomes the current strategy.

If no strategy is specified for a time interval, and there is no default strategy for the time interval, the last strategy used by the system may continue as the current strategy even though it has expired. In this case, the system checks every minute for a valid strategy and as soon as it finds one, that strategy becomes the current strategy.

About Team Types

When you create or modify a queue routing strategy, the following options appear:

- **Agent-Based** teams have a known number of agents that are assigned to teams. Authorized users assign an agent profile to one or more teams. These agents use the Agent Desktop to interface with the Webex Contact Center system.

- **Capacity-Based** teams don't have specific agents that are assigned to them, and the agents don't use the Agent Desktop. For example, an outsourcer could have teams that use a PBX or an ACD to handle calls. You can use a capacity-based team to represent a voicemail box or an agent group, which Webex Contact Center doesn't manage.

The capacity of these teams is based on the provisioned team capacity setting, which can override the team capacity strategies. For more information, see [Scheduling Team Capacity, on page 42](#). If the team's actual capacity is higher or lower than the value currently used by the system, the result is either not enough or too many calls for agents to handle, making strategy design more challenging.



Note When you use the `getNumAgentsLoggedIn` API, the response includes the number of agents logged in along with the number of capacity based teams that are considered as active.

When you create a routing strategy, you can mix team types. Remember that the accuracy of call routing to capacity-based teams depends on the capacity number specified.



Note When a static load-balancing strategy includes both agent-based and capacity-based teams, the system doesn't distribute calls to agent-based teams even if the call volume exceeds the capacity of the capacity-based teams.

View routing strategies for an entry point or queue

To view all routing strategies for an entry point or queue:

Procedure

- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
- Step 2** Choose an entry point or queue from the **Select Entry Point** drop-down list to display the routing strategies for that entry point or queue.
- For more information on the parameters that display on the **Routing Strategy** page, see [Routing strategy parameters, on page 22](#).
- The upper section of the list view displays a table that lists all routing strategies available for the selected entry point or queue.
- Note** (Optional) Use the sort button at the end of the table to chronologically sort the strategies.
- Step 3** To see details for a strategy, click the ellipsis beside the routing strategy and click **Edit**.
- The lower section of the **Routing Strategy** page displays the Routing Strategy Mapping Details table, which:
- lists destination queues and entry points, which are based on the active routing strategies that you define for the selected entry point.
 - lists the teams to which the system routes calls, chats, or emails, which are based on the active routing strategies that you define for the selected queue. Mapping details aren't provided for a queue routing strategy that simply redirects the call to another entry point or queue.

Note Your access privileges determine what you see in the Mapping Details table. For example, if the system routes calls for the Sales queue to Teams A and B, and you have access rights only to Team A, the mapping table shows only Team A as the destination for incoming calls.

Step 4 Click **Save**.

Routing strategy parameters

The following table describes the parameters that appear on the **Routing Strategy** page.

Column	Description
Name	Displays the name you assign to the strategy. You can't change the strategy name after you create it.
ID	Displays the system-assigned number of the strategy.
Status	<p>Indicates the status of the strategy.</p> <ul style="list-style-type: none"> • Current (appears in Red) means this is a snapshot of the currently running strategy. You can't copy the current strategy, but you can modify any setting that does not affect execution time or date. Changes to the strategy don't affect the recurring scheduled version of the strategy. <p>Note You can delete the current strategy, but don't delete it before you create a different strategy for the same time interval. If you delete a strategy without having another one in place, the last strategy used by the system becomes the default strategy although the start and end times and dates have expired. If this occurs, either create a new strategy for the current time period, or copy the default strategy and correct the time settings.</p> <ul style="list-style-type: none"> • Active means that the strategy is in effect at the specified start time on the specified start date. This is the default status. • Not Active means the strategy isn't in effect regardless of the specified start time and date. This status lets you save a strategy for future use or as a draft to continue with later.
Default	Indicates whether the strategy is the default. A strategy not flagged as the default overrides a default strategy and potentially replaces the default schedule.
Chat Template	Identifies the chat template used for the routing strategy.
Repetition	Specifies whether the strategy repeats daily or only on specific days of the week.
Start Date	Displays the date on which the strategy starts.
End Date	Displays the date on which the strategy ends.
Start Time	Displays the time at which the strategy starts (in 24-hour format) for any given day in the specified date range.

Column	Description
End Time	Displays the time at which the strategy ends (in 24-hour format) for any given day in the specified date range.
Time Zone	Displays the time zone if you enable the Multiple Time Zone feature when you create the entry point or queue.
Flow	Lists the associated call flows when a routing strategy is executing.

View the current routing strategies

You can view a list of currently deployed routing strategies for multiple entry points or queues.

Procedure

-
- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
 - Step 2** From the **Routing Strategy** page, choose **Resources > Current Routing Strategies**.
 - Step 3** Choose **All** from the drop-down list to view current strategies for all entry points or queues.
 - Step 4** Click **Apply**.

[Routing strategy parameters](#) provides details about the current routing strategies for the selected entry points or queues. The Control Script column displays the names of the call control scripts that are associated with the listed entry points or queues.

View routing strategies by time zone

If you enable the Multiple Time Zone feature for your enterprise, you can configure entry points and queues with time zones. Time values that are used in the routing strategies are based on the time zone you configure for the entry point or queue. If you don't configure time zones with entry points and queues, the system uses the time zone that you configure for your enterprise (typically headquarters).

When you click your name button on the upper-right side of the **Routing Strategy** page, any time zones you configure for entry points or queues appear in a drop-down list.

If you do not enable the Multiple Time Zone feature for your enterprise, time values in routing strategies are based on the time zone you configure for your enterprise.

If the time zone observes daylight-saving time, the time adjusts automatically when the daylight-saving time changes.

Procedure

-
- Step 1** On the Management Portal, click the gears icon in the upper-right corner to view the three or four Tab keyed settings panel.
 - Step 2** Click the gears icon. Select a time zone from the **Time Zone** drop-down list.

- Step 3** Click **Apply**.
- Step 4** From the Management Portal navigation bar, choose **Routing Strategy** to view the routing strategies based on the selected time zone.

Create a routing strategy

Use this procedure to create new routing strategies. You can also create a new strategy by editing an existing strategy and changing the parameters in accordance with the requirements.

Before you create new strategies:

- Always create an active strategy for every time interval. If you don't specify an active strategy for a time interval, the system uses the default. If there's no default strategy, the last strategy that the system used may continue as the current strategy although it has expired.
- You can easily create a new strategy from an existing strategy, change some settings, and save it as a new strategy.
- You can have only one routing strategy for each chat or email entry point.



Note You can't have a global routing strategy for Chat and Email entry points.

- You can't save changes to an active strategy when the scheduled dates or times conflict with an existing active strategy.

Before you begin

You must [Create a Chat Template](#) before you create a Chat Routing Strategy.

Procedure

- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
- Step 2** At the **Routing Strategy** page, choose **Routing > Routing Strategies**.
- Step 3** Choose an entry point from the **Select Entry Point** drop-down list.
- Step 4** Do one of the following in the list view:
- Click **New Strategy**.

Note Global Routing Overrides only apply to Telephony channel type.

- OR -
 - Click the ellipsis button beside an existing routing strategy with Active status and click **Copy**.
- Step 5** Enter or modify the settings as described in the following tables.
- Note** You can create more than one strategy for a Telephony or Social channel.

Table 1: General settings applicable in routing strategy

Setting	Description
General Settings	
Name	Enter a name for the strategy, such as US Holiday or Weekends. You can't edit this field after you save the strategy.
Enterprise Name	Shows the tenant name.
Status	<p>Click Active if you want the strategy to become effective on the start date that you specify in the Start Date field.</p> <p>Click Not Active if you want to save the strategy for future use or as a draft to work on later.</p> <p>The status is always Active for chat and email routing strategies as you can configure only one routing strategy for each entry point or queue.</p>
Call Distribution (only applicable to queues)	
Add Group	<p>If this is an inbound queue routing strategy, specify the teams that you must associate with this strategy and organize them into groups. See Specifying Call Distribution Settings, on page 36 for details. In addition, do the following (as described in Assigning Teams and Skill-Relaxation Settings to Groups, on page 37):</p> <ul style="list-style-type: none"> • If the routing type is Load Balance, assign percentage spreads or capacities to each team in Group 1. You can add more groups, but you can't assign percentage spreads or capacities to the teams in those additional groups. • If the routing type is Priority, assign priorities. Assign a specific priority to only one team within the strategy (for example, only one team can have a priority of 1 assigned to it). • If the routing type is Skills Based, specify skill relaxation settings if appropriate. <p>If this is a routing strategy for an outdial queue, you must specify a team in the Call Distribution section. The specified team is only a placeholder and not used. In addition, be sure to create only one group for an outdial queue routing strategy.</p>

Table 2: Settings applicable in routing strategy for Telephony and Social Channel Entry Point

Setting	Description
Entry Point	This field shows the entry point for which you're creating the strategy. Select the entry points or queues that are associated with this routing strategy.
Queue	This field shows the queue for which you're creating the strategy. Select the entry points or queues that are associated with this routing strategy.
Time Settings	
Start Date End Date	Click in each of these fields and use the calendar controls to specify the start date (the date strategy becomes effective) and the end date (the date strategy expires).

Setting	Description
Start Time End Time	Enter in 24-hour format (0000–2400) the time of day you want the strategy to start and end.
Day of Week	From the drop-down list: <ul style="list-style-type: none"> • Choose All Days if you want to schedule the strategy to run every day. • Choose Weekdays if you want to schedule the strategy to run from Monday through Friday only. • Choose Specific Days, and click on the icons representing weekdays if you want to schedule the strategy to run on specific days of the week.
Advanced Settings	
Music on Hold	Select the name of the audio (.wav) file to play for calls when they arrive or are waiting in a queue. This isn't applicable for email and chat routing strategies.
Maximum Time in Queue	For a standard Webex Contact Center queue routing strategy, specify the duration in seconds before a queued call routes to the overflow destination number provisioned for the queue. Cisco recommends setting this to 1800 (30 minutes) or to three times the average queue length during busy hours. If this is an email routing strategy, set this to a high value to avoid overflow. By default, this field adopts the value that is configured for the queue. Important The cumulative specified queue time for all groups in the Call Distribution section of the routing strategy mustn't be greater than the value specified here. See Specifying Call Distribution Settings, on page 36 for more information.
Retries within the Cisco Webex Teams	For a standard Webex Contact Center queue routing strategy, specify the maximum number of times to attempt sending a call to a team before the call gets routed to the next available team. The system makes no further attempts to send the call to that team again. Exceptions: <ul style="list-style-type: none"> • This setting doesn't apply to Skills Based routing strategies. For Skills Based routing, if the call is in the last group, the call overflows if the system finds no matching agent. • In a load balance strategy using percentage allocation, the system doesn't route a call to a second team when the first team is unavailable. Instead, the system retries the first team's DN according to the specified number of times for the strategy and then overflows the call.
Flag as Default Routing Strategy -or- Update as Default Routing Strategy	This setting is available only if you're creating a new strategy or copying an existing one. Set to Yes if you want this to be the default routing strategy for the specified time interval for this entry point or queue. Set to No if you're creating an exception to the default schedule, such as a holiday. A strategy that has no default flag overrides the default strategy. That is, the system checks first for a strategy that has no default flag, and if none exists, the system uses the default strategy.
Call Control	

Setting	Description
Control Script	<p>Select a call control script in the drop-down list. Every strategy must have an associated control script, which defines how the system handles calls. If appropriate, change the script's default parameters in the fields displayed. For more information, see Assigning Call Control Scripts and Parameters, on page 33.</p> <p>Caution If you're editing an existing strategy, selecting a different call control script can significantly change how the system handles calls. It's important that you're clear on what you want to do before changing scripts or script parameters.</p> <p>If this is an entry point strategy for Skills-Based routing, assign skills requirements as described in Assigning Skill Requirements to Incoming Calls, on page 35.</p>
Call Distribution	
Business Metrics & Queue Escalation (applicable only to cross-ACD entry points)	If this routing strategy is for a cross-ACD entry point, organize the queues that the entry point serves into one or more groups and specify the call routing algorithm and applicable parameters as described in Specifying Call Distribution Settings, on page 36 .

Table 3: Settings applicable in routing strategy for Telephony Queue

Setting	Description
Queue	Select the queue that you plan to associate with this routing strategy.

Setting	Description
Routing Type	

Setting	Description
	<p>This option is not available for proxy queues:</p> <ul style="list-style-type: none"> • Longest Available Agent: The system routes calls to the agent who has been available for the longest time among all the agents on all the teams assigned to the strategy in the Call Distribution section. • Load Balance: The system routes calls to agents based on load-balancing conditions that you set in the Mode and Type fields and in the settings you specified in the Call Distribution section. <ul style="list-style-type: none"> • Mode: If you specified Load Balance in the Routing Type field, select one of the following values to specify how to handle the call load: <ul style="list-style-type: none"> • Percentage: The system routes calls to selected teams based on a percentage allocation that you specify for each team in the Call Distribution section. The percentage spread total must equal 100 across all teams selected for Group 1. For more information, see Specifying Call Distribution Settings, on page 36. • Number: The system routes calls to selected teams based on the value you specify for each team in the Call Distribution section. This value reflects the call capacity for that team. After the system sends the specified number of calls to a particular team, it sends no additional calls to that team. In other words, this strategy allows you to specify an upper limit on the total number of calls the system sends to a particular team. This allows you to meet any contractual obligations not to exceed certain targets. • Type: If you specified Load Balance in the Routing Type field, select one of the following values in the Type field: <ul style="list-style-type: none"> • Dynamic: Calls routed dynamically result in a single virtual queue. The system queues callers for the longest available agent across all associated teams instead of routing them immediately at the time of call arrival to a team specified in the load balance strategy (based on active call conditions). • Static: The system routes calls to specific teams on the basis of a predefined percentage or numeric allocation at the time of call arrival. In static routing, the system assigns calls to a team based on the allowable number of calls specified for that team in the Call Distribution section (either a percentage or number of calls). In dynamic routing, the system assigns calls to a team based on the current allocation of calls among the teams based on the day's tally. • Priority Based: The system routes calls to agent teams based on a priority scheme that you set in the Call Distribution section. • Skills Based: The system routes calls to agents based on skill requirements that are specified in the Call Distribution section of the routing strategy for the entry point that sends calls to this queue. The Skills Based routing type is available only if your enterprise has the optional Skills-Based Routing feature provisioned. <p>When you select Skills Based as the routing type, two more settings appear for you to specify how to route a call when more than one agent has the required skill set:</p> <ul style="list-style-type: none"> • Longest Available Agent: The system routes the call to the agent who has been available

Setting	Description
	<p>the longest.</p> <ul style="list-style-type: none"> • Best Available Agent: When you select this setting, a Skill drop-down list appears. The system routes the call to the agent with the highest proficiency in the skill you select from the drop-down list.
Time Settings (These are read-only for proxy queues.)	
Start Date End Date	Click in each of these fields and use the calendar controls to specify the start date (the date the strategy becomes effective) and end date (the date the strategy expires).
Start Time End Time	Enter in 24-hour format (0000–2400) the time of day you want the strategy to start and end.
Day of Week	<p>From the drop-down list, select All Days if you want to schedule the strategy for every day or Weekdays if you want to schedule the strategy for Monday through Friday only.</p> <p>-OR-</p> <p>Select each icon that represents a day on which you want to schedule the strategy.</p>
Advanced Settings	
Music on Hold	Select the name of the audio (.wav) file to play for calls when they arrive or are waiting in a queue. This isn't applicable for email and chat routing strategies.
Maximum Time in Queue	<p>If this is a standard Webex Contact Center queue routing strategy, enter the length of time to wait, in seconds, before the system routes a queued call to the overflow destination number provisioned for the queue. Cisco recommends setting this to 1800 (30 minutes) or to three times the average queue length during busy hours.</p> <p>If this is an email routing strategy, set this parameter to a value high enough to avoid overflow.</p> <p>By default, this field adopts the value provisioned for the queue.</p> <p>Important The cumulative total queue time configured for all groups in the Call Distribution section of the routing strategy mustn't exceed the value specified here. See Specifying Call Distribution Settings, on page 36 for more information.</p>
Retries within the Team	<p>If this is a standard Webex Contact Center queue routing strategy, specify the maximum number of attempts the system makes to send a call to a team before it routes the call to the next available team. The system makes no further attempts to send the call to that team again.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • This setting doesn't apply to Skills-Based routing strategies. For Skills Based routing, if the call is in the last group, the call overflows if the system finds no matching agent. If the call is in any other group, and if it's sent to an agent who doesn't answer, the system continues to try matching other available agents any number of times, without regard to this setting. • In a load balance strategy using percentage allocation, the system does not route a call to a second team when the first team is unavailable. Instead, the system retries the first team's DN for the number of times that are specified for the strategy, and then overflows the call.

Setting	Description
Flag as Default Routing Strategy -or- Update as Default Routing Strategy	This setting is available only if you're creating a new strategy or copying an existing one. Set to Yes if you want this to be the default routing strategy for the specified time interval for this entry point or queue. Set to No if you're creating an exception to the default schedule, such as a holiday. A strategy that isn't configured as default overrides the default strategy. That is, the system first checks for a strategy that isn't flagged as default, and if none exists, the default strategy is used.
Call Control	
Control Script	Select a call control script from the drop-down list. Every strategy must have a control script associated with it, which defines how calls are handled. If appropriate, change the script's default parameters in the fields displayed. For more information, see Assigning Call Control Scripts and Parameters, on page 33 . Note When you create an Inbound Queue, if a Control Script is selected, then the Music in Queue setting gets reset. Caution If you're editing an existing strategy, selecting a different call control script can significantly change how calls are handled. It's important that you're clear on what you want to do before changing scripts or script parameters. If this is an entry point strategy for Skills-Based routing, assign skills requirements as described in Assigning Skill Requirements to Incoming Calls, on page 35 .

Table 4: Settings applicable in routing strategy for Email Entry Point and Queue

Setting	Description
Email Account	You can add only one email account for each entry point. You can edit or delete the email account using the icons beside the email account name.

Setting	Description
Add Email Account	<p>Click the Add Email Account button to open the Add Email Account dialog box. Enter the following details:</p> <p>Email Address: Enter the email address to contact your organization.</p> <p>Inbound Server Settings: Enter the following server details for incoming emails:</p> <ul style="list-style-type: none"> • Incoming Protocol • Incoming Host • Inbound Encryption • Inbound Port Number <p>Outbound Server Settings: Enter the following server details for outgoing emails:</p> <ul style="list-style-type: none"> • SMTP Server • Outbound Encryption • Outbound Port Number <p>Server Authentication: Enter the username and password to connect to the email account.</p> <p>Note Ensure you use only secure access to mail servers, such as:</p> <ul style="list-style-type: none"> • SMTP, IMAP, or POP over SSL • SMTP, IMAP, or POP over TLS <p>Note Mandatory steps to use a Gmail account for an email channel are as follows:</p> <ol style="list-style-type: none"> a. Enable the IMAP option if you provide IMAP server to fetch mails in the server in the Gmail settings. b. Enable the Less Secure Apps flag in the Gmail account settings. c. Disable the captcha by logging into https://g.co/allowaccess. d. Update the credentials in the routing strategy and click Save. <p>Advanced Email Account Settings: Enter the following advanced settings for the email account:</p> <ul style="list-style-type: none"> • Maximum Attachment Size • Number of Attachment Limit • Mail Delay • Maximum Messages/Cycle

Setting	Description
Email Routing Rules	
You can add up to 20 email routing rules. Use the icon beside the rule to edit or delete the rule.	
Routing Rule	<p>Click the Add Routing Rule button to open the Add Routing Rule dialog box. Enter the following details to add a rule:</p> <p>Routing Rule Name: Enter the name for the rule.</p> <p>IF Email Subject Contains: Enter the text in the email subject to set the condition for the rule. You can add up to 10 conditions using the AND or OR operators. However, you can mix the AND and OR operators in a rule.</p> <p>Then: Select the email queue to which the email is queued if it satisfies any condition.</p>
Default Routing Rule	Select an email queue for the default routing rule in case none of the defined rules satisfy the criteria.

Table 5: Settings applicable in routing strategy for Chat

Setting	Description
Chat Routing Experience	
Chat Template	Shows that the name of the Chat Template used. To edit, you must log in to Control Hub.
Chat Reason Mapping Details	Associate the preconfigured chat reasons. For more information, see Create a Chat+Callback Template .

Assigning Call Control Scripts and Parameters

Call control scripts define how a call is handled. If a control script is not assigned to a routing strategy, the default control script provisioned for the entry point or queue is used.

Flows define how a call is handled. If a flow is not assigned to an entry point routing strategy, the default flow provisioned for the entry point is used.

The Call Control settings for a routing strategy allow you to assign a control script to the routing strategy and set values for configurable parameters if any are specified in the control script.

If your enterprise uses the optional Skills-Based Routing feature, the Call Control settings for an entry point strategy can also include controls for specifying skill requirements for calls that arrive at the entry point, as described in [Assigning Skill Requirements to Incoming Calls](#), on page 35.

Note the following:

- Before you can assign a custom control script, it must be uploaded to the Portal (see [Uploading a Custom Control Script](#), on page 13).

- After a control script is available for selection, it can be assigned to new or existing routing strategies.
- If a control script is modified after being assigned to a routing strategy, it must subsequently be reassigned to the routing strategy. For more information, see [Copying or Modifying a Call Control Script, on page 12](#) and [Uploading a Custom Control Script, on page 13](#).



Caution Assigning a different control script to an existing routing strategy can significantly change how calls are handled. Be sure that you are clear on what you want to do before changing a control script or control script parameters.



Caution Assigning a different flow to an existing routing strategy can significantly change how calls are handled. Be sure that you are clear on what you want to do before changing a flow.

To assign a control script and parameters to a routing strategy:

Procedure

- Step 1** Open the Routing Strategy module and on the Call Routing Strategy page, display the list view.
- Step 2** Select an entry point or queue from the **Select Entry Point/Queue** drop-down list.
- Step 3** Do one of the following:
- To create a new strategy, follow the instructions in [Create a routing strategy, on page 24](#), and then return to this procedure for instructions on assigning a control script to the strategy.
 - To assign a control script to an existing strategy, from the list view, click the horizontal ellipsis button to the left of the listed strategy you want to modify and select **Edit**.
- Step 4** In the Call Control section of the page, make a selection from the **Control Scripts** drop-down list. If an image associated with the control script is available, you can click the Image button to the right of the Control Script list box to display it.

The configurable parameters for your selection are displayed beneath the control script name. You must set a value for every parameter.

If any call-associated data (CAD) variables are specified in the selected control script, their names are displayed in the Call-Associated Data list on the lower left side of the Call Control section. The system will capture data for a CAD variable as part of the call record only if it matches the name of an inactive CAD variable provisioned for your enterprise.

The color of a CAD variable name indicates the status of the variable.

Color	Variable Status
Green	A matching active variable exists.
Red	An inactive matching variable exists; the system does not store data for inactive variables.
Black	No matching variable exists; thus no data will be stored for the variable.

- Step 5** Specify a value for each parameter. To reset the parameter fields to the default values, click the **Reset** button beneath the parameter fields.
- Note** Parameters for a proxy queue include site and team. For these parameters, you must select a dummy site and dummy team that is not agent-based.
- Step 6** If the control script uses skills-based routing, a **Manage** button is displayed to the right of the **Reset** button. For details about adding skill requirements to a routing strategy, see the next section [Assigning Skill Requirements to Incoming Calls, on page 35](#).
- Step 7** Click **Apply** to apply your control script and parameter settings.
- Step 8** To save your settings to the routing strategy, click **Save**.
-

Assigning Skill Requirements to Incoming Calls

Skills-based routing is an optional Webex Contact Center feature that matches the needs of callers with agents who have the skills to best meet those needs. When calls arrive at an entry point, they are assigned skill requirements based on call paths specified in the call control script associated with the routing strategy for the entry point. The calls are then distributed to the specified queue for distribution to agents who possess a matching set of skills.

To assign skill requirements to incoming calls:

Procedure

- Step 1** Display the routing strategy page for the entry point to which you want to assign or modify skill requirements.
- Step 2** In the Call Control section of the page, select the appropriate call control script and set any parameters as described in [Assigning Call Control Scripts and Parameters, on page 33](#).
- Step 3** Click the **Manage** button to display the Call Flow Paths window.
- Step 4** Click the check box to the left of a call path for which you want to assign skills, and then click the **Edit Skills** button.
- Step 5** On the Skill Assignment Page that appears, click the **Add Skill** button.
- Step 6** Select a skill from the drop-down list and use the controls that are displayed to the right of the skill name to specify a value for the skill.

The controls for assigning a value to the skill vary depending on the skill type. The four skill types are described in the table that follows. (For more information about skill types, see About Skills Based Routing section.)

- Note**
- When you update an existing call control script, the value in the **Skill Requirements** field is reset. Ensure that you take note of the configuration so that you can re-enter the right values for the **Skill Requirements** field in case the call control script is modified.
 - Skill requirements specified for the default path will be used for any path that doesn't have skill requirements assigned to it.

Skill Type	Description
Proficiency	Select the \geq (greater than or equal to) button or the \leq (less than or equal to) button, and then drag the slider to the right or left to assign a value between 0 (lowest) and 10 (highest) that represents the required level of expertise in the skill.
Boolean	Select True or False to indicate whether the agent handling the call is required to have or required not to have this skill.
Text	Enter a value in the text box and select the is or is NOT button to indicate whether the agent handling the call must have or must not have a matching value.
Enumeration	Select a value from the drop-down list.

- Step 7** To add another skill requirement for the selected path, repeat the previous step. To delete a skill requirement mapping, click the **Delete** button to the right of the setting for that skill.
- Step 8** When you're finished adding skill requirements for the selected path, click the Save button to save your changes and close the Skills Assignment Page.
- Step 9** To add skill requirements for another path, start again at step 4.
- Step 10** When you're finished, click the **Apply** button at the bottom of the Call Flow Paths window.
- Step 11** To save your settings to the routing strategy, click **Save**.

Specifying Call Distribution Settings

Call Distribution settings to determine which teams receive calls, and in what order. These settings are available in the Call Distribution section of the routing strategy for a standard Webex Contact Center queue, enabling you to assign teams to groups, which are assigned a priority based on the order in which they are created.

You assign a queue time to Group 2 and each subsequent group. When a call comes in, the teams in Group 1 become available first. If the call is not handled within the queue time specified for Group 2, the teams in Group 2 also become available. Teams in Group 2 and later serve as escalation groups; that is, their availability to handle overflow from Group 1 teams can considerably reduce the number of time calls wait in a queue.

In the case of priority-based routing, you assign a priority to each team in each group. Note that priorities are assigned across groups. Suppose, for example, that Group 1 has two teams with priorities 1 and 4, and Group 2 has two teams with priorities 2 and 3. In this scenario, the system would try to send the call to team1, then to team4. If the call has not been answered within the queue time specified for Group 2, the teams in Group 2 become available to handle the call, and the system will try the four teams based on their team priorities across the two groups.

If a team is assigned to groups in the routing strategies for more than one queue, the system routes a call to that team based on whichever queue (1) has that team earliest in its priority-based routing strategy and (2) has had a call waiting in queue the longest.

If your enterprise uses the optional Skills-Based Routing feature, you can use settings in the Call Distribution section to relax or remove skill requirements after specified time intervals.



Note In a routing strategy for an outdial queue, you must specify a team in the Call Distribution section; this is only a placeholder and will not be used. In addition, you should specify only one group for an outdial queue routing strategy.

About Team Types

When you create or modify a queue routing strategy, the following options appear:

- **Agent-Based** teams have a known number of agents that are assigned to teams. Authorized users assign an agent profile to one or more teams. These agents use the Agent Desktop to interface with the Webex Contact Center system.
- **Capacity-Based** teams don't have specific agents that are assigned to them, and the agents don't use the Agent Desktop. For example, an outsourcer could have teams that use a PBX or an ACD to handle calls. You can use a capacity-based team to represent a voicemail box or an agent group, which Webex Contact Center doesn't manage.

The capacity of these teams is based on the provisioned team capacity setting, which can override the team capacity strategies. For more information, see [Scheduling Team Capacity, on page 42](#). If the team's actual capacity is higher or lower than the value currently used by the system, the result is either not enough or too many calls for agents to handle, making strategy design more challenging.



Note When you use the `getNumAgentsLoggedIn` API, the response includes the number of agents logged in along with the number of capacity based teams that are considered as active.

When you create a routing strategy, you can mix team types. Remember that the accuracy of call routing to capacity-based teams depends on the capacity number specified.



Note When a static load-balancing strategy includes both agent-based and capacity-based teams, the system doesn't distribute calls to agent-based teams even if the call volume exceeds the capacity of the capacity-based teams.

Assigning Teams and Skill-Relaxation Settings to Groups

When you create a routing strategy for a queue, you must create a minimum of one group of teams; there is no maximum. The required settings for a group vary depending on the type of routing strategy the group is created for.



Note Be sure to create only one group for an outdial queue routing strategy.

If you are creating a group for a skills based routing strategy, you can specify skill-relaxation settings for the second and each subsequent group. Groups that specify skill-relaxation settings can include added teams but are not required to.

Skill-relaxation settings allow you to reduce or remove skill requirements assigned to a call in response to excessive customer wait times, thus expanding the pool of agents available to serve the customer.

To create a group:

Procedure

-
- Step 1** From the Create Routing Strategy or Edit Routing Strategy page, go to the Call Distribution section of the page and click the Add Group button.
- Step 2** In the Add Call Distribution Group dialog box that opens, select the check box next to each team you want to include in the first group. You must select at least one team.
- Note** If the status of a team (displayed in the Status column) is Not Available, calls will not be distributed to that team until it becomes available. The system allows you to add such a team to a group for planning purposes. For example, you might want to create a routing strategy for future use.
- Step 3** If you are creating a group for a load balance strategy, do one of the following:
- If the specified call distribution mode is Percentage, specify the percentage spread among the teams. The spread must total 100.
 - If the mode is Number, enter the number of calls to be routed to each team.
- This is a requirement only for Group 1. You do not specify a percentage spread or number for any additional groups.
- Step 4** If you are creating a group for a priority-based strategy, assign a priority to each team in each group by making selections from the drop-down list in the Priority column. Note that priorities are assigned across groups.
- Step 5** Click **Save Group** to save the group.
- After the group is successfully saved, the settings in the dialog box are cleared you can create an additional group.
- Step 6** To create a second group, select the team or teams you want to serve as overflow teams in the event that the Group 1 teams are all busy, and select where to position the group in the call distribution sequence by selecting a value from the Add Group As drop-down. Specify the queue time as described in step [Scheduling Team Capacity, on page 42](#) and any additional information as required by the type of strategy you are creating or editing.
- For a skills based strategy, adding a team to the second and subsequent groups is optional.
- Step 7** If you are creating a group for a skills based strategy, you can specify skill-relaxation settings to remove or reduce some or all of the skill requirements assigned to the calls after a specified queue time. To do so, you must know exactly which skill requirements were assigned to the calls in the routing strategy for the entry point that sends calls to this queue (see [Assigning Skill Requirements to Incoming Calls, on page 35](#)).
- To specify skill-relaxation settings:
- a. Click the Skill Relaxation tab at the top of the Add Call Distribution Group page and then click the Add Skill button. You can click this button multiple times to display relaxation settings for multiple skills.
- To delete a displayed setting, click Delete button to the right of the setting.
- a. Select a skill from the drop-down list.

- b. If you selected a proficiency skill, select an option to indicate whether you want to increase, decrease, or remove the skill. If you selected Increase or Decrease, drag the slider to change the skill-level setting.
- c. Specify queue time as described in the next step.

Step 8 Specify the queue time, in seconds. Queue time is the amount of time that calls in the previous group will remain in queue before teams in the next group become available to handle them or until skills are relaxed or removed as specified in the Skill Relaxation tab. Only Group 2 and subsequent groups require a queue time.

Note Keep in mind that calls are directed to the overflow number after reaching the timeout value specified in the Maximum Time in Queue field. Therefore, it is important that you adjust that timeout value so that it is greater than or equal to the total queue time (that is, the cumulative queue times for all groups in the routing strategy).

Step 9 Click Save Group.

Step 10 To create another group, start again at step 6.

Step 11 After you have created all the groups you want, click Close. The Call Distribution section displays a Group header for each added group. Each header displays two or three buttons on the right side:

- a) Click the Expand button to expand a group section so you can see the settings for the group.
- b) Click the Edit button to open a dialog box where you can edit the group's settings.
- c) Click Delete to delete the group. This button is not displayed on Group 1 because the strategy must have at least one group.

Editing a Group of Teams or Skill Relaxation Settings

To edit a group:

Procedure

Step 1 Display the Edit Routing Strategy page for the relevant routing strategy (see [Modify a Routing Strategy, on page 40](#)).

Step 2 In the Call Distribution section, do one of the following:

- Click the Delete button on the right side of the header for the group to delete the group. This button is not displayed on Group 1 because you cannot delete the first group.
- Click the Edit button to open the Edit Call Distribution Group dialog box where you can edit the group's settings.
- Click the Add Group button at the top of the Call Distribution section to create a new group, as described in [Assigning Teams and Skill-Relaxation Settings to Groups, on page 37](#).

Step 3 If you are editing a group, the Edit dialog box displays all teams available for selection as well as the teams that are currently selected for the group. You can select different teams or change the queue time.

If you are editing a group for a skill based strategy, click the Skill Relaxation tab where you can modify, delete, or add skill relaxation settings for the group.

- Step 4** After making your changes in the Edit Call Distribution Group dialog box, click the Save Group button and then click the Close button to close the dialog box.
- Step 5** Click Save at the bottom of the page to save the changes to the routing strategy.
-

Deleting a Group of Teams or Skill Relaxation Settings

To delete a group of teams:

Procedure

- Step 1** Display the Edit Routing Strategy page for the appropriate routing strategy (see [Modify a Routing Strategy, on page 40](#)).
- Step 2** In the Call Distribution section, click the Delete button on the right side of the header for the group you want to delete.
- Step 3** Click **Save** to save this change to the routing strategy.
-

Modify a Routing Strategy

Before you modify a routing strategy, be aware of the following:

- Although you cannot copy the current strategy, you can modify any of its settings except those that affect execution time or date. These changes have no effect on the recurring scheduled version of the strategy.
- When you modify the current strategy, your changes take effect immediately for new calls and remain in effect until the current strategy ends. If there are calls in the queue when the modifications are made, the existing queued calls follow the original strategy unless you check the **Apply changes to current calls in queue** check box to the right of the **Save** button.
- When you modify a strategy that is not the current strategy, your changes take effect according to the scheduled times specified in the strategy.

Procedure

- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
- Step 2** On the **Routing Strategy** page, choose an entry point or queue from the **Select Entry Point/Queue** drop-down list.
- Step 3** Click the ellipsis button beside the strategy that you want to modify and choose **Edit**.
- Step 4** If you are modifying a global routing strategy:
- a) Click the **Routing** button on the menu bar, select **Global Routing Strategies**, select the **Entry Point** or **Queue** button on the upper-left side page.
 - b) If you are modifying a strategy for cross-ACD entry points or for proxy queues, set the **CC-one ACD** field to **False**.
 - c) Click the horizontal ellipsis button to the left of a the strategy you want to modify and select Edit.

- Step 5** Make your changes. For information about each setting, see the setting descriptions table in [Create a routing strategy, on page 24](#).
- Step 6** If you modify the current strategy and want the changes to apply to calls currently in queue, check the **Apply changes to current calls in queue** check box on the lower right side of the page. If you don't check this check box, the changes only apply to new calls.
- Step 7** Click **Save** to save your changes.
-

Routing Strategies Deletion and Restoration

When you delete a routing strategy, the system moves the strategy to the **Deleted Routing Strategies** or **Deleted Global Routing Strategies** page where it can be restored or permanently deleted within 30 days. After 30 days, the system permanently deletes the routing strategy.



Note When you delete a current strategy, the system activates the next strategy scheduled for that time period. Do not delete a current strategy unless an alternate strategy is available.

Delete a Standard Routing Strategy

Procedure

- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
- Step 2** On the **Routing Strategy** page, choose an entry point or queue from the **Select Entry Point/Queue** drop-down list.
- Step 3** Click the ellipsis button beside the routing strategy that you want to delete and click **Delete**.
- Step 4** Click **Yes** to confirm.

The system moves the strategy to the **Deleted Routing Strategies** page where it can be restored or permanently deleted (see [Restore or Permanently Delete a Routing Strategy, on page 41](#)).

Restore or Permanently Delete a Routing Strategy

Procedure

- Step 1** From the Management Portal navigation bar, choose **Routing Strategy**.
- Step 2** On the **Routing Strategy** page, click **Deleted Strategies**.
- Step 3** Choose an entry point or queue from the **Select Entry Point/Queue** drop-down list.
- Step 4** Click the ellipsis button beside the strategy that you want to either restore or permanently delete and do one of the following:
- To permanently delete the strategy, click **Delete**. Click **Yes** to confirm.

- OR -

- To restore the strategy, click **Restore**.

Step 5 If you are restoring a strategy, modify the settings as required, and click **Restore**.

Note You cannot restore a deleted Chat Entry Point Routing Strategy, if a Routing Strategy is assigned to the Entry Point.

If any settings conflict with an existing routing strategy, a message informs you. In this case, you must modify the settings before you can restore the strategy.

Scheduling Team Capacity

A team's capacity setting represents the number of simultaneous calls the team can handle. Each capacity-based team is provisioned with a static capacity value of up to 10,000 (see [Create a team](#) for more information).

You can create scheduled team capacity strategies to override these settings in response to changing contact center conditions. If a team capacity strategy is not created for a team, the system uses the capacity value provisioned for the team.

Because teams can service multiple queues, team capacity is independent of the call routing strategies that you create for queues.

Viewing Scheduled Team Capacity Strategies

To view existing team capacity strategies:

Procedure

Step 1 Open the **Routing Strategy** module and click the **Team Capacity** button on the menu bar.

Step 2 If the scheduled team capacity strategies for the site you want to view are not currently displayed, make a selection from the **Site** drop-down list.

The page displays a grid listing the scheduled team capacity strategies that have been created for the selected site. Following is a description of each column.

Column	Description
Name	The name assigned to the strategy when it was created.
ID	The identification number of the strategy. This number is automatically assigned by the system.

Column	Description
Status	<p>Indicates the status of the strategy.</p> <ul style="list-style-type: none"> • Current means that this is a snapshot of the current team capacity strategy for the selected site. You cannot copy the current team capacity strategy, but you can modify any setting that does not affect execution time or date. You can delete the current team capacity strategy, but do not delete it before creating a different strategy for the same time interval. Your changes will not affect the recurring scheduled version of the strategy. • Active means the strategy will become effective at the specified start time on the specified start date. • Not Active means the strategy will not become effective regardless of the specified start time and date. This status lets you save a strategy for future use or as a draft to continue working on later.
Default	Indicates whether the strategy is the default. A strategy that is not flagged as default overrides a default strategy and is used as an exception to the default schedule.
Repetition	Specifies whether the strategy is scheduled to be repeated daily or only on specific days of the week.
Start Date	The date the strategy is scheduled to start.
Start Time	The time the strategy is scheduled to start (in 24-hour format) for any given day in the specified date range.
End Time	The time the strategy is scheduled to end (in 24-hour format) for any given day in the specified date range.
End Date	The date the strategy is scheduled to end.

Step 3 To view strategy information, click the button next to the strategy you want to view, and then click **Edit**.

Creating or Modifying a Scheduled Team Capacity Strategy

Before modifying a team capacity strategy, be aware of the following:

- Although you cannot copy the current team capacity strategy, you can modify any of its settings except those that affect execution time or date. These changes have no effect on the recurring scheduled version of the strategy.

- When you modify the currently running strategy, your changes take effect immediately and remain in effect until the current strategy ends.
- When you modify a strategy that is not the current strategy, your changes take effect according to the scheduled times specified in the strategy.

To create or modify a team capacity strategy:

Procedure

- Step 1** Open the **Routing Strategy** module and click the **Team Capacity** button on the menu bar.
- Step 2** If the scheduled team capacity strategies for the site you want to view are not currently displayed, make a selection from the **Site** drop-down list.
- The team capacity strategies for the site you selected are displayed.
- Step 3** Do one of the following:
- Click the **New Strategy** button.
 - OR -
 - Click the horizontal ellipsis button to the left of the listed strategy you want to modify or copy and select **Edit** or **Copy**
- Step 4** On the page that appears, specify the appropriate settings as described in the following table.

Setting	Description
General Settings	
Name	Enter a descriptive name for the strategy, such as US Holiday or Weekends.
Strategy Description	Enter a description for the strategy.
Default	Select Yes if you want this to be the default team capacity strategy for this site. A strategy that is not flagged as default overrides the default strategy and is used as an exception to the default schedule. The system first checks for a strategy that is not flagged as default, and if none exists, the default strategy is used. If no team capacity strategy exists for a team, the system uses the capacity value provisioned for the team.
Status	Select Active if you want the strategy to become effective on the start date you specify in the Start Date field. Select Not Active to save the strategy for future use or as a draft to continue working on later.

Setting	Description
Duration	
Start Date End Date	Click in each of these fields and use the calendar controls to specify the start date (the date the strategy becomes effective) and end date (the date the strategy expires).
Execution Start Time of Day	Enter in 24-hour format (0000 to 2400) the time of day the strategy will start.
Execution End Time of Day	Enter in 24-hour format (0000 to 2400) the time of day the strategy will end.
Day of Week	From the drop-down list, select All Days to schedule the strategy for every day or Weekdays to schedule the strategy for Monday through Friday only. -OR- Select each icon that represents a day on which you want to schedule the strategy.
Team Capacity	
This section lists each team associated with the site along with the team status either In Service or Not Available. In the Capacity column, specify the capacity for each team of up to 10,000.	

Step 5 Click **Save** (if you are creating a new strategy) or **Update** (if you are modifying a strategy).

Deleting a Scheduled Team Capacity Strategy



Caution When you delete a current team capacity strategy, the next strategy scheduled for that time period is activated. Do not delete a current team capacity strategy unless an alternate one has already been created.

To delete a team capacity strategy:

Procedure

- Step 1** Open the **Routing Strategy** module and click the **Team Capacity** button on the menu bar.
- Step 2** If the strategies for the site you want to view are not currently displayed, make a selection from the **Site** drop-down list.
- The team capacity strategies for the site you selected are displayed.

- Step 3** Click the horizontal ellipsis button to the left of the listed strategy you want to delete and select **Delete**.
-

Specifying Queue Precedence

The queue precedence function allows you to assign the order in which calls are routed from queues to teams, on a per-team basis. For example, suppose that TeamA can take calls from queues Billing and Sales. You could use queue precedence to assign a higher priority to the Billing queue, so when calls come in to the queues, those from Billing will be routed to TeamA ahead of those from Sales.

If you assign a priority only to some of the queues, calls in those queues will take precedence over calls in the queues for which no priority is specified.



Note This is an optional feature; you do not have to set up queue precedence for teams.

To set up a team routing scenario:

Procedure

- Step 1** Open the **Routing Strategy** module and click the **Queue Precedence** button on the menu bar. The Team Routing page appears, displaying a list of all queues belonging to the enterprise.
- Step 2** Select a team from the **Select Team** drop-down list, which includes the names of all teams belonging to the enterprise. The current queue priorities for the selected team are displayed in the Priority column.
- Step 3** Assign a priority to as many queues as you want. A priority of 1 is highest. Queues for which no priority value is specified have the lowest priority. To assign a priority to a queue, click in the **Priority** field for the queue and enter a number in the text box that appears. Then click the check mark button to the right of the text box. To delete an assigned priority, click in the Priority field for the queue and then click the delete button that appears to the right of the text box.
- Step 4** Click **Save** to save changes, which become effective immediately.
-

Audio on Hold

When a call is queued on the network, an audio file continues to play until the call is distributed to a team with available capacity. If the call is queued for longer than the length of the audio content, the audio file loops back and restarts from the beginning.

We recommend that the audio file include a brief delay message followed by music. The message should announce the name of the associated queue, instruct the caller to hold for the next available agent, and include a warning that calls may be monitored.

You can record one audio file for each strategy, so the message can vary by time of day, day of week, holiday schedule, and other factors.

