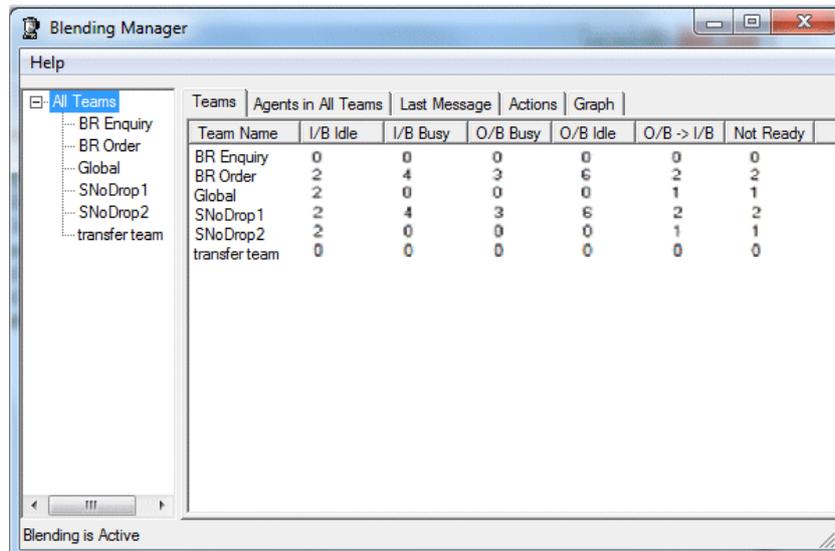


SYNTHESYS.NET CALL BLENDING

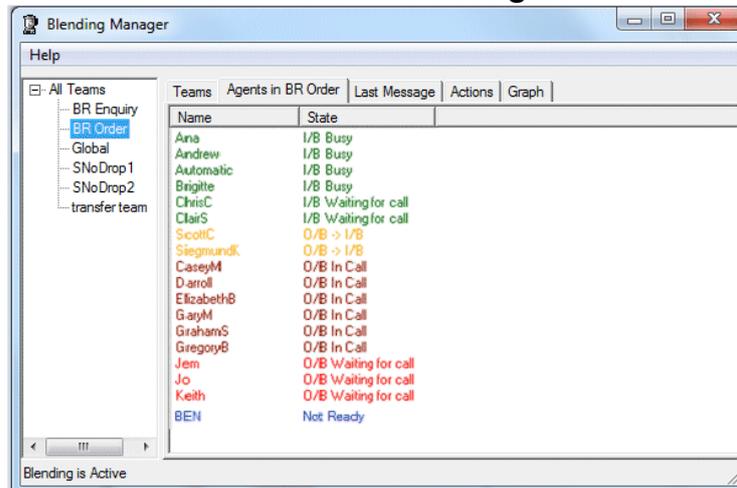
Blending Manager

All Teams: Number of Agents in Teams



Team Name	I/B Idle	I/B Busy	O/B Busy	O/B Idle	O/B -> I/B	Not Ready
BR Enquiry	0	0	0	0	0	0
BR Order	2	4	3	6	2	2
Global	2	0	0	0	1	1
SNoDrop1	2	4	3	6	2	2
SNoDrop2	2	0	0	0	1	1
transfer team	0	0	0	0	0	0

Selected Team: Current Agent State



Name	State
Ana	I/B Busy
Andrew	I/B Busy
Automatic	I/B Busy
Brigitte	I/B Busy
ChrisC	I/B Waiting for call
ClairS	I/B Waiting for call
ScottC	O/B -> I/B
SiegmundK	O/B -> I/B
CaseyM	O/B In Call
Darroll	O/B In Call
ElizabethB	O/B In Call
GayM	O/B In Call
GrahamS	O/B In Call
GregoryB	O/B In Call
Jem	O/B Waiting for call
Jo	O/B Waiting for call
Keith	O/B Waiting for call
BEN	Not Ready

SYNTHESYS CALL BLENDING

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Introduction

The Blending Manager is used to setup blending of Inbound and Outbound calls. For each team created, you decide if it should be *Inbound* or *Outbound* only, or a *Blended* team. If it is a blended team, containing both Inbound and Outbound campaigns, you need to specify the number of **Reserved Inbound Agents** that should remain free to take Inbound calls, and the number of **Maximum Inbound Agents** that can either be in, or are waiting for Inbound calls.

Depending on the selected number of Reserved Inbound Agents (0 or > 0) (your telephony platform may not support both or indeed any), you may be using either **Reactive Blending**, or **Active Blending**.

Reactive Blending: The Synthesys Blending module monitors each team of agents, ensuring that a pool of agents in each blended team is available for Inbound work (Inbound Only state). Contact centre administrators need to keep an eye on the inbound queues, as blended team settings may need to be adjusted, aiming to reserve either more or fewer agents to Inbound, depending on the Inbound traffic during certain periods of the day.

Active Blending: In Active Blending (please check with your Noetica project manager if your CTI platform supports this), Synthesys is notified by the telephony platform of the numbers of Inbound calls in the queue (if any). Only when calls are coming in will the system make the next free agent available for Inbound work. This way there is no need to reserve a fixed number of agents in each blended team for Inbound calls.



Blending is system wide and effects all Teams. When Call Blending has been configured, you can't switch the blending feature on and off yourself although you can configure teams to be Inbound Only or Outbound Only (in effect not blended). Please ask Noetica technical support for assistance.

Blending ignores the Global Team, and for blended teams it only takes account of ONE team membership for each agent, so the teams need to be set up accordingly, i.e. one agent can only ever be in one team in a blended environment.

A system wide setting can be enabled such that, if rescheduled calls are due, agents will be released for Outbound so that they can handle the rescheduled calls due.



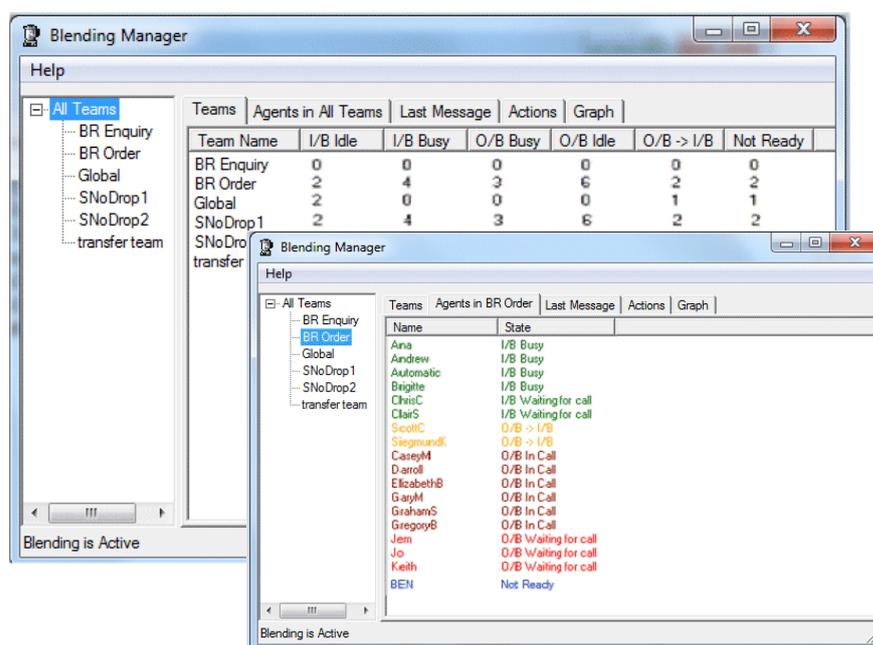
Since Synthesys must monitor when an agent is ready to take an Inbound call, it is necessary that the telephony platform correctly keeps the system informed when an agent logs off, makes a manual call, goes 'busy' on their extension or otherwise changes state. Call blending can only work effectively to the extent these functions are provided by the telephony platform.

Opening the Blending Manager

To open the Synthesys *Blending Manager*

- Open Synthesys Management by clicking on the **Synthesys Workspace Management** icon on your desktop.
- Select the **Applications** tab, and in the Launch Applications screen select **Blending**.

The left hand side of the Blending Manager shows a tree view listing all teams set up in the Synthesys Team Manager. On the right, you can see associated information when selecting the Teams, Agents in All Teams, Last Message, Actions and Graph tabs.



Option Shows

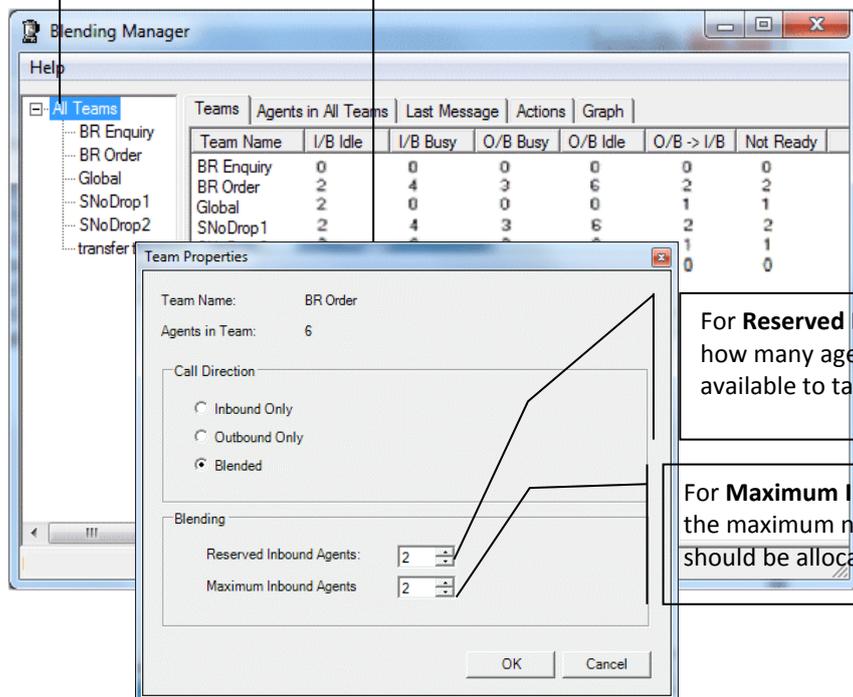
Teams	All teams set up in the Synthesys Team Manager, with a count of the number of logged in agents in each different state per team, i.e. I/B Idle; I/B Busy; O/B Idle; O/B Busy; O/B-> I/B; Not Ready.
Agent in All or a selected Team	Detailed current agent state for all teams or a selected team.
Last Message	Snapshot of the last blending decisions made. This is also logged in the Blender.Details.Log on the server.
Actions	Summary of the last blending action, such as moving agents to Inbound or Outbound.
Graph	Graph of the last hour's activity. If you move the mouse over the graph, a tool tip will give you a legend explaining the scale and the different lines. This information is also logged in the Phoenix_BlenderLog table.

Blending Settings

With Blending enabled, **All teams** will initially go to **Blended** state by default. You need to adjust the settings in the *Blending Team Properties* page for each existing team, and for any new team that is subsequently created.

- Right click on the relevant team in the Tree on the left hand side of the *Blending Manager* dialog, and select *Properties* to open the Team Properties dialog.
- Select the **Inbound Only** option, if the selected team is to be used for Inbound calling only, or **Outbound Only**, if the team is to be used for Outbound calling only.
- For blended teams, select **Blended**, and use the **Reserved Inbound Agents** selection box, to specify the number of agents that should remain available to take Inbound calls (from 1, up to the maximum number of agents exclusively represented in the selected team).
- Use the **Maximum Inbound Agents** selection box, to specify the maximum number of agents that should be able to work Inbound, from the **Reserved Inbound Agents** selected above, up to the maximum number of agents exclusively represented in the selected team. This number includes agents in I/B waiting and I/B busy states.

Blending Manager with tree view, listing all Teams
Team Properties page for adjusting team settings



The screenshot shows the Blending Manager interface. On the left is a tree view under 'All Teams' containing: BR Enquiry, BR Order, Global, SNoDrop1, SNoDrop2, and transfer. The main area displays a table with columns: Team Name, I/B Idle, I/B Busy, O/B Busy, O/B Idle, O/B -> I/B, and Not Ready. The 'BR Order' team is selected, showing 2 I/B Idle, 4 I/B Busy, 3 O/B Busy, 6 O/B Idle, 0 O/B -> I/B, and 2 Not Ready agents.

The 'Team Properties' dialog box for 'BR Order' is open, showing 'Agents in Team: 6'. Under 'Call Direction', the 'Blended' radio button is selected. Under 'Blending', 'Reserved Inbound Agents' and 'Maximum Inbound Agents' are both set to 2 using spinners.

Annotations in the image:

- A box pointing to the 'Reserved Inbound Agents' spinner: "For **Reserved Inbound Agents**, specify how many agents should remain available to take Inbound calls."
- A box pointing to the 'Maximum Inbound Agents' spinner: "For **Maximum Inbound Agents**, specify the maximum number of agents that should be allocated to Inbound."



When using the up/ down arrows in the selection box for setting the **Reserved Inbound Agents** and **Maximum Inbound Agents** for a team, you can only select up to the maximum number of agents represented exclusively in the selected team.

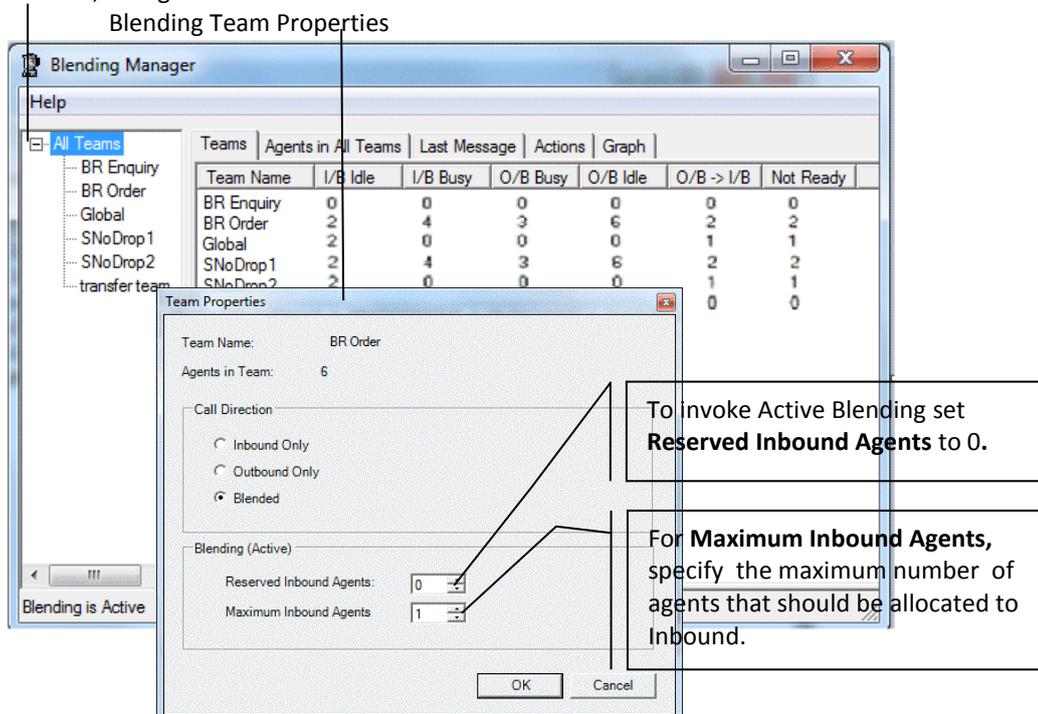
Active Blending Settings

With Active Blending installed, Synthesys is notified of incoming calls. There is no need to reserve a fixed number of agents in each blended team for Inbound calls, as the system will free the next available agent for Inbound work, when calls are coming in. To adjust the default team settings (Reserved Inbound Agents = 0, Maximum Inbound Agents = N1) as required:

- Right click on the team in the Tree on the left hand side of the *Blending Manager* dialog, and select *Properties* to open the Team Properties dialog.
- Select the **Inbound Only** option, if the selected team is to be used for Inbound calling only, or **Outbound Only**, if the team is to be used for Outbound calling only.
- For blended teams, select **Blended**, and to invoke Active Blending, set the **Reserved Inbound Agents** selection box to zero (**0**). To revert to reactive blending, use the *Reserved Inbound Agents* selection box to specify the number of agents that should be reserved to take Inbound calls, as described on the previous page: *Blending Settings*.
- Use the **Maximum Inbound Agents** selection box, to specify the maximum number of agents that should be able to work Inbound, from 1, up to the maximum number of agents exclusively represented in the selected team. This number includes agents in I/B waiting and I/B busy states.

Tree view, listing all Teams

Blending Team Properties



Team Name	I/B Idle	I/B Busy	O/B Busy	O/B Idle	O/B -> I/B	Not Ready
BR Enquiry	0	0	0	0	0	0
BR Order	2	4	3	6	2	2
Global	2	0	0	0	1	1
SNoDrop1	2	4	3	6	2	2
SNoDrop2	2	0	0	0	1	1
transfer team					0	0

Team Properties

Team Name: BR Order
Agents in Team: 6

Call Direction

Inbound Only
 Outbound Only
 Blended

Blending (Active)

Reserved Inbound Agents: 0
Maximum Inbound Agents: 1

OK Cancel

To invoke Active Blending set **Reserved Inbound Agents** to 0.

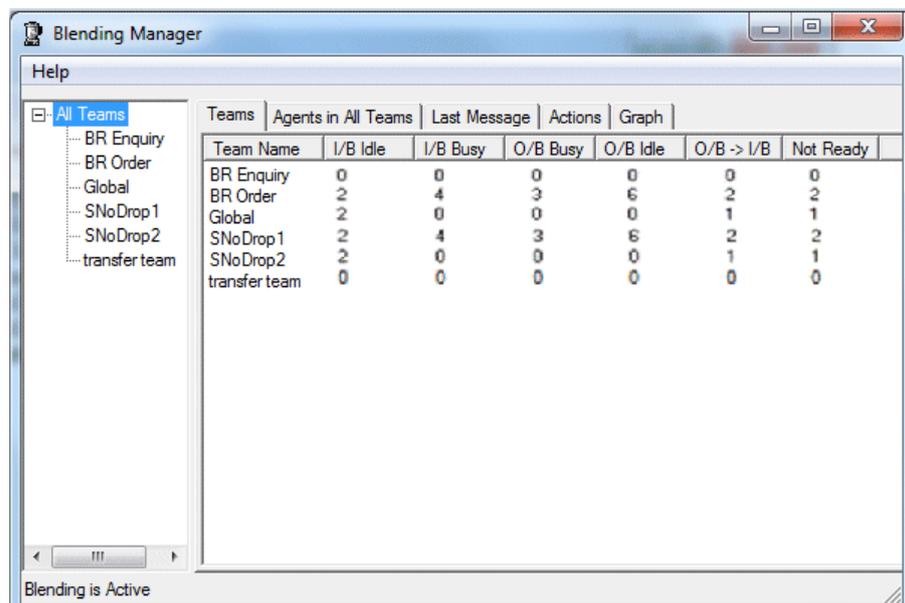
For **Maximum Inbound Agents**, specify the maximum number of agents that should be allocated to Inbound.



When using the up/ down arrows in the selection box for setting the Reserved Inbound Agents and Maximum Inbound Agents for a team, you can only select up to the maximum number of agents represented exclusively in the selected team.

Teams

The *Teams* option in the Blending Manager shows a summary of all teams, with the number of agents in different states.



The screenshot shows the 'Blending Manager' window with a 'Teams' tab selected. The table displays the following data:

Team Name	I/B Idle	I/B Busy	O/B Busy	O/B Idle	O/B -> I/B	Not Ready
BR Enquiry	0	0	0	0	0	0
BR Order	2	4	3	6	2	2
Global	2	0	0	0	1	1
SNoDrop1	2	4	3	6	2	2
SNoDrop2	2	0	0	0	1	1
transfer team	0	0	0	0	0	0

Option	Shows
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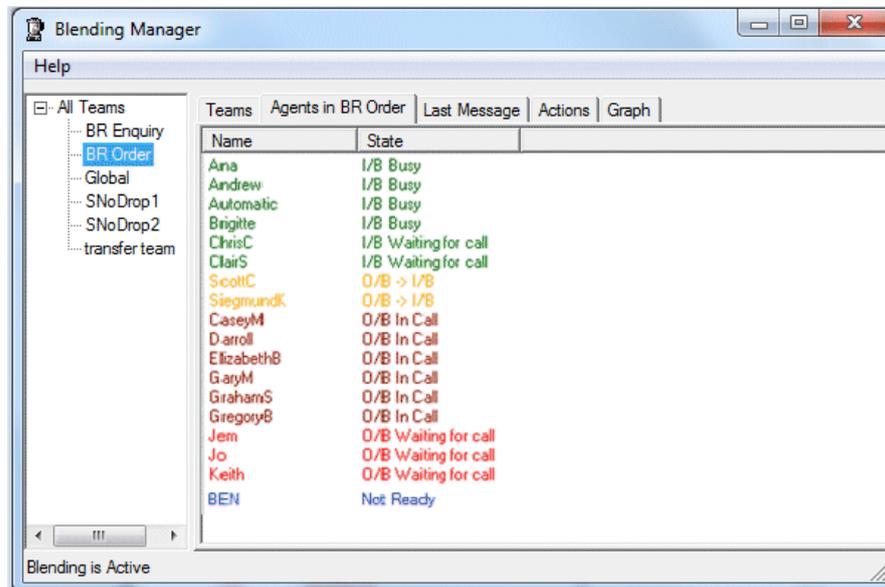
Team Name	Names of the different teams set up in the Synthesys Team Manager.
I/B Idle	Number of agents free and waiting to take Inbound calls.
I/B Busy	Number of agents currently on an Inbound call.
O/B Busy	Number of agents currently on an Outbound call.
O/B Idle	Number of agents free and waiting to take Outbound calls.
O/B -> I/B	Outbound Transition: the number of agents about to be moved from Outbound to Inbound calls.
Not Ready	Number of agents currently not free to take calls.



When agents log off Synthesys they are disregarded and dropped from the Blending Manager statistics.

Agents in All or Selected Teams

The **Agents in All (or selected) Teams** option lists the names of all agents for the team selected on the left (which can be all teams or just one team), and shows their current states.



Option	Shows
Name	User names of all agents for the team selected on the left (which can be all teams or just one team).
State	Current state of the agent.

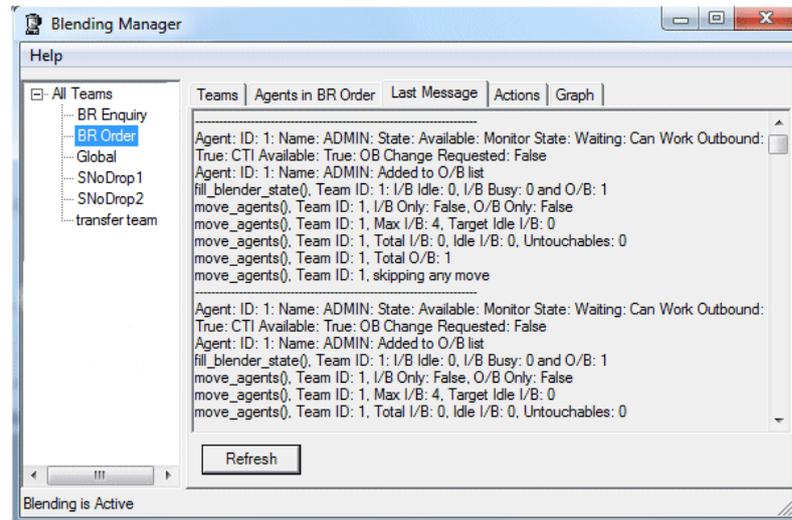


A system wide setting can be enabled such that, if rescheduled calls are due, agents will be released for Outbound so that they can handle the rescheduled calls due. When agents log off Synthesys they are disregarded and dropped from the Blending Manager statistics.

Last Message

The **Last Message** option shows a snapshot of the last call blending decisions made. This is also logged in the *Blender.Details.Log* on the server.

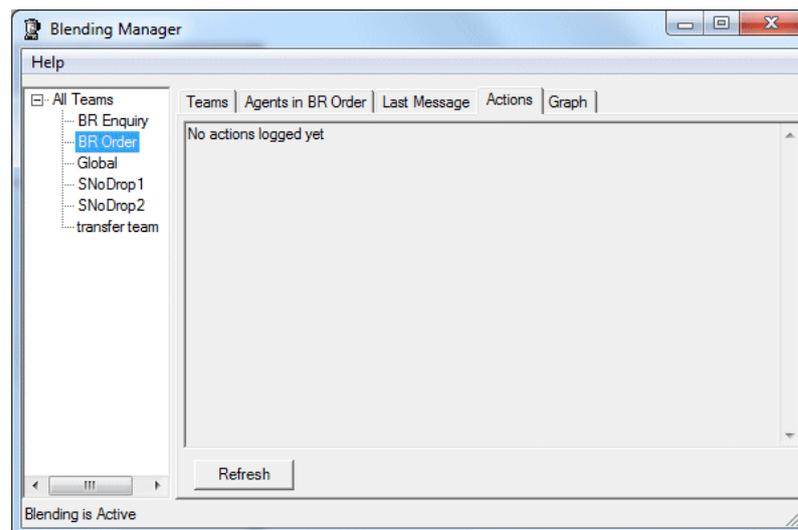
The information is useful for understanding why certain blending actions were carried out.



Click the **Refresh** button, to display the latest message update.

Actions

The **Actions** option shows a summary of call blending actions taken, such as moving agents to Inbound or Outbound.



Click the Refresh button, to display the latest call blending actions.

Graph

The *Graph* option displays a graph of the last hour's activity.

If you move the mouse over the graph, a tool tip will give you a legend explaining the scale and the different lines.

This information is also logged in the Phoenix_BlenderLog table.

