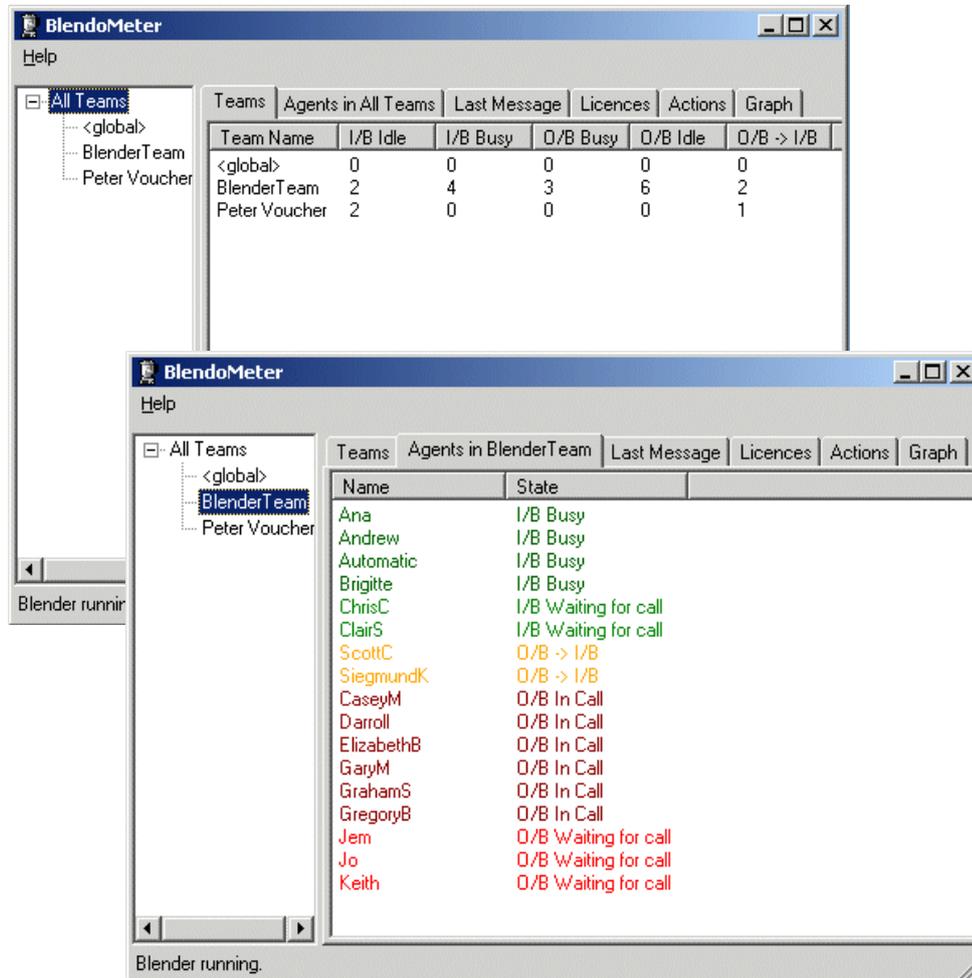


SYNTHESYS CALL BLENDING

The BlendoMeter



THE SYNTHESYS BLENDER

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Introduction

The BlendoMeter is used to blend Inbound and Outbound calls. For each team created, you can decide how many agents should remain free to take Inbound calls using the *Free Agent Target* and *Priority* sliders. For example, for your 'Outbound Only' team, you may set your available *Agents Target* (free to take Inbound calls) down to 0, but keep a mixed team to a target of 2 available agents.

The Blender checks the call centre status every five seconds. It relies on the Predictive Dialler for all its information. If the Blender decides that a team has too many agents in 'I/B Waiting' state then it will move some of them to 'O/B Waiting' if there are enough free licences.

If the Blender decides that a team has too few agents in 'I/B Waiting', then it tries to find agents to move to Inbound. It first moves 'O/B Waiting' agents, so they become 'I/B Waiting'. If there aren't enough of these to achieve the target, it tells the PD to move **all** the other agents to Inbound after the current call. They all move to 'O/B -> I/B' state. This may result in too many agents in Inbound a little later, but this is not a problem since they will quickly be moved back into Outbound if necessary.



Once Call Blending has been configured, customers are not able to switch the BlendoMeter on and off. Blending is system wide and effects all Teams.

*With Blending installed, **ALL teams** will initially go to '**Inbound**' mode by default. **To enable Outbound calling**, users with access permission to the BlendoMeter must change this setting for each existing team, and for any new team that is subsequently created.*

The Blender ignores the Global Team, and only takes account of ONE team membership for each agent, so the teams need to be set up accordingly.

If rescheduled calls that are tied to an agent are due, the respective agents will be released for outbound so that they can make their callbacks.



Since the Blender must monitor when an agent is ready to take an Inbound call, it is necessary that the customer's CTI correctly keeps the PD informed when an agent logs off, makes a manual call, goes 'busy' on their extension or otherwise changes state. The Blender can only work effectively to the extent these functions are provided by CTI.

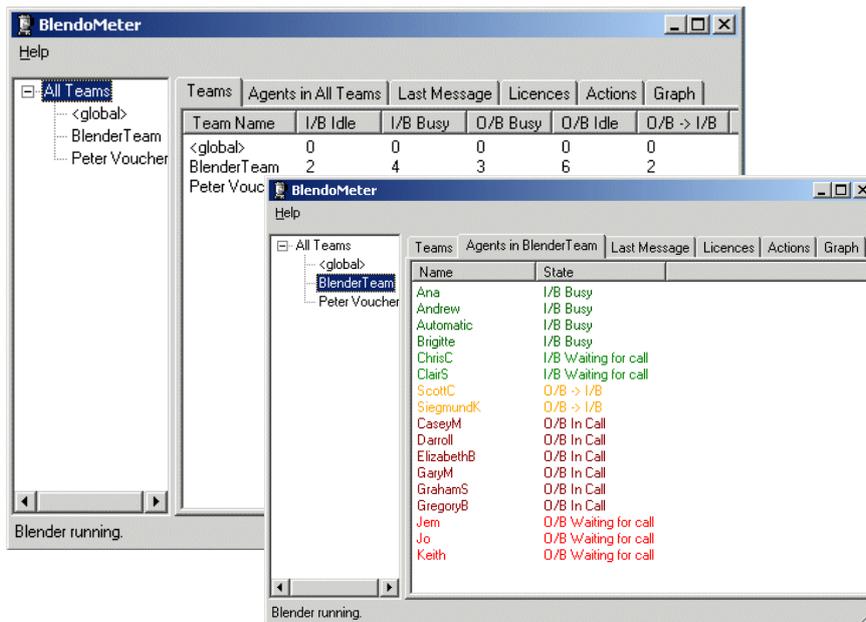
Call Blending is not a standard feature but needs to be purchased separately.

Opening the BlendoMeter

To open the Synthesys *BlendoMeter*

- Go to **Manage** and select **Blending**, to open the **BlendoMeter**.

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



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.
Agent in All Teams/ Agents in a selected Team	Detailed current agent state for the team selected on the left (which can be all teams or just one team).
Last Message	Snapshot of the decisions the Blender made the last time it ran. This is also logged in Blender.Details.Log on the server.
Licences	Summary of available Outbound licences and when they ran out (if ever). This is also logged in Blender.Licence.Log.
Actions	Summary of actions the Blender has made, 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.

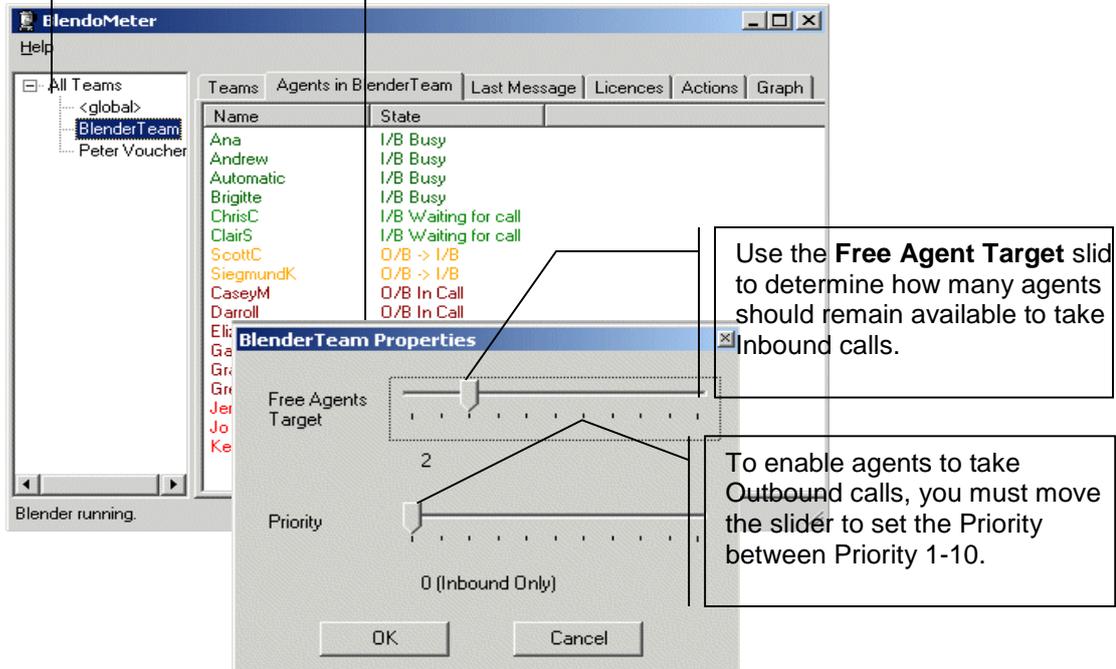
Enabling agents to take outbound calls

With Blending installed, **ALL teams** will initially go to '**Inbound**' mode by default. To enable Outbound calling, you must change this setting for each existing team and for any new team that is subsequently created, by using the **Free Agent Target** and **Priority** sliders in the *Blender Team Properties* page.

- Select and right click on the relevant team to open the *Blender Team Properties* dialog.
- There are two sliders available. A team defaults to **Free Agents Target=2** and **Priority=0 (Inbound Only)**.

Tree view, listing all Teams

BlenderTeam Properties



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
Elis	
Ga	
Gr	
Gr	
Jer	
Jo	
Ke	

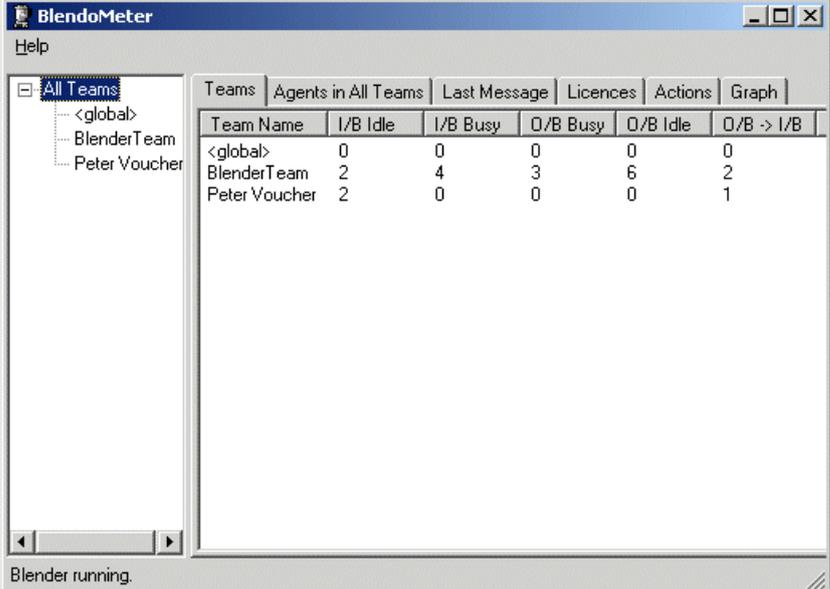
Use the **Free Agent Target** slider to determine how many agents should remain available to take Inbound calls.

To enable agents to take Outbound calls, you must move the slider to set the Priority between Priority 1-10.

- Move the **Free Agent Target** slider to specify the number of agents that should always remain available to take inbound calls, for the team selected.
- Move the slider to change the **Priority** setting from 0 (agents can take Inbound calls only) to a setting between Priority 1-10 (1 = Low Priority; 10 = High Priority). Higher priority teams take Outbound licences from lower priority teams. This applies specifically, if fewer Blender licences are used than Synthesys licences.
- Information about the Free Agent Target, Priority Setting and Team ID is stored in the database in Phoenix_BlenderSettings table.

Teams

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



Team Name	I/B Idle	I/B Busy	O/B Busy	O/B Idle	O/B -> I/B
<global>	0	0	0	0	0
BlenderTeam	2	4	3	6	2
Peter Voucher	2	0	0	0	1

Option	Shows
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.



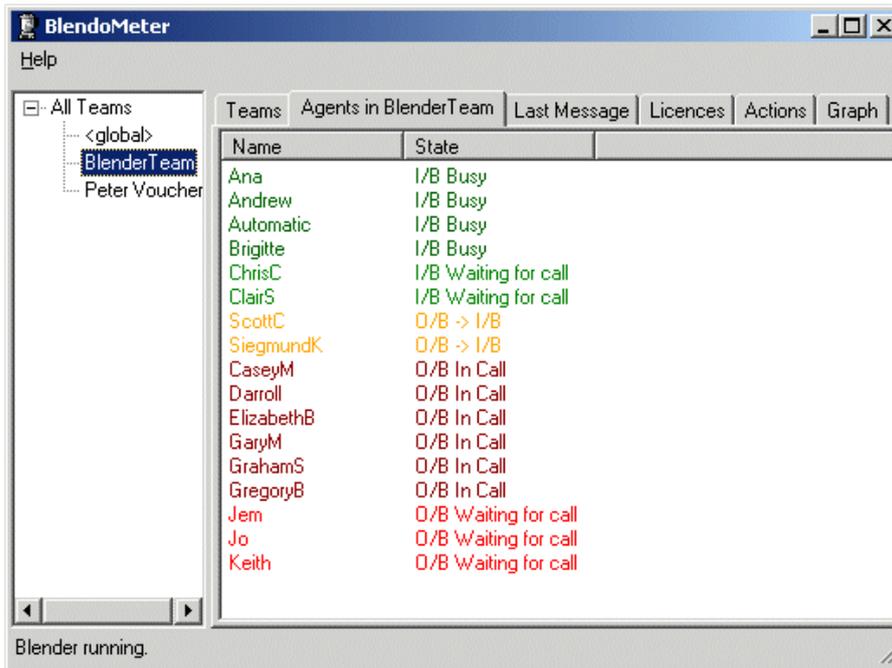
If agents log on they initially go to state 'I/B Idle', waiting for an Inbound call. If they get an Inbound call they are moved to state 'I/B Busy' and back, when the call is finished.

When outbound calling has been enabled the agent will go to O/B Waiting, when they get a call they are moved to state 'O/B Busy.'

If agents log off Synthesys they are disregarded and dropped from the BlendoMeter 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.



When the Predictive Dialler passes a call to the agent, the agent will go to 'O/B In Call' state.

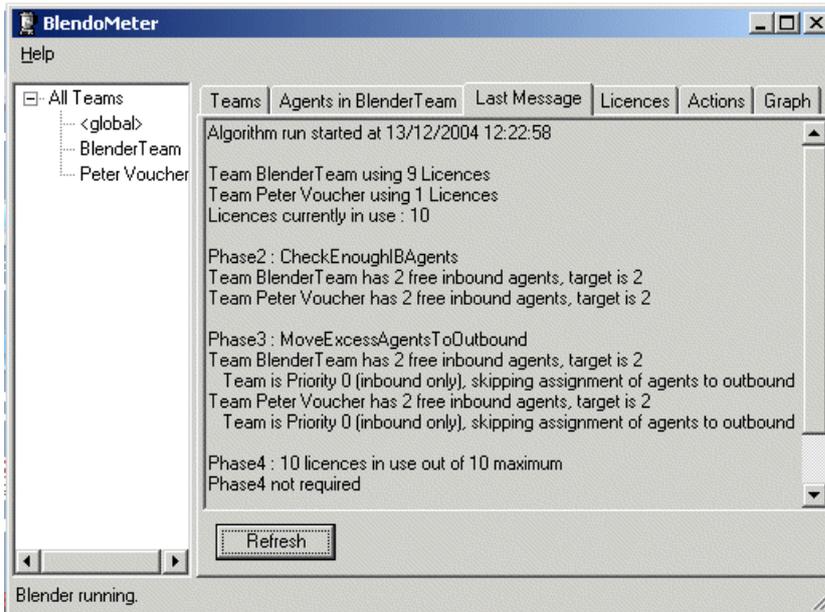
If rescheduled calls that are tied to an agent are due, the respective agents will be released for outbound so that they can make their callbacks.

If agents log off Synthesys they are disregarded and dropped from the BlendoMeter statistics.

Last Message

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

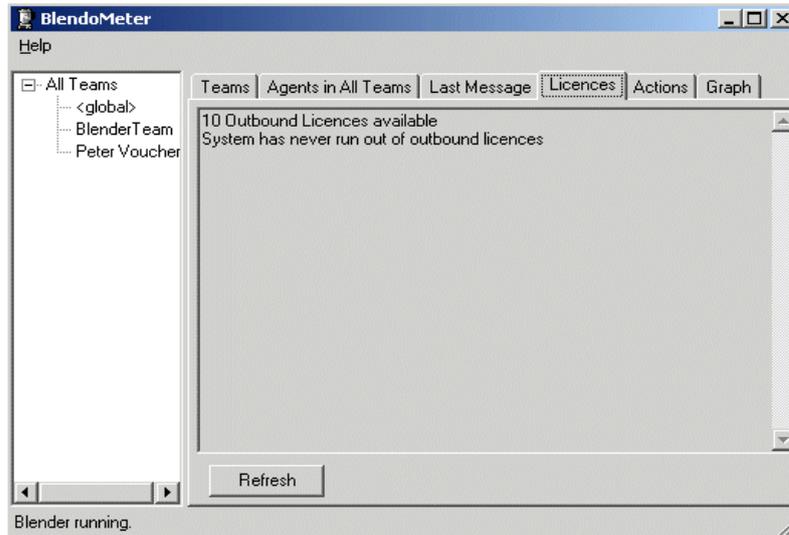
The information is useful for understanding why the Blender decided to carry out certain actions.



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

Licences

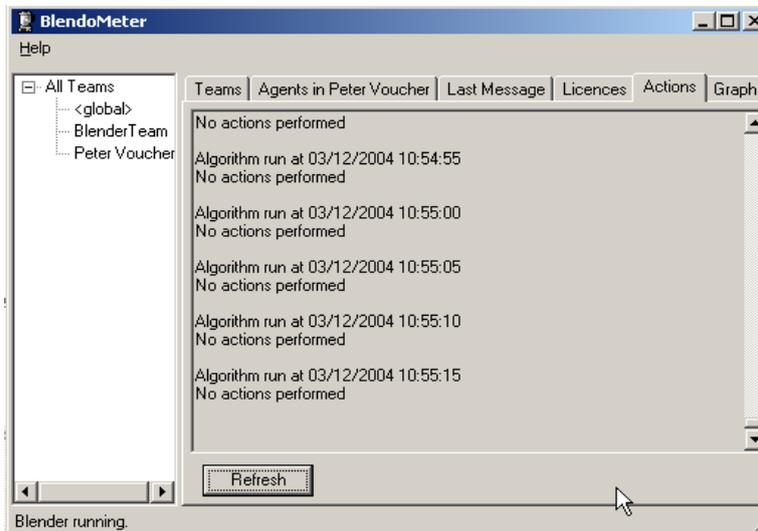
The *Licences* option provides a summary of available outbound licences and when they ran out (if ever). This is also logged in Blender.Licence.Log.



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

Actions

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



Click the Refresh button, to display the latest actions the Blender has taken.

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 Phoenix_BlenderLog table.

