

OUTBOUND

Queue Manipulation Wizard

Queue Manipulation Wizard - S	tep 3	×	
SYN	THESYS ieue manipulatio	n	
Please select an option to filter			
C Calls matching Filte	a		
C All calls in Queue	📽 Condition Criteria	<u> </u>	Help
	After27/02/08 Called x3	Unobtainable	



THE QUEUE MANIPULATION WIZARD

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Introduction

The Queue Manipulation Wizard is used either to do global manipulations on a queue i.e. effecting all items queued, or to manipulate the queue of a selected Outbound list only.

Global Queue Manipulation Call Accounts

Occasionally users may want to change the status of all sleeping calls to queued, or they may want to move all attention calls to a different Outbound list, or queue them.

To achieve this global manipulation of queued items, the "**All Accounts**" icon has to be selected in the left-hand side of the Outbound Manager, before opening the *Queue Manipulation Wizard.*

In the *Queue Manipulation Wizard,* users then choose either the option 'Calls in State' or 'All calls in Queue' and follow the instructions as described in the wizard.

Manipulation on Outbound list level only 🎰 Ties OB

To manipulate queue entries on Outbound list level, a specific Outbound list must be selected in the left-hand side of the Outbound Manager, before opening the *Queue Manipulation Wizard*.

Users then choose one of the available options 'Calls in State', 'Calls matching Filter' or 'All calls in Queue', and follow the instructions provided by the *Queue Manipulation Wizard, to* change the current queue state of items in the selected Outbound list.

NOTE: The 'Calls matching Filter' option always implies Outbound campaign level, and is used to define specific selection criteria for manipulating the state of queue entries in a selected Outbound list.

Scheduling a Queue Manipulation Action

Users can decide to manipulate the queue immediately, or at a later stage, creating a report and schedule in the Synthesys Campaign Manager.

The *Report Tool* used for the report schedule is the *GSCScheduler Service* and users must enter the **name or prefix** associated with the queue change action.

For more information, please see the section 'Scheduling Bulk Queue Change'.



Opening the Queue Manipulation Wizard

The Queue Manipulation Wizard is used to manipulate queued items of an outbound list:

- Open the Synthesys Outbound Manager.
- Select the required Outbound list and go to Edit on the menu bar.
- Select Bulk Change Queue to open the Queue Manipulation Wizard.

Before opening the Queue Manipulation Wizard, select All Accounts for a global manipulation of queued items or a specific outbound list to manipulate queue entries on outbound list level.

Queue Manipulation Wizard Welcome Screen

The *Queue Manipulation Wizard* will guide you through the various steps of manipulating your queue entries.

Queue Manipulation Wizard -	Step 1	×
S	Welcome to Queue Manipulation Wizard	
	< Back Next> Cancel Help	

- The *Next>* button is used to navigate to the next page of the wizard.
- The *Back* button to move back to the previous page.
- To abandon an action without saving the changes, click Cancel.



Entering a Prefix or Name

To start your queue manipulation action:

• Enter a New name or Prefix for your queue manipulation action

Or

• Select an Existing name from the drop down menu.

Queue Manipulation Wizard - Step 2			
€	SYNTHESYS Queue manipulation		
	Please select a prefix. New BRQueueChange Existing a9		
	< <u>B</u> ack <u>N</u> ext > Cancel Help		

Available Options

In the next page of the Queue Manipulation Wizard, select the required options:

- Calls in State
- Calls matching Filter
- All calls in Queue.

Queue Manipulation Wizard - Step 3
SYNTHESYS Queue manipulation
Please select an option to filter
Calls in State
C Calls matching Filter
O All calls in Queue
< <u>B</u> ack <u>N</u> ext > Cancel Help



OPTION 1: CALLS IN STATE

Using the *Calls in State* option:



Select a specific Outbound list, to manipulate queued items for that list. Only select All Accounts before opening the Queue Manipulation Wizard if you wish to manipulate queued items for all accounts.

Queue Manipulation Wizard - Step 3	×
SYNTHESYS Queue manipulation	
Please select an option to filter	
Calls in State	
C Calls matching Filter	
C All calls in Queue	
< <u>B</u> ack <u>N</u> ext > Cancel	Help

Move to the *Next>* page of the wizard to select the outcome(s) to be changed.

• Tick any outcome, as required, before moving to the next page of the wizard.

To change the state of sleeping calls for example, tick the checkbox next to the sleeping icon.

Queue Ma	nipulation Wizar	rd - Ste	p 4	Succession (1995)	×
	S Y	Ν	THES	YS	
-		Qu	eue manip	ulation	
Show	items with status –				
20	Done	۵	🗆 Unobtainable 🤶	Wrong Number	
	Queued	0	🗌 Never Call 🛛 🔯	Recycling Complete	
	Scheduled	9	🗌 Sleeping 🔒	Attention	
	Moved				
			Select all	I Clear all	
			< Back Next >	Cancel Help	

Next, select an Outbound list: Move to the next page of the wizard, where you will be prompted to select the Outbound list that you wish to manipulate. Only choose **All Accounts**, if specified changes are to be made for the whole queue, i.e. all call lists.

Following the selection of the Outbound list, move to the next step of the wizard, to specify the changes that you wish to make.



Assign to Agent

The **Assign to Agent** option allows you to assign **rescheduled and sleeping** calls to a particular agent.



Any outcomes other than rescheduled or sleeping that may have been selected will be ignored as they can't be assigned.

In the *Next*> page of the wizard

• Select the agent that is to be assigned to the currently rescheduled or sleeping calls.

Queue Manipulation Wizard - Step 6	Queue Manipulation Wizard - Step 7
SYNTHESYS Queue manipulation	SYNTHESYS Queue manipulation
What do you want to do with these calls Assign to agent Assign to agent Change Pootly Change state De-assign agent Delette 	Which agent to choose
< Back Net > Cancel Help	< gack Next> Cancel Help

In the final page of the *Queue Manipulation Wizard* you can manipulate the queue immediately or create a *GSCScheduler* report in the Synthesys Campaign Manager.

For more information, see the section *Scheduling Bulk Queue Change*.

10g	Synthesys Queue Manipulation	Wizard
	You choose to do the following action: C Do now G Schedule later in Campaign Manager	
	GSC Prefix: GSCS_4 All Outbound Campaigns Sort Of Filter Calls in State Filter Options: Attention, Sleeping Action to do: Assign to agent	ß

To change details, if required, click the *Back* button. To process the action click *Finish*, to abandon the action without saving any changes click *Cancel*.



Change Priority

The *Change Priority* option allows users to change the call priority of selected records or call outcomes.

Having defined the records or outcomes concerned in Step 4 of the Queue Manipulation wizard

- Select Change Priority in Step 5 of wizard.
- Next, choose the call Priority that is to be assigned from a range between 0 9 (Idle = 0, Low =1, High = 9).

Were Manipulation Wizard - Step 6	Queue Manipulation Witard - Step 7
What do you want to do with these calls Assign to agent Assign to agent Dage floor Drange floor Deasign agent Delete	Oncess new calls Plotty
<back cancel="" help<="" new="" td=""><td><pre> digadk light Cancel Help</pre></td></back>	<pre> digadk light Cancel Help</pre>

In the final page of the *Queue Manipulation Wizard* you can manipulate the queue immediately or create a *GSCScheduler* report in the Synthesys Campaign Manager.

For more information, see the section Scheduling Bulk Queue Change.

Queue Manipulation Wizard	- Step 8	X
	Synthesys Queue Manipulation Wi	zard
	You choose to do the following action: Do now Schedule later in Campaign Managed GSC Prefix: GSCS_4 All Outbound Campaigns Sot Of Fiber Calls in State Filter Options: Attention,Sleeping Action to do: Assign to agent	L _o
	< Back Finish Cancel	Help

- To change details click *<Back*.
- To save the changes, click Finish.
- To abandon the action without saving changes, click Cancel.



Change State

In this page of the wizard you can select the change that is to take effect.

Options include Assign to agent (only sleeping & rescheduled outcomes), Change State, De-assign agent, or Delete.

Queue Manipulation Wizard - Step 6
SYNTHESYS Queue manipulation
What do you want to do with these calls Change state
< <u>Back</u> Next > Cancel Help

Having selected the *Change State* option, the next dialog will show the associated outcomes that can be selected.

• Select the relevant outcome, as required, i.e. *Queued* to change the state of sleeping calls to queued.

The final page of the wizard provides a summary of the action to be taken. You can either manipulate the queue immediately or schedule a GSCScheduler report, described in the section Scheduling Bulk Queue Change.

Queue Manipulation Wizard - Step 7	Queve Manipulation Wizard - Step 8
SYNTHESYS Queue manipulation	Synthesys Queue Manipulation Wizard
Choose new calls state Queued Pore Pore Pore Scheduled Scheduled Unobtanable Witong/Lunber	You choose to do the following action: You choose to do the following action: You choose to do the following action: You choose to do the following action:
< gack Next> Cancel Help	<gack cancel="" finish="" help<="" td=""></gack>

- To change details, if required, click the *<Back* button.
- To process the action, click *Finish,* to abandon the action without saving any changes, click *Cancel*.



De-assign and Delete Options

Further options that can be selected in the *Queue Manipulation Wizard,* as part of the initial *Calls in State* selection, include *De-assign agent and Delete*.

ueue Ma	nipulation Wizard - Step 6
	SYNTHESYS Queue manipulation
What	do you want to do with these calls De-assign agent Assign to agent Dhange Priority Dhange state
l	De-asson agent Delete
	<back next=""> Cancel Help</back>

As no associated selections are required for *De-assign agent or Delete*, clicking *Next*>, will move you directly to the final page of the *Queue Manipulation Wizard*, providing a summary of the action to be taken.

1	Synthesys Queue Manipulation Wizard
	You choose to do the following action:
	Schedule later in Campaign Manager GSC Prenx GSCS_4 All Dubbound Campaigns Examples
	Filter Options: Attention, Sleeping Action to do: De-assign agent

Users can manipulate the queue immediately, or create a GSCScheduler report in the Synthesys Campaign Manager, described in the section Scheduling Bulk Queue Change.

- To change details, if required, click the *<Back* button.
- To process the action click *Finish,* to abandon the action without saving any changes click *Cancel.*



OPTION 2: CALLS MATCHING FILTER

The *Calls matching Filter* option, allows users to define conditions for manipulating the queue entries for a selected Outbound list, which should be selected, before opening the *Queue Manipulation Wizard*.

Queue M	lanipulation Wizard - Step 3
	SYNTHESYS Queue manipulation
Pleas	se select an option to filter
	O Calls in State
	C Calls matching Filter
	O All calls in Queue
i	< <u>B</u> ack <u>N</u> ext > Cancel Help

If no outbound list was selected before opening the wizard, users will be prompted to do so after choosing the *Calls matching Filter* option.

If an Outbound list has already been selected, the wizard will skip this step.

Queue Manipulation Wizard - Step 4
SYNTHESYS Queue manipulation
Select an Outbound List to monitor
New BigFie OB Testing BR WebGueue OB Test OBReschedCalc Migh Priorty Low Priorty m M
< Back Next > Cancel Help

Move to the Next> page of the *Queue Manipulation Wizard,* to define the required selection criteria.



Defining Conditions

In the *Calls matching filter* dialog the conditions to be used for the queue manipulation are defined.

Queue Manipulation Wizard - Step 5	-
SYNTHESYS Queue manipulation	
For 'Calls matching filter' select a condition	
Click here to set your condition	
< <u>Back</u> Next> Cancel Help	

The *Condition Criteria* screen consists of a work area, also called the canvas, where coloured discs will represent the different conditions.

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Condition Criteria						
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Ø

When using the Move to Outbound list option, all moved calls, regardless of their current queue state, will be queued and displayed in the target Outbound list as freshly queued calls, with the number of times called set back to 0.

To move queued calls only, the appropriate condition must be set using the <State of Call> option.



To create a new condition:

- Click the Create Condition 🖄 icon.
- In the *New Condition* window select the property to define your search (in our example we have selected <RetryTime>).
- Click the button to select the required operator after and add the date and time 2008 02 27 19:00 to specify that the changes will affect queued calls after the selected date and time entered.

Edit condition	New condition
' <retrytime>'</retrytime>	' <retrytime>' after</retrytime>
Please select an operator from the list below.	Please define date value to be compared with the field Use Calculations 2008-02-27 19:00 CTodayo Plus D days
< >> Finish Cancel Help	< >> Finish Cancel Help

- In the next page of the wizard *add a name for our condition* and click *Finish*, to display a floating disc on the canvas.
- Further conditions can be defined, clicking Create Condition

Condition Criteria * 🗢 🔗 🕱 🗉 Help OK Cancel . If 2 discs overlay completely press Control on the After27/02/08 keyboard to drag them apart. Cailed x3 Each condition disc can be manipulated, clicking and dragging it around the canvas. +

To edit existing conditions, double-click on the relevant condition disc.

Any discs that *overlap* with one or more other discs will *imply a Boolean 'AND'* to operate between the conditions. For example:

(<RetryTime>'after' '2008 02 27 19:00' AND Times called =3) OR (Result = Unobtainable)

Click OK to return to the *Calls matching filter* screen and Next> to proceed to the next part of the *Queue Manipulation wizard*.



Defining Actions

From the options displayed, choose what to do with the filtered queued items, e.g. *Move to Outbound List.*

ueue Manipulation Wizard - Step 6	x
SYNTHESYS Queue manipulation	
What do you want to do with these calls Change Priority Change Priority Change state De-assign agent Delete Move to outbound List	
< <u>B</u> ack <u>N</u> ext > Cancel He	p

* Moved will be queued in the target Outbound list as freshly queued calls, with the number of times called being set back to zero.

To filter out and move selected queue states only, use the <State of Call> option when creating your condition.

The next page of the wizard will prompt users to select the destination Outbound List.



In the final page of the wizard users can either manipulate the queue immediately, or create a GSCScheduler report in the Synthesys Campaign Manager, described in the section Scheduling Bulk Queue Change.



Click Finish to process the action.

To change details, if required, click *Back*, to abandon the action without saving the changes, click the *Cancel* button.



OPTION 3: ALL CALLS IN QUEUE

The option *All calls in Queue* is used to manipulate the state of queued items for all accounts or for a *selected Outbound List* only.

- Select All Accounts if the changes are to affect all accounts
- Selecting a specific Outbound list, to manipulate queued items that list

Queue Manipulation Wizard - Step 3	×
SYNTHESYS Queue manipulation	n
Please select an option to filter	1
C Calls matching Filter	
< Back Next> C	ancel Help

Next, select an Outbound list: Move to the next page of the wizard, where you will be prompted to select the Outbound list that you wish to manipulate. Only choose **All Accounts**, if the specified changes are to be made for the whole queue/ all call lists.

Following the selection of all or a specific Outbound list, move to the next step of the wizard, to specify the changes that you wish to make. Options include Change Priority, Change state, De-assign agent and Delete.

ueue Manipulation Wi	ard - Step 5		X
SY	NTHES Queue manip	YS oulation	
What do you want to d Change Priority Change Priority Change state De-assign agent Delete	o with these calls	×	
	< Back Next >	Cancel	Help

If either the option *De-assign agent* or *Delete* is selected, *Next>* will move you directly to the final page of the wizard, displaying a summary of the action about to be taken.

Check the details to ensure that the summary reflects your requirements, before clicking *Finish* to process the action.



If the option *Change state* is selected, the subsequent page of the wizard displays the available call state options.

Queue Manipulation Wizard - Step 6	x
SYNTHESYS Queue manipulation	
Choose new calls state	
Done All All All All All All All All All Al	
(Wrongstumber	
< <u>B</u> ack <u>N</u> ext > Cancel	lelp

On selecting *Sleeping or Schedule*, the next pages of the wizard will either prompt you to specify the sleeping period, or the schedule date and time.



In the final page of the Queue Manipulation Wizard, check the summary displayed.

50g #*	Synthesys Gueve Manipulation Wizard
	You choose to do the following action:
	Schedule later in Campaign Manager GSC Prefix: GSCS_8 Dutbound Campaign - Ties08 Sott 0F RiterAl Calls in Queue Action to do: Change state New state: Scheduled

Either manipulate the queue immediately,

or create a GSCScheduler report in the Synthesys Campaign Manager, described in the section 'Scheduling Bulk Queue Change'.

Click *Finish* to process the action. To change details, click *<Back*, to abandon the action without saving changes, click the *Cancel* button.



SCHEDULING BULK QUEUE CHANGE

To action the Outbound bulk queue change via the '*Schedule later in the Campaign Manager*' option, a new report and report schedule must be set up in the Synthesys the Campaign Manager.

• Open the Synthesys Campaign Manager clicking on Reports.

Adding a GSCScheduler Report

In the Campaign Manager

- Locate and right click on the relevant campaign and select 'Add New Report'.
- Enter the report name, any comments as required and type a name into the 'Full Name' field.
- Select 'GSCScheduler Service' (Global State Changer Scheduler) in the Report Tool field.
- Next, type the name or prefix as entered in Step 2 of the Queue Manipulation Wizard (for example BRQueueChange), into the Printer/Export File Name field, before saving your report.

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<u>File View H</u> elp		
💾 🗢 🚳 🗱 🕓 🥐		
 All Accounts All Accounts All Accounts All A AN AJN Test Centre à dò gglk auz auau Black Arvato BCA Black Brighte Jan05 Blat Brighte Jan07 Blat Brighte Jan07 Blat Brighte Jan06 Blat Brighte October 2007 Blat BuilQueue Schedule Add Schedule Add Schedule Bit Brighte TestCalcandHTML Bull BuilQueue Schedule Bit BuilQueue Schedule 	Report Properties Report Name BulkQueue Schedule Comment Full Name Ties 0B Bulk Queue Change Created Date 27/05/2008 Browse Reports Report Tool GSCScheduler Servi Format Printer/Export File Name (e.g. %d%m%y for dated filenames) BRQueueChange Output Service Output Tool Arameter1 Parameter1 Save Delete Edit Beport	
CAM Camelia test	[⊰	

Into the Printer/Export File Name field, enter the name or prefix as entered in Step 2 of the Queue Manipulation Wizard, when creating the conditions for the bulk queue change.

Next, set up the report schedule.



Scheduling a GSCScheduler Report

To add a schedule for the GSC report

- Select 'Add Schedule', and using the Schedule Wizard, enter details regarding date and time of your report runs.
- 'Save' the schedule for your report.

In our example, the report will run every Tuesday at 17.39pm.

🔀 Campaign Manager					
<u>File View H</u> elp					
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All Accounts Alllll All Accounts All Accounts All Accounts All Acc	Sch Frequency Next Run Date Next Run Time Parameter1 Parameter2 Schedule detail Start Date End Date Show rep	edule information fo specific days of I Tuesday, 24 Jun 17:39 Tuesday, 24/06/2008 run indefinitely nort runs	r Schedule ID 557 he week 2008 Start Time 177 End Time 100 Modify	A Z 39 00 Delete	
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To check that your GSC report has run successfully

• Go to 'Report Runs' or alternatively check the queue in the Outbound Manager.

For further information regarding setting up reports and report schedules, please consult the 'Managing Reports' document.