

SNoDrop™

Noetica Route Manager: Inbound Route

The screenshot displays the Noetica Route Manager interface. On the left is a navigation sidebar with a tree view showing 'Global', 'Workspaces', and various training and testing environments. The main panel is titled 'Settings' for the route 'TRN SNoDrop'. The settings are organized into sections: 'Call Settings' and 'Route Agent Application'. The 'Call Settings' section includes fields for Name, Priority (a slider), Minimum Ring Time (0 seconds), Initial Message (None), Answer Mode (Auto selected, with a Timeout of 20 seconds), Waiting Action (Play Music selected, with Ringing as an option), Music File (WaitingSilence.wav), and Queue Announcements (None). The 'Route Agent Application' section has a note: 'Please select the application agents will be using when working on this route'. It includes radio buttons for 'Scripted App' (selected, with 'BR City Break' in the dropdown), 'External Application', and 'None'. At the bottom right, there are buttons for 'Move', 'Export', 'Save As', 'Save', and 'Delete'.

Campaign Manager: Transfer to Strategy Property

The screenshot shows the Noetica Campaign Manager interface. The left sidebar contains a tree view with 'ABC ORDER DEMO' expanded to show 'SNoDrop1'. The main panel is titled 'SYNTHESIS™ CAMPAIGN MANAGER' and shows a list of settings for the selected campaign. The settings include: Auto Dial (checkbox), AutoDial Delay (slider at 1), Clicker (checkbox), Dial Order (ID dropdown), Dial Preference (Sleeping dropdown), Dial Prefix (text field), Idle Timeout (slider at 0 seconds), Unattended Dialling Lines To Use (5), Unattended Dialling Switch To Use (text field), Maximum Nuisance Rate (3%), Maximum Lateness (30 minutes), Min Calls Before Predictive (10 calls), Operator Bias (checkbox), Over Dial (slider at 1), Priority Order (None dropdown), Recording (checkbox), RecordingAgent (checkbox), RecordingCustomer (checkbox), RescheduleFlags (C.L.A. dropdown), TransferToStrategy (text field), and Use Do Not Call List (checkbox). Each setting has a help icon (question mark) to its right. The user 'brigitte' is logged in, as indicated in the top right corner.

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SNoDrop™

Last updated December 2021

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SNODROP™ (SYNTHESYS NO DROP)

Introduction

SNoDrop™ combines techniques from inbound ACD and Noetica's call blending technology to deliver predictive dialling with virtually zero dropped (abandoned) calls.

In the Noetica Route Manager users can create an Inbound Route specific to SNoDrop™, routing calls that would otherwise be abandoned from the initial team to further teams, to ensure that a free agent will be found to handle the call.

Steps to enable SNoDrop™ Routing.

- Create at least one separate SNoDrop™ overflow team.
- Enable Blending for the SNoDrop™ team, reserving Agents for Inbound work.
- Configure the SNoDrop™ routing in the Noetica Route Manager.
- Set Predictive Call List Property (TransferToStrategy).

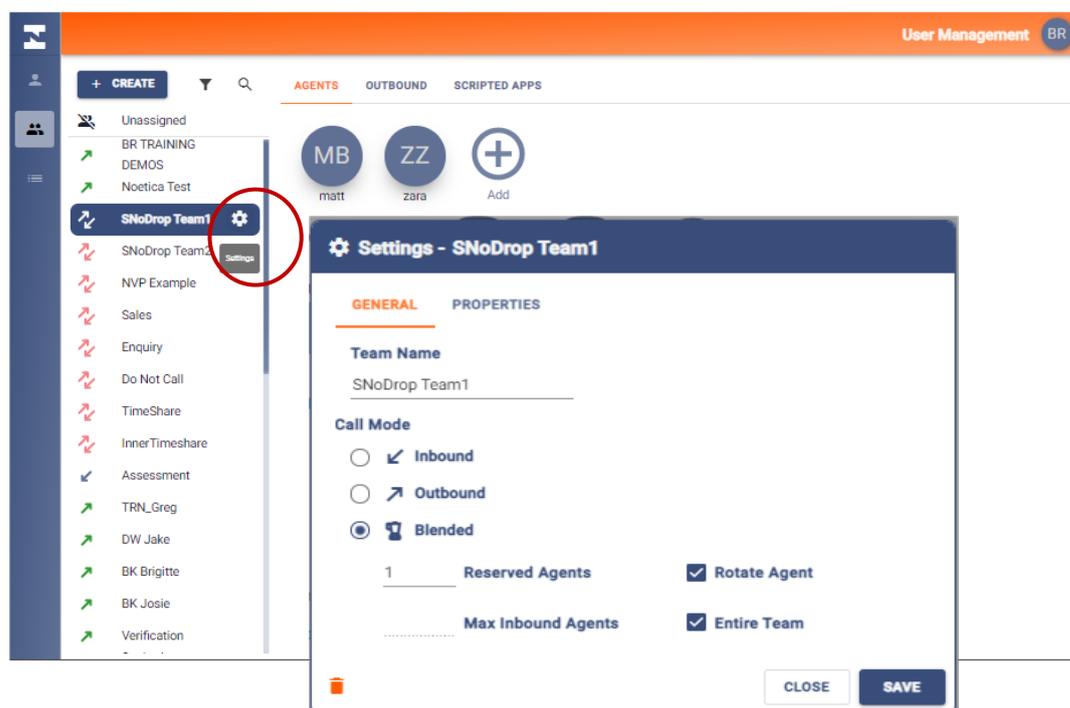
NOETICA USER MANAGEMENT

Start, by creating at least one blended SNoDrop™ overflow team in the Noetica User Management.

- Open User Management via the Noetica Admin Portal, or
- Enter the URL of your application server into the address field of the web browser, e.g., <http://WebserverName/UserManagement>, and add your username and password, as provided by your system administrator.

Overflow Blended Teams for SNoDrop™

- Create the SNoDrop™ teams in the **Teams** dialog of the Noetica User Management.
- Add the agents who will handle the call arriving via the SNoDrop™ route.



Next, enable blending for SNoDrop™ teams

- Select the **Settings** icon of each SNoDrop™ team in turn, to open the Team Settings dialog.
- In the General tab, select **Blended** as the **Call Mode** for each SNoDrop Team.
- Next, specify the number of **Reserved Agents** that should remain available to take Inbound calls (at least 1, up to the maximum number of agents exclusively represented in the team).
- Specify the **Maximum Inbound Agents** that can be either in, or are waiting for Inbound or SNoDrop™ calls, (from the value entered in Reserved Inbound Agents, up to the maximum number of agents exclusively represented in the selected team).
- Alternatively, tick the **Entire Team** option, to allow the entire Team to take Inbound calls, increasing and decreasing the maximum number of agents automatically and dynamically, rather than using a set number of agents.
- Tick the **Agent Rotate** option, to ensure that the Inbound work is evenly distributed among the available agents.



For Blended SNoDrop™ overflow teams you need to reserve at least one agent in Inbound waiting state so that we guarantee, as best as we can, that the dialler can connect the call to an agent.

NOETICA ROUTE MANAGER

Defining Inbound Route for SNoDrop™

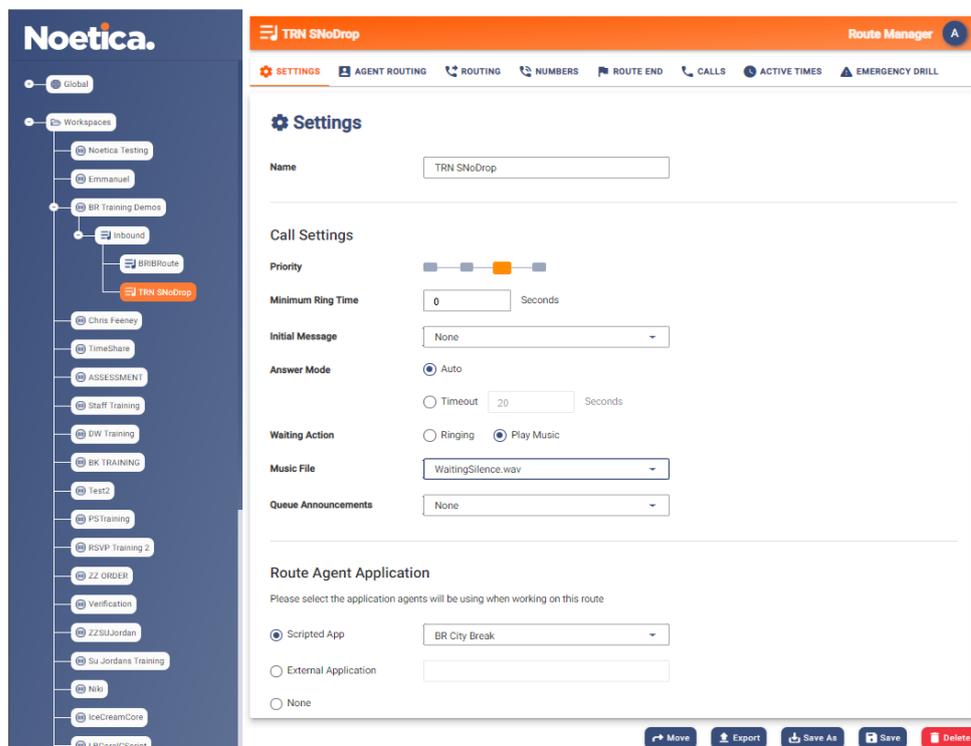
Inbound routes for SNoDrop™ are set up in the Noetica Route Manager.

- Open the Route Manager via the Noetica Admin Portal, or
- Enter the URL of your application server into the address field of the web browser, e.g., <http://WebserverName/routemanager>, and add your username and password, as provided by your system administrator.
- Create your SNoDrop™ Inbound Route under the relevant workspace and prepare a wav file that has just silence (WaitingSilence.wav).

Settings

In the Noetica Route Manager, at workspace level

- Select your SNoDrop™ Inbound Route, displaying the Route **Name** in the **Settings** page.
- Select a **Priority** of **High**, to ensure that calls from this route get presented to available agents as soon as possible.
- Select, **0** seconds as the **Minimum ring time** before the call is answered.
- Keep the Initial Message as **None**, as no message will be played before a caller joins the queue.
- Tick **Play Music** as the **Waiting action** and select the **WaitingSilence.wav** file. This will ensure no ringing or message being played while the call is in the queue for an agent.



The screenshot shows the 'Settings' page for the 'TRN SNoDrop' route in the Noetica Route Manager. The interface includes a sidebar with a workspace tree and a main content area with the following settings:

- Name:** TRN SNoDrop
- Call Settings:**
 - Priority:** High (indicated by a slider)
 - Minimum Ring Time:** 0 Seconds
 - Initial Message:** None
 - Answer Mode:** Auto (radio button selected)
 - Waiting Action:** Play Music (radio button selected)
 - Music File:** WaitingSilence.wav
 - Queue Announcements:** None
- Route Agent Application:**
 - Scripted App: BR City Break
 - External Application: (empty field)
 - None: (radio button unselected)

At the bottom of the settings panel, there are buttons for 'Move', 'Export', 'Save As', 'Save', and 'Delete'.

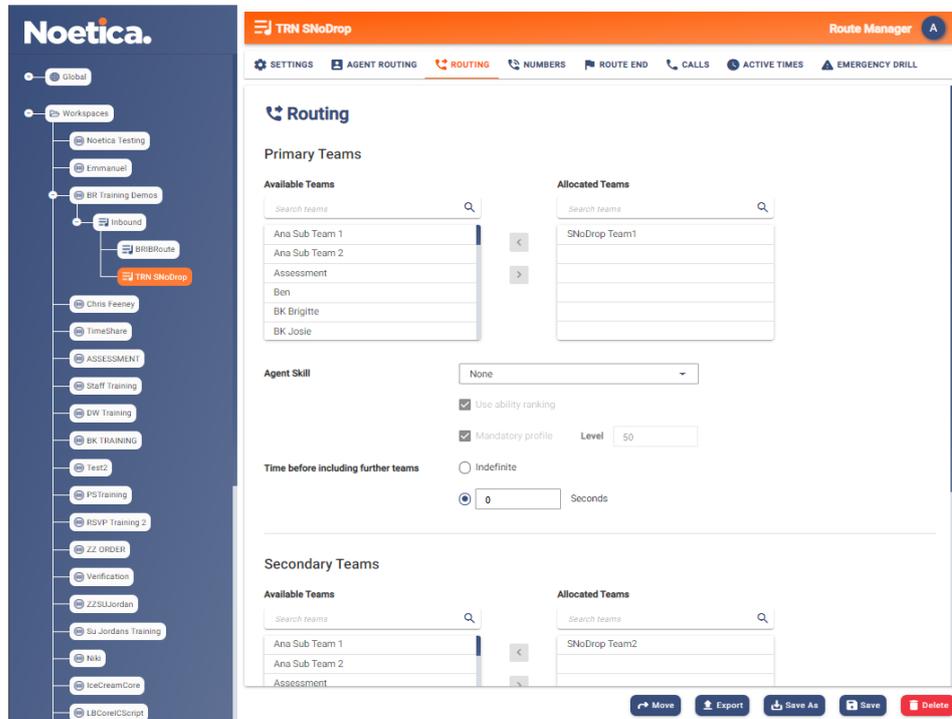
- In the **Route Agent Application** section, select the Scripted App agents will be using when working on the selected route, else select and name an External application or select None.
- Do not specify any Call Queuing or CLI restrictions.

Next, skip the **Agent Routing** tab and move straight to the **Routing** page.

Routing

Under the Routing option, assign the teams to which the call should be routed if no agents are free in the original predictive team to handle the call.

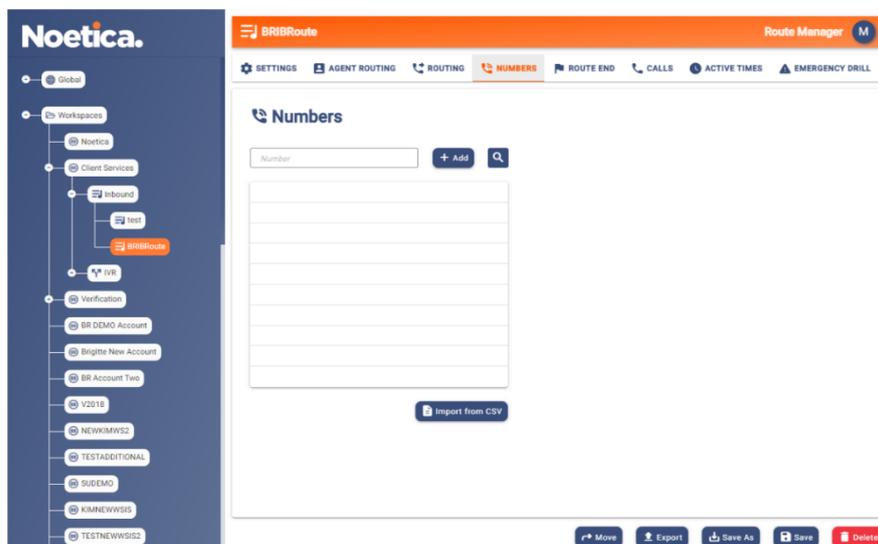
- Use Primary Teams and include secondary, and additional teams to which to route the call.
- Set to **0** the **Time before including further Teams**, and set the Message to None, so the call can move through the teams quickly and can be connected to a free agent as soon as possible.



Numbers

In the Numbers page of the Route Manager, add your SNoDrop DDI number, to enable the dialler to move through the specified SNoDrop route.

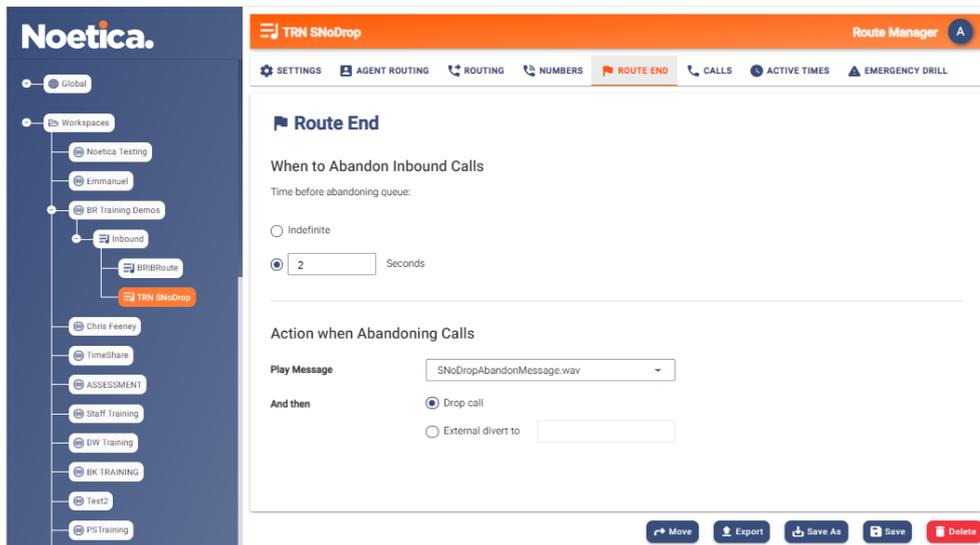
- Enter a 5 digit number NOT already used for routing in any of your current Inbound call traffic.



Route End

in the *Route End* tab, specify details for abandoning the calls.

- Enter **2** seconds, as the Time before abandoning queue.
- In the Play Message field, select the message (SNoDropAbandonMessage.wav file), to be played before the call is dropped and select Drop Call, to drop the call once the message ends.



Route End

When to Abandon Inbound Calls

Time before abandoning queue:

Indefinite

2 Seconds

Action when Abandoning Calls

Play Message: SNoDropAbandonMessage.wav

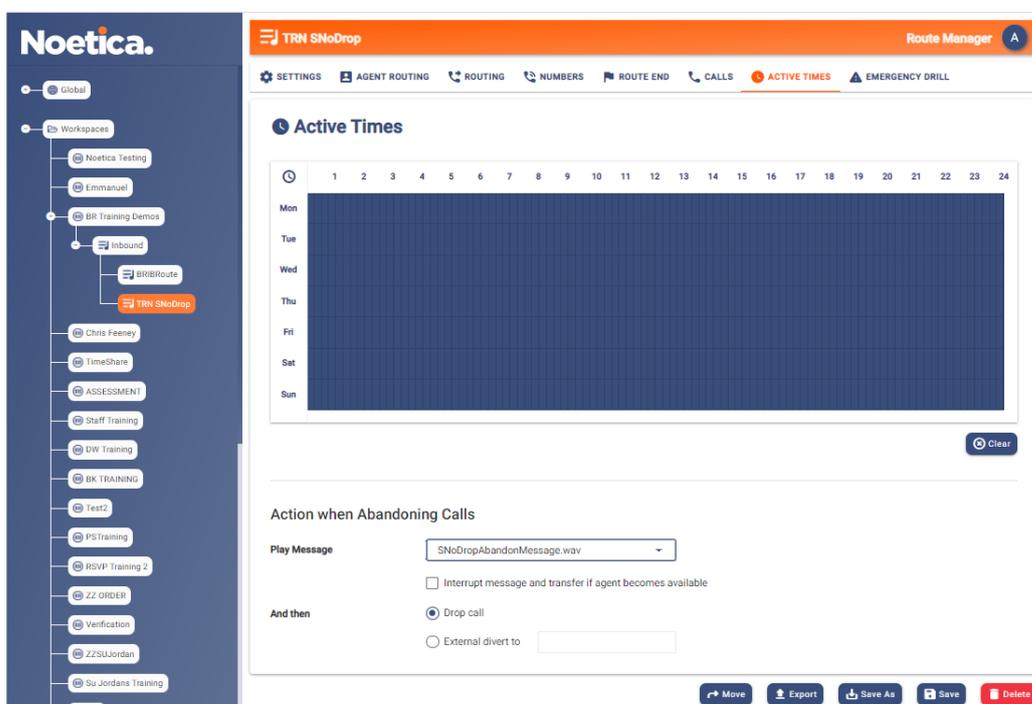
And then: Drop call

External divert to: []

Buttons: Move, Export, Save As, Save, Delete

Active Times

Under **Active Times**, ensure that the call can be dealt with during contact centre opening times.



Active Times

Calendar grid showing days of the week (Mon-Sun) and hours (1-24).

Action when Abandoning Calls

Play Message: SNoDropAbandonMessage.wav

Interrupt message and transfer if agent becomes available

And then: Drop call

External divert to: []

Buttons: Move, Export, Save As, Save, Delete, Clear

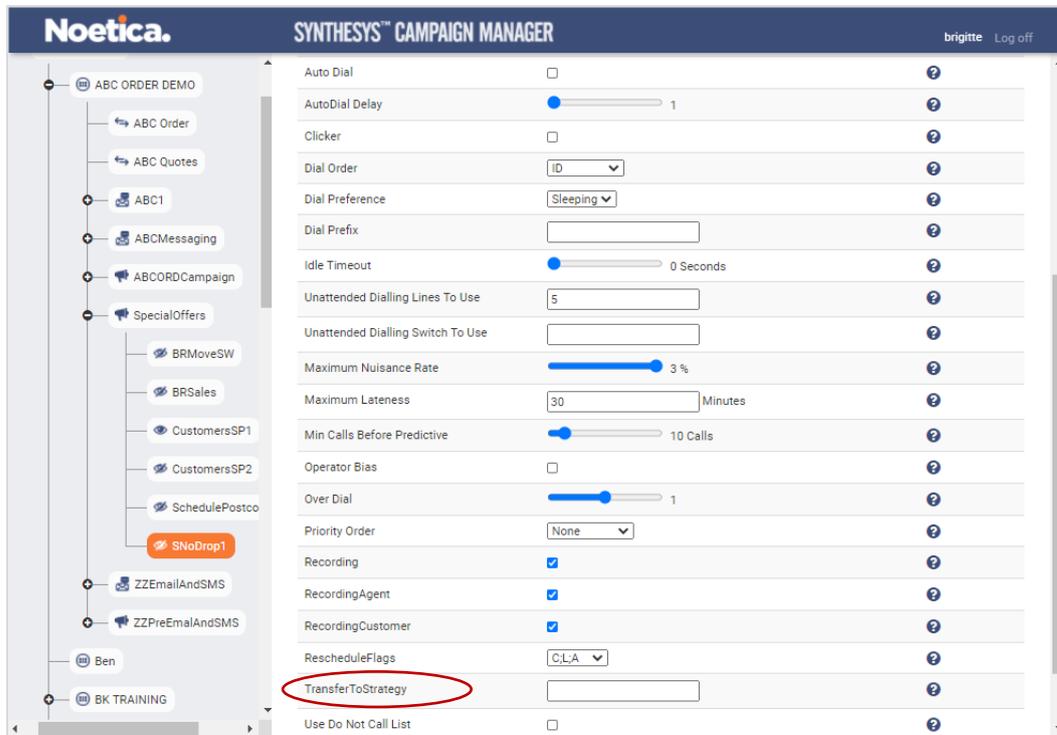


When dealing with SNoDrop™ calls, we strongly recommend that you **DO NOT** tick the checkbox to interrupt the message played, but to process the call as an abandoned call if no agent is available in the time specified time for abandoning the queue.

SYNTHESYS™ CAMPAIGN MANAGER

Call List Configuration for SNoDrop™

- In the Synthesys™ Campaign Manager, go to the **Settings** tab at list level.



- In the Settings page now displayed, scroll through the list until you locate the **TransferToStrategy** property.
- Add the 5 digit number that you have assigned to your SNoDrop™ strategy in the NVP™ Strategy Manager.

TransferToStrategy

- If required, you can also use the SNoDrop™ Limit option, to limit the percentage of SNoDrop™ calls permitted for the selected list.

The default value for the new SNoDrop™ limit is 3%, but you can safely increase this to a level that works for your specific circumstances and ratios of Outbound to SNoDrop™ Agents.