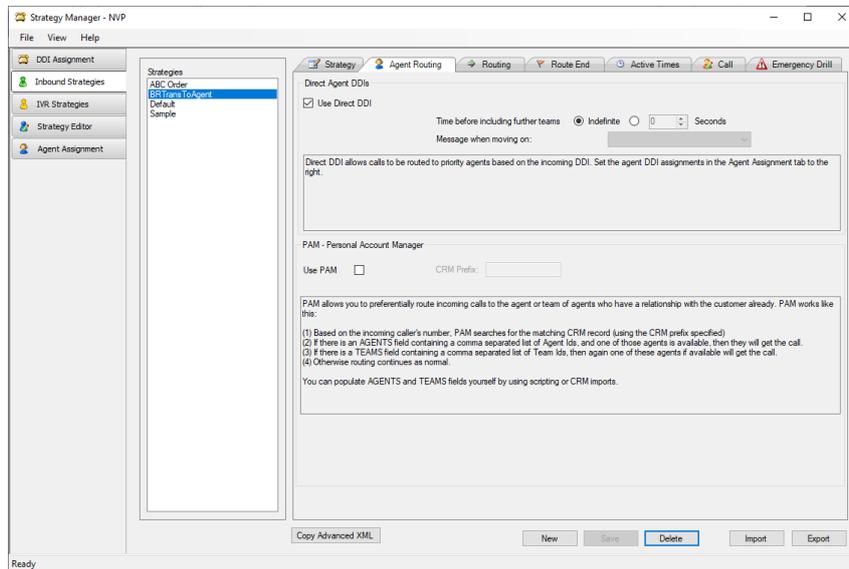


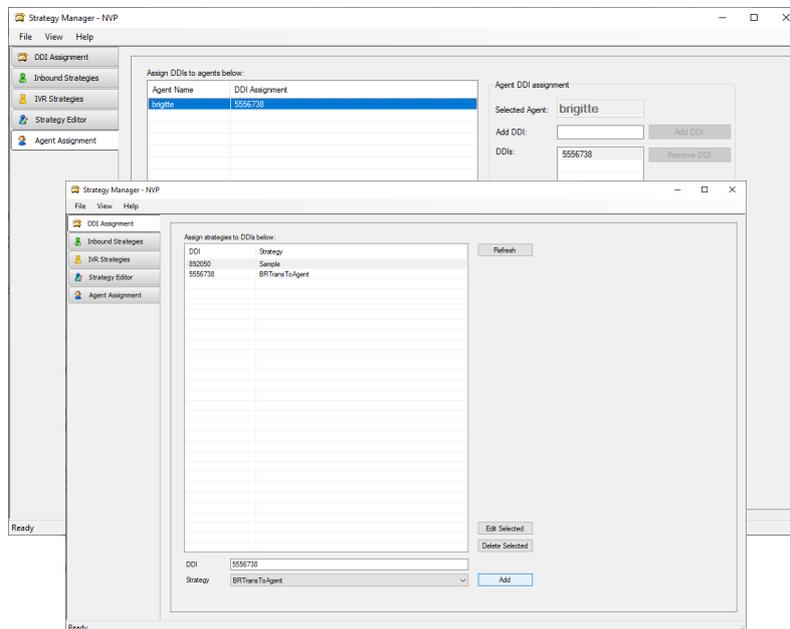
NOETICA VOICE PLATFORM (NVP™)

Direct DDI Transfers to Agents in Blended Teams

Agent Routing – Use Direct DDI



Agents DDI & Strategy Assignment



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NVP Direct DDI Transfers to Agents in Blended Teams

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TRANSFERS USING DIRECT DDI

INTRODUCTION

In the Strategy Manager of the Noetica Voice Platform, users can create a specific strategy for direct DDI Transfers, to facilitate the transfer of calls to agents who are working in a blended team environment.

The steps required to set up a direct DDI transfer strategy are as follows:

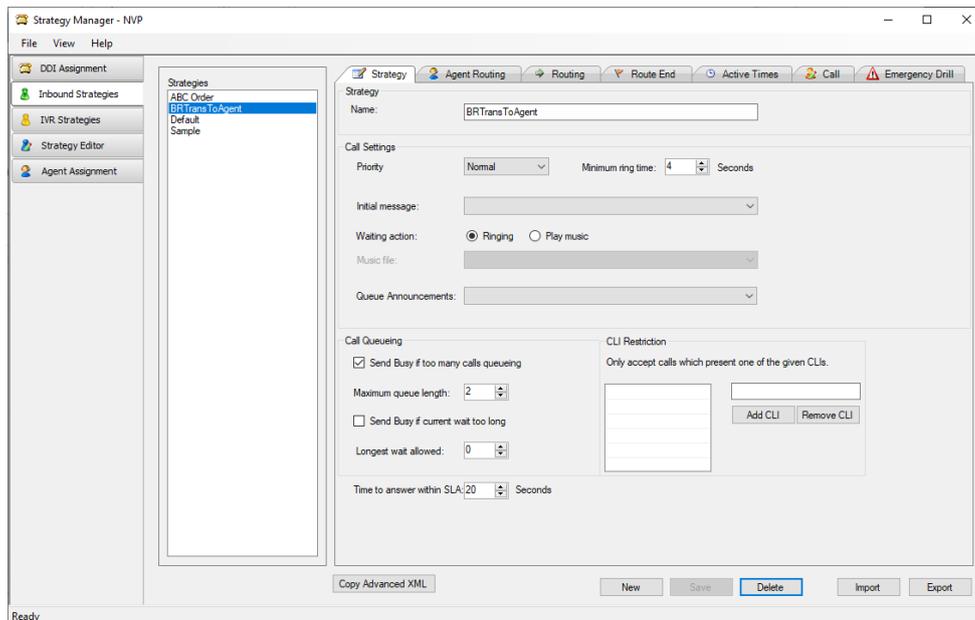
- Create an Inbound Strategy for your direct DDI transfers.
- Allocate a new direct DDI number (minimum of 6 digits NOT already used for routing in any current Inbound call traffic) to each agent that is to receive transfer or consultation calls.
- Assign each of the DDI's allocated to an agent to your DDI transfer strategy.

INBOUND STRATEGY

Strategy

First, configure an Inbound Strategy for your direct DDI transfers, specifying the call settings to be applied.

- Click the **New** button at the bottom of the Strategy screen and enter the name for your transfer strategy into the **Name** field.
- Select a **Priority (Urgent, High, Normal or Low)** to determine which calls from the available strategies should be presented to available agents first.
- Next select, in seconds, the **Minimum ring time** before the call is answered. You can keep the initial message box empty or select a **WAV file to play an Initial message** to the transferring agents before they join the queue.
- As the **Waiting action**, tick **Ringing** if you want the transferring agents to hear a ringing tone while queuing/ waiting, or **select a Music file (WAV file), to play music**.



The screenshot shows the 'Strategy Manager - NVP' application window. The 'Strategy' tab is active, displaying the configuration for a strategy named 'BRTransToAgent'. The 'Call Settings' section includes a 'Priority' dropdown set to 'Normal', a 'Minimum ring time' of 4 seconds, an 'Initial message' dropdown, and a 'Waiting action' section with 'Ringing' selected. The 'Call Queuing' section has 'Send Busy if too many calls queuing' checked, with a 'Maximum queue length' of 2. The 'Time to answer within SLA' is set to 20 seconds. The 'CLI Restriction' section is also visible, with a table for adding or removing CLIs.



If you want to limit the number of transferring agents allowed in the queue, tick **Send Busy if too many calls queuing** in the **Call Queuing** section, and enter the maximum number of agents allowed in the queue (**Maximum queue length**). If the limit set is exceeded, any additional agent will hear a busy signal.

To limit the time any new transferring agent is waiting in the queue, tick **Send Busy if current wait too long**, and in seconds, enter the **Longest wait allowed**, before a busy signal is sent.

When dealing with direct DDI transfers, you do not need to specify any CLI restrictions.

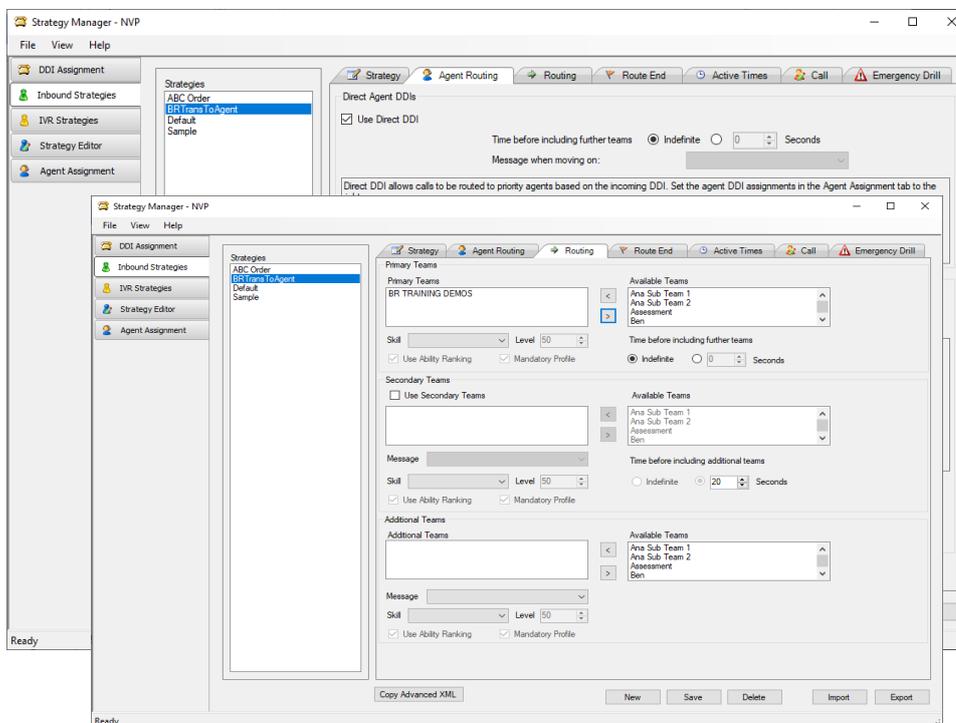
Agent Routing

Direct Agent DDIs

Tick the **Use Direct DDI** option, to allow DDIs to be routed to a selected agent or agents, as assigned in the **Agent Assignment** page of the Strategy Manager.

Under the option **Time before including further teams** you can either

- **Select Indefinite**, if the call is to be transferred only to the agent assigned to the DDI
- **OR, select Seconds** and specify the number of seconds after which the transfer can be routed to agents in other teams, if the agents assigned is not available to deal with the transfer with the specified time.



- To include further teams, select the **Routing** tab of the strategy and assign your primary and possibly secondary teams to deal with the transfer.
- Under the **Route End** tab, specify details for abandoning or diverting the transfer.
- To complete your strategy, move to the **Active Times** tab and set the opening hours during which your transfer strategy will be used, under.

Having created your strategy for the direct transfer, you now need to allocate a direct DDI number to each IVR agent who is to receive transfer or consultation calls, and you then need to assign each of these DDIs to your DDI transfer strategy.

Please see the next page for more information.

AGENT ASSIGNMENT

In the **Agent Assignment** page, add the DDIs to be used for the transfers and allocate each DDI to the relevant agent, so that they can deal with a particular task.

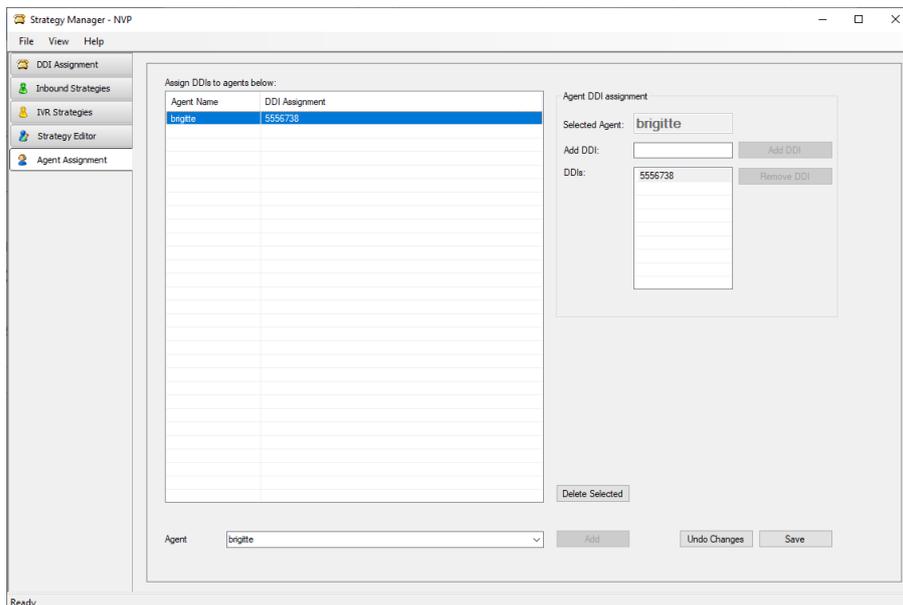


The DDI number must consist of at least **6 digits**. So, if for example the agent's extension is **6739**, you could assign a DDI of **5556738** to that agent.

Before you assign a DDI to a selected agent, ensure that the **Use Direct DDI** option is ticked in the Direct Agent DDIs section under the **Agent Routing** tab of the Inbound Strategies page.

Assigning a DDI to a selected Agent

- Select the name of the agent to be assigned to the DDI number from the **Agent** drop down menu at the bottom of the dialog.
- Click the **Add** button, to add the agent name into the **Agent Name** column.
- Next, enter the DDI into the **Add DDI** field and click the **Add DDI** button to add the DDI to the **DDIs** and **DDI Assignment** columns.
- Click the **Save** button and save your settings. Click *Undo changes* if you do not wish to save the changes made since the last save.



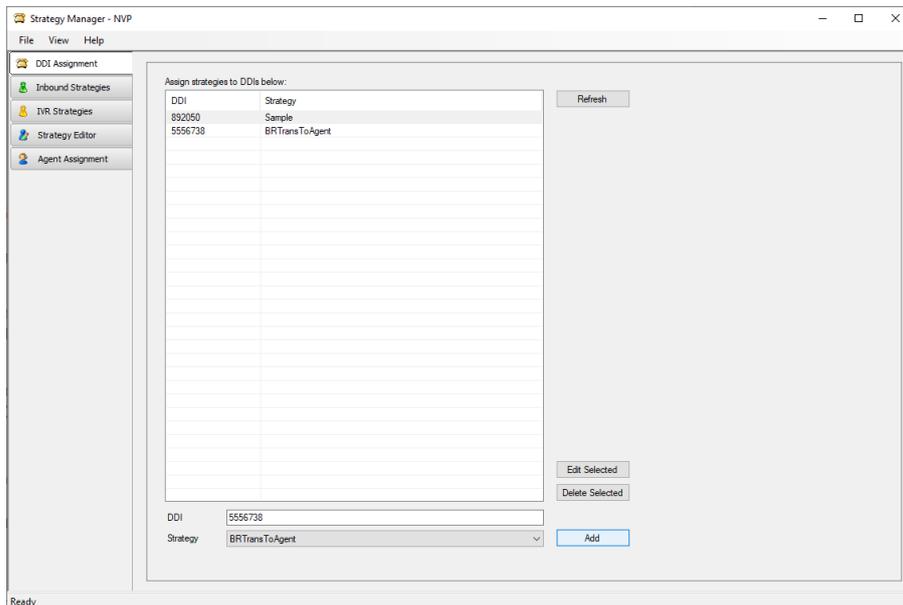
- To Remove a DDI, select the DDI number in the **DDIs** column and click the *Remove DDI* button.
- To delete a saved agent assignment, select the assignment and click **Delete Selected**.

Next, go to the **DDI Assignment** page and assign each DDI number allocated to an agent to your *Inbound Transfer Strategy*.

DDI ASSIGNMENT

In the **DDI Assignment** dialog of the *Strategy Manager*, you now need to associate each of the allocated DDIs used for your transfer to your transfer strategy.

- Enter the DDI number into the **DDI** field at the bottom of the dialog.
- Select your transfer strategy from the **Strategy** drop down menu.
- Click the **Add** button now enabled, to display the DDI and associated strategy in the **DDI** and **Strategy** columns of the *Assign strategies to DDI below* section.
- To update information, click the *Refresh* button on the right of DDI and Strategy columns.



- To edit or delete existing DDI assignments, select the DDI assignment and then click either **Edit Selected**, or **Delete Selected**.



Please ensure that the DDIs that you assign to your transfer strategy also have been assigned to the individual agents in the **Agent Assignment** section.

DDI Transfer State in Blending Manager

Having set up your direct DDI transfer strategy in the Noetica Voice Platform, the Blending Manager is able to move agents dealing with internal transfers to Inbound (I/B) state. After the transfer is completed, the agent state is defined by the Agent's team blending parameters.

The two available states displayed in the Blending Manager for agents dealing with direct DDI transfers are:

- I/B Waiting for Internal Call Shows that a direct transfer has been initiated
- I/B Busy in Internal Call Shows that an agent is busy handling a direct DDI call.

