

Managing Agent Skills (Priority)

Overview

When an agent is assigned to multiple queues, it is important to determine the agent's priority in each queue. Where is the agent most needed? That is where they should be configured with a priority of "1". Assigning this same level of priority to the agent in another one of their queues is conflicting behavior. Carefully consider an agent's skills and in which queue they are most needed and then begin configuring priority.

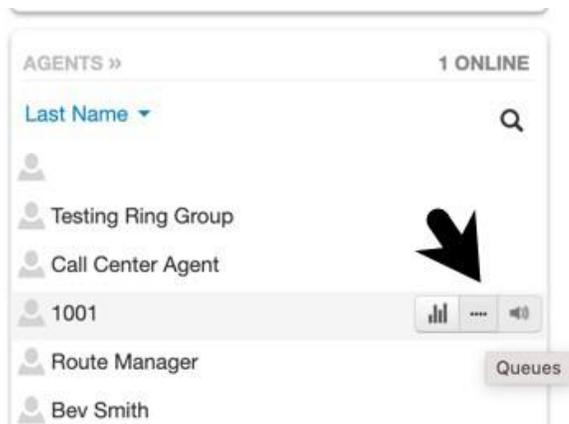
Procedure

Note that there are multiple ways to find an agent and edit their priority. These instructions describe the recommended method.

1. In the Manager Portal, navigate to the Call Center page.



2. In the bottom right-hand corner, across from the agent that needs to be configured, click on the ... button. This will pop out the agent with a list of their assigned queues.



3. Now select the agent's priority for each of their assigned queues.



Queues for Office Manager (1001@crudd)

Queue	Description	Status	Wrap Up Time	Priority
2000	Sales	Offline ▾	0	▾ 1
2001	Support	Offline ▾	0	▾ 6

If an agent is in multiple queues, it is best practice to assign them different priorities in the case of a call being dispatched to both queues at the same time.

Click Save to finish configuring

