

Queue - Agent Association

Another important feature offered by the Queue section is the Agent Association (an Agent can be created and configured in the section "Agents").

To associate a Queue to an Agent click on Agents, in his corresponding table row, and select one Agent from the list of the Available Agents.

Here you can also define the **Agent Penalty** to determine his priority in the queue (low value -> high priority).

If the association has been made correctly, you will see the positive feedback on the Association Results section, on the right of the screen, and the name of the selected Agent in the Associated Agents list.

Support < Back

Agents Association

+ 0 -

Penalty

Association

Search...	Search...
alessandra.bessone	daniele.cinti
john.smith	giuseppe.careri
e.brown	fabio.rigato
tested.test	elton.john
agent.1	diego.gosmar
andrea.bianco	richard.brown

Agents Available Agents Associated

Association Results

- Added richard.brown to Support

To delete an association simply click on the name of the Agent of interest in the Associated Agents list.

Association

Search...	Search...
alessandra.bessone	daniele.cinti
john.smith	giuseppe.careri
e.brown	fabio.rigato
richard.brown	elton.john
tested.test	diego.gosmar
agent.1	
andrea.bianco	

Agents Available Agents Associated

Association Results

- Added richard.brown to Support
- Removed richard.brown to Support



The Agent - Queue association can also be managed in realtime. In the Realtime section the supervisor can quickly add or remove Agents on specific Queues, according to the Contact Center needs. This is a temporary association: when the agent logs out, the association will be deleted.