



OSSmosis 5 User Guide

Call Center Agent Threshold Profiles

Agent Threshold Profiles

Agent Threshold Profiles are assigned to agents and will provide yellow and red visual indicators when key agent metrics are not met in the Web Supervisor Dashboard.

- [Creating an Agent Threshold Profile](#)
- [Assigning an Agent Threshold Profile](#)
- [Assigning Agent Threshold Profiles to Individual Agents](#)

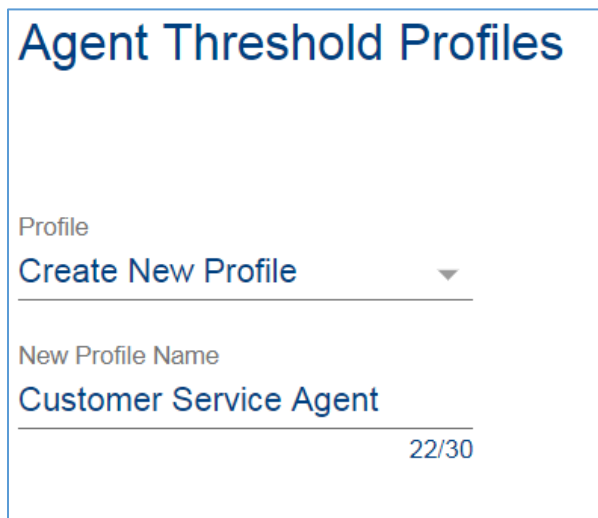
Creating an Agent Threshold Profile

Once a profile has been created and assigned to agents, the profile cannot be deleted until all agents have been removed from the profile. The profile can be modified while assigned to agents.

1. Select “Agent Threshold Profiles” from the OSSmosis Call Center banner.



2. Enter in the name of the new Agent Threshold Profile under “Create New Profile”.



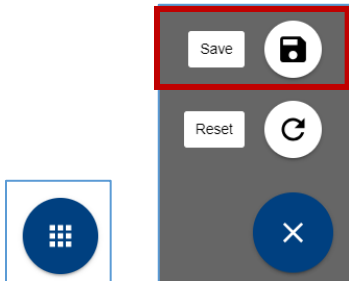
3. Enter in the desired values for the statistics and thresholds. Not all statistics or threshold levels need a value in order to create a profile.

Agent Threshold Profiles

Configure key statistical threshold profiles to agents within your Enterprise ?

Profile	Statistic Name	Yellow Threshold	Red Threshold
Create New Profile <hr/> New Profile Name Customer Service Agents 23/30	Call Idle Time	mm : ss	10 : 00
	On-Call Time	02 : 00	05 : 00
	Agent Unavailable Time	20 : 00	59 : 00
	Average Busy In	mm : ss	mm : ss
	Average Busy Out	mm : ss	mm : ss
	Average Wrap-up	01 : 30	02 : 00

4. Select the *Actions* icon and then the *Save* icon.



Assigning an Agent Threshold Profile

1. Select the Agent Threshold Profile from the profile drop down.
2. Select the *Agent* icon in the upper right hand corner of the threshold page.

Agent Threshold Profiles

Configure key statistical threshold profiles to agents within your Enterprise ?

Profile	Statistic Name	Yellow Threshold	Red Threshold
Customer Service Agents ▼	Call Idle Time	mm : ss	10 : 00
<small>Edit Profile Name</small>			
Customer Service Agents 23/30	On-Call Time	02 : 00	05 : 00
	Agent Unavailable Time	20 : 00	59 : 00
	Average Busy In	mm : ss	mm : ss
	Average Busy Out	mm : ss	mm : ss
	Average Wrap-up	01 : 30	02 : 00

3. Select the *Add* icon to begin adding agents.



4. Locate and select agents in the advanced search by User, Call Center, Supervisor, Location or Department and select "Save".

User Search ✕

Easily find users in your enterprise.

Filtering by

Customer Support ✕

None

Call Center

Supervisor

Location

Department

Search 🔍

Select All

Customer Service
4408084851.15041

Product Manager
4408084851.15040

Project Manager
4408084851.15042

CANCEL RESET SAVE

- Once saved, the agents will appear on the Assigned Agent screen for that Agent Threshold Profile.

Manage Agents

Edit agents assigned to profile **Customer Service Agents**

Customer Service (4408084851.15041)
ext. 15041

Product Manager (4408084851.15040)
ext. 15040

Project Manager (4408084851.15042)
ext. 15042

- To remove or replace the Agent Threshold Profile from an agent, select “Options” and then choose “Change Agent Profile” or “Remove Agent”.



Change Agent Profile

Remove Agent

- Change Agent Profile:** From the profile drop down, select the new Agent Threshold profile to assign to the agent and select “Save”.

Change Agent Profile

Change the Profile assigned to agent **Customer Service (4408084851.15041)**

Profile

Available Selections (3/3)

Customer Service Agents

Default Agent Threshold Profile

Sales Support

- **Remove Agent:** Remove Agent will delete the agent from the profile and they will no longer be assigned to any active Agent Threshold Profile.

Remove Agent

Warning: This agent will no longer be assigned to the profile.

Are you sure you want to remove agent **Customer Service** from profile **Customer Service Agents**?

CANCEL REMOVE

Assigning Agent Threshold Profiles to Individual Agents


An Agent Threshold Profile can be set or changed under an individual agent’s settings.

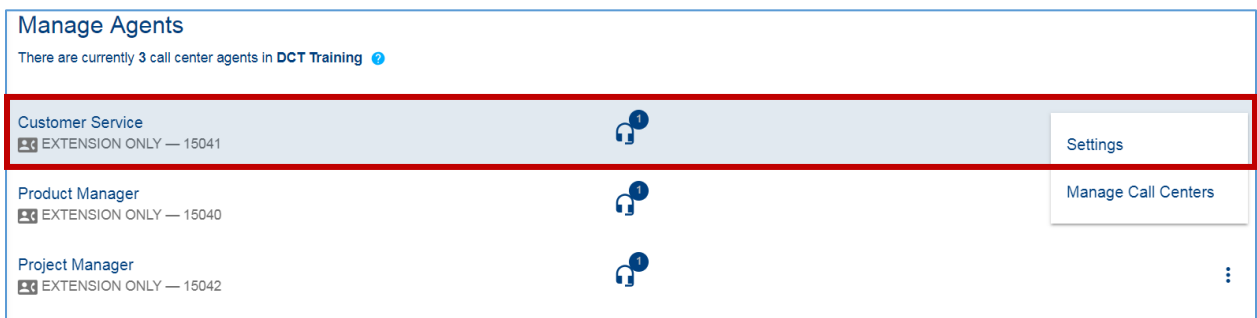
1. Navigate to the agent by selecting “Queue Management” on the OSSmosis Call Center banner and then select “Manage” under “Manage Agents”.

The screenshot shows the OSSmosis 5 Call Center Queue Management interface. The top navigation bar includes 'QUEUE MANAGEMENT' (highlighted in red), 'AGENT DEFAULT SETTINGS', 'AGENT THRESHOLD PROFILES', 'QUEUE THRESHOLD PROFILES', and 'UNAVAILABLE'. The main content area is titled 'Call Center Queue Management' and contains three sections: 'Call Center Queues', 'Supervisors', and 'Agents'. Each section has a 'MANAGE' button at the bottom. The 'Agents' section's 'MANAGE' button is highlighted in red.

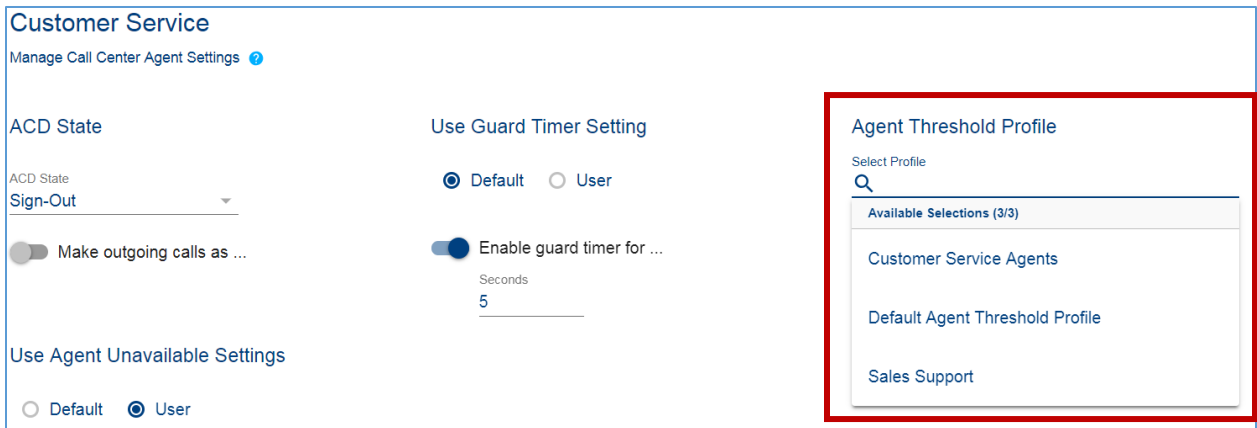
2. A list of all Call Center agents for the location will load.



3. Select the *Options* icon  followed by “Settings” next to the appropriate agent.



4. Under the “Agent Threshold Profile” drop down in the agent’s settings, select the new Threshold Profile to be assigned to the agent.



5. Select the *Action* icon and then “Save”.

