



## OSSmosis 5 User Guide

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### *Call Center Queue Threshold Profiles*

## Queue Threshold Profiles

Queue Threshold Profiles are assigned to call center queues and will provide yellow and red visual indicators when key queue metrics are not met in the Web Supervisor and Agent dashboards.

- [Creating a Queue Threshold Profile](#)
- [Assigning a Queue Threshold Profile](#)

### **Creating a Queue Threshold Profile**

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

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



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

### Queue Threshold Profiles

Profile

**Create New Profile** ▼

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New Profile Name

**Customer Support**

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16/30

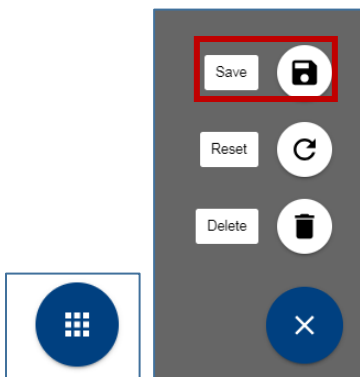
3. Enter in the desired values for the statistics and thresholds. Not all statistics or threshold levels need a value in order to create a profile.

### Queue Threshold Profiles

Configure key statistical threshold profiles to queues within your Enterprise

Profile	Statistic Name	Yellow Threshold	Red Threshold
Customer Support	Current Calls in Queue	Number of calls 2	Number of calls 5
Customer Support	Current Longest Waiting Call	01 : 00	01 : 30
Customer Support	Estimated Wait Time	mm : ss	01 : 00
Customer Support	Average Handling Time	02 : 30	03 : 30
Customer Support	Average Speed of Answer	mm : ss	mm : ss

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




### Assigning a Queue Threshold Profile

- Select the Queue Threshold Profile from the profile drop down.
- Select the *Queue* icon in the upper right hand corner of the threshold page.

### Queue Threshold Profiles

Configure key statistical threshold profiles to queues within your Enterprise [?](#)

Profile	Statistic Name	Yellow Threshold	Red Threshold
Customer Support	Current Calls in Queue	Number of calls 2	Number of calls 5
	Current Longest Waiting Call	01 : 00	01 : 30
	Estimated Wait Time	mm : ss	01 : 00
	Average Handling Time	02 : 30	03 : 30
	Average Speed of Answer	mm : ss	mm : ss

- Select the *Add* icon  to begin adding queues.
- Locate queues in the advanced search by Call Center, Location, Department or Type. Once all queues have been selected, select “Save”.

### Call Centers Search

Easily find users in your enterprise to add

Filtering by: **DCT Training** ×

Search

- Call Center
- Location
- Department
- Type

- Select All
- Customer Support
- Product Management


CANCEL RESET SAVE

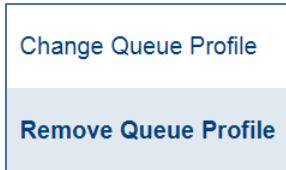
- Once saved, the queues will appear on the Assigned Call Centers screen for that Queue Threshold Profile.

### Assigned Call Centers

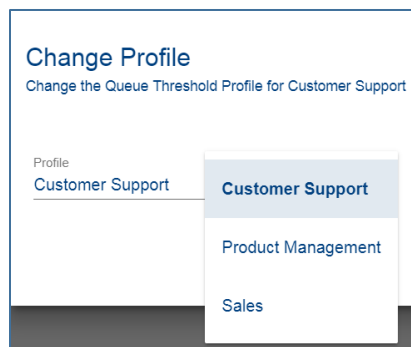
Manage Call Centers assigned to **Customer Support** [?](#)

Customer Support N/A	Priority Based	Regular	Premium	⋮
Product Management N/A	Priority Based	Regular	Premium	⋮

- To remove or replace the Queue Threshold from the queue, select *Options*  and then choose “Change Queue Profile” or “Remove Queue Profile”.



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



- Remove Queue Profile:* Remove Queue Profile will delete the queue from the profile and it will no longer be assigned to any active Queue Threshold Profile.

