

Call Center Routing Policies

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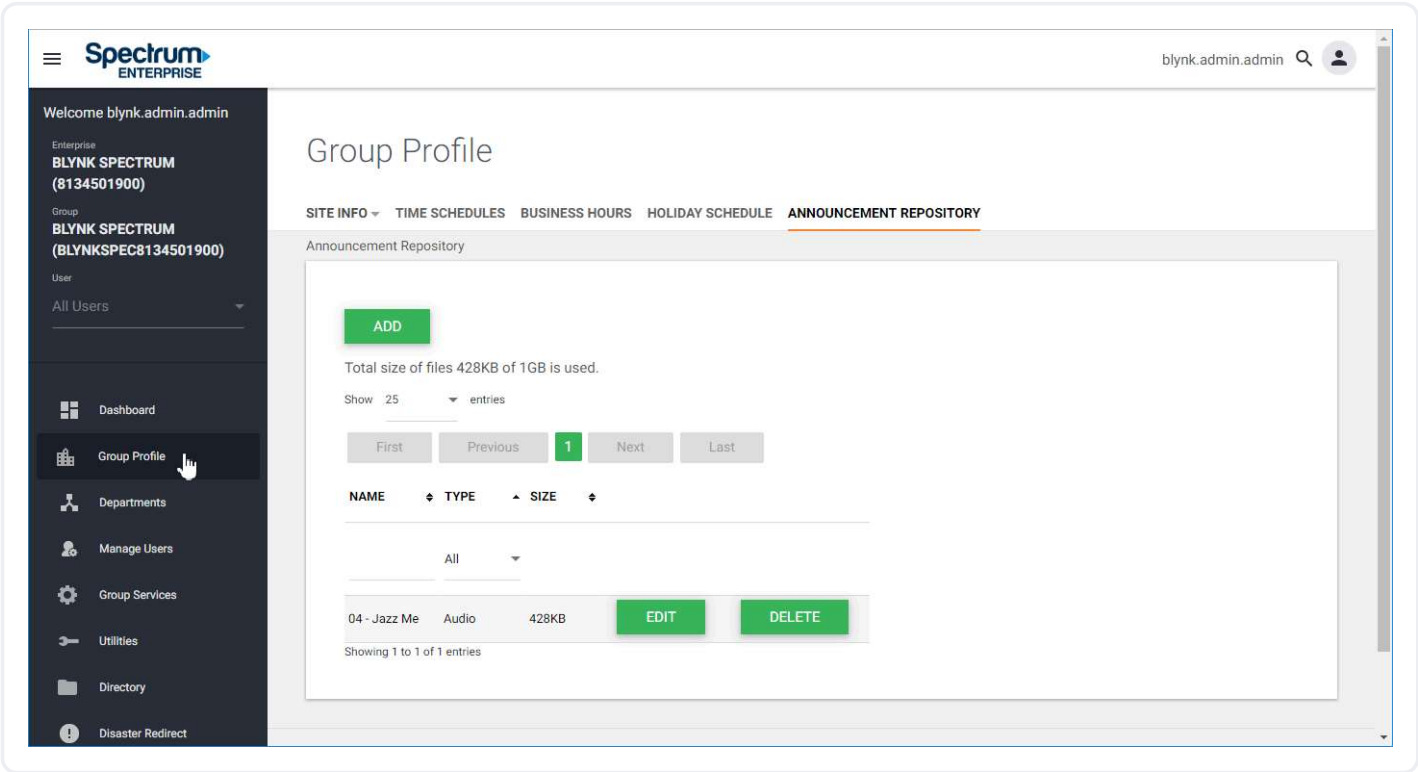
The call center routing policies allow you to configure the various routing features of call centers. Not all features listed below are available for every call center type (only Premium Call Center has all listed features). There are up to seven call center routing policies, depending on your service, that can be configured for your call center within the Unified Communications Enterprise Portal (UCEP). The following call center routing policies are reviewed in this guide.

Uploading to the Announcement Repository

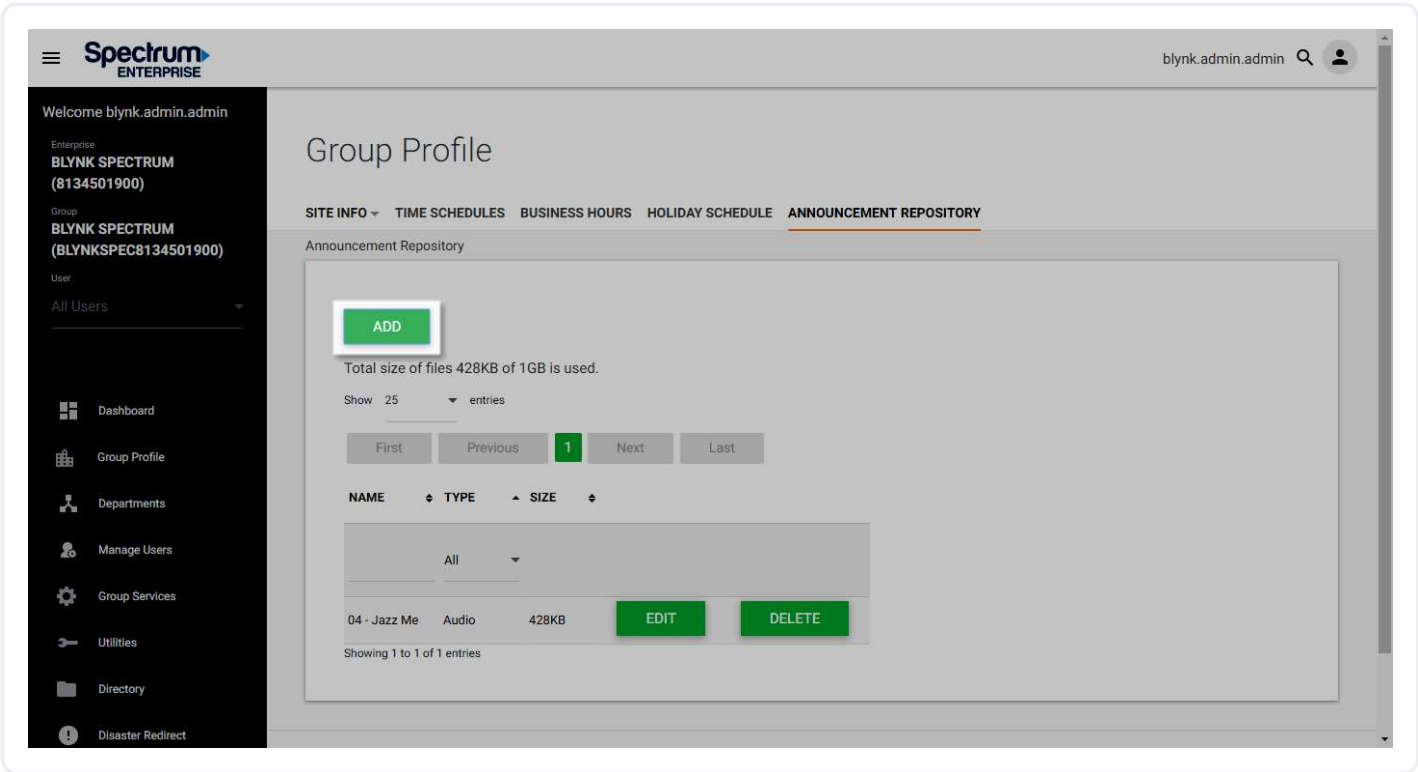
With the announcement repository, you have a common place where all your custom announcements can be viewed and maintained. In the announcement repository, announcements can be shared among multiple services. You can modify an announcement with another file while the announcement is being used by services, and you can keep an announcement on the system without it being used by a service. You can also record from the voice portal to create an announcement that can be used by any service

An announcement must be added to the repository before it can be assigned to a service. To add an entry, follow these steps:

- After logging in to UCEP, select **Group Profile** from the left-hand navigation. Then select the **Announcement Repository** tab.

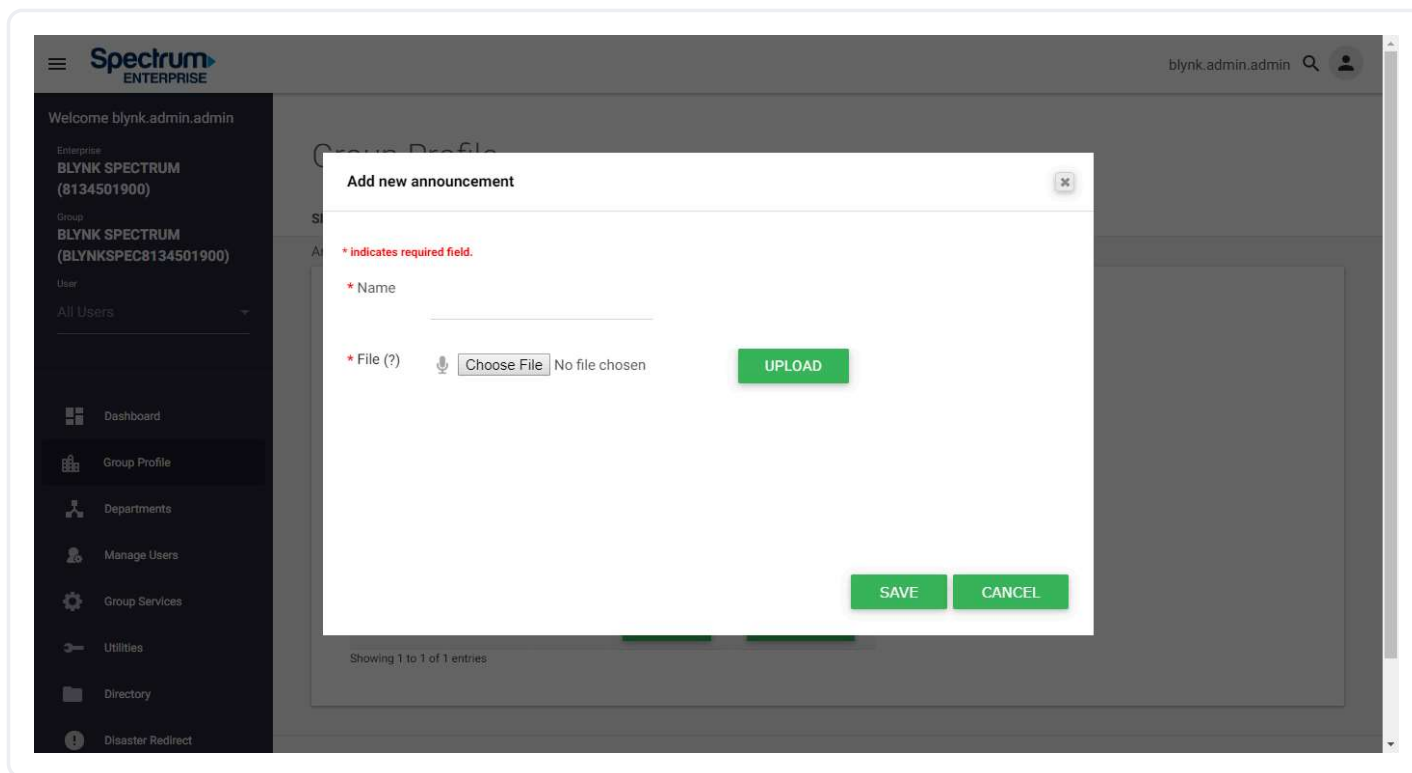


- On the Announcement Repository page, select **Add**.



- Enter the **Name** of the announcement. Then select **Choose File** to find the file saved on your computer. Select **Upload** to upload to the Announcement Repository. Select **Save** to save your changes. The announcement will now be available as a choice in the **Custom** field when modifying your custom announcements and greetings.

NOTE: Custom, pre-recorded greeting files must be saved in C.C.I.T.T u-law settings with 8 kilohertz, 8bit-mono attributes as a .wav file. To save a recording in this format, you may need to use a basic sound recorder.



Accessing Your Call Center Routing Policies

After logging in to UCEP, expand the **Call Center** drop-down on the Dashboard. Select the **Settings** icon next to the call center you would like to modify.

Spectrum
ENTERPRISE

Welcome blynk.admin.admin

Enterprise
BLYNK SPECTRUM
(8134501900)

Group
BLYNK SPECTRUM
(BLYNKSPEC8134501900)

User
All Users

Dashboard

Group Profile

Departments

Manage Users

Group Services

Utilities

Directory

Disaster Redirect

Call Details

Dashboard

Dashboard

Dashboard status:closed

Users

Auto Attendants

Call Centers

STATUS	NAME	PHONE NUMBER	CALLS	SETTINGS
	Basic Reception Q	(x402)		
	Enhanced CC	(x401)		
	Premium CC	(x400)		

Then, select **Detailed Settings**.

Agents

Available Users
A W AGENT, VVX501 (8134501889)
A W SUP CRM, VVX601 (8134501891)

Assigned Users
A W RC ENT, VVX311 (8134501885)

ADD >

< REMOVE

ADD ALL >>

<< REMOVE ALL

MOVE UP

MOVE DOWN

SAVE

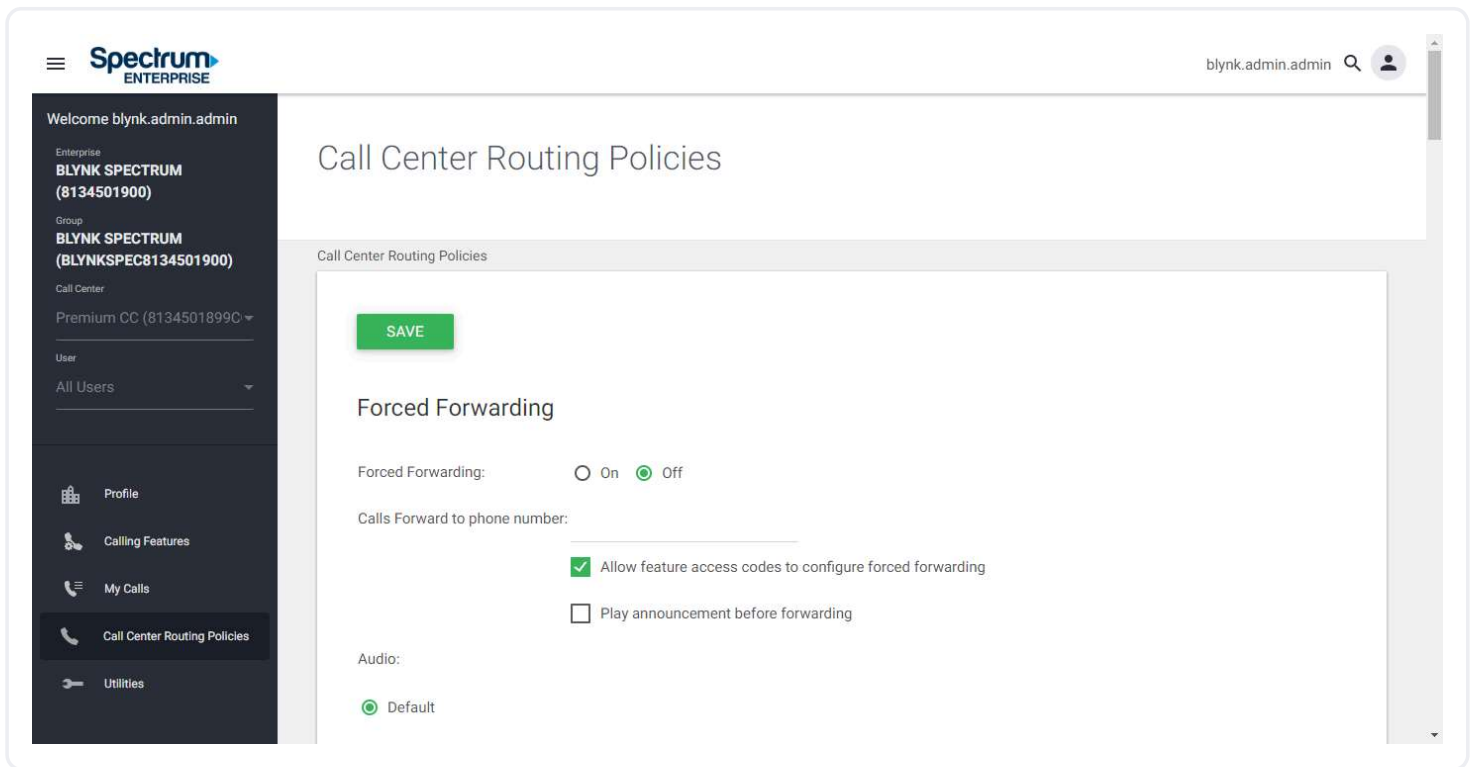
CANCEL

DETAILED SETTINGS

	Enhanced CC	(x401)		
	Premium CC	(x400)		

Displaying 3 of 3 users

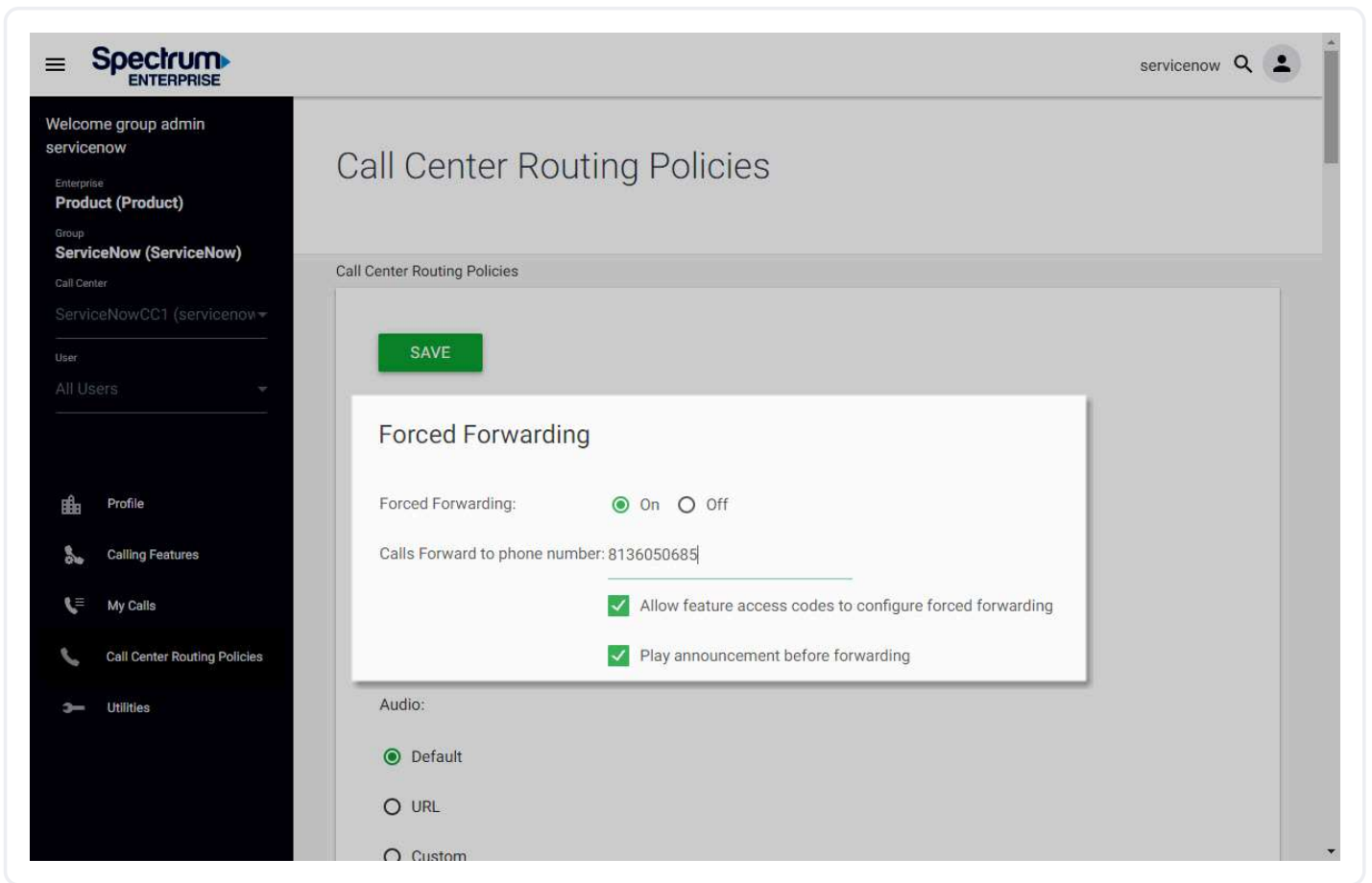
You will be brought to the Call Center Profile. From here, select **Call Center Routing Policies** in the left-hand navigation.



Forced Forward (Premium Call Center Only)

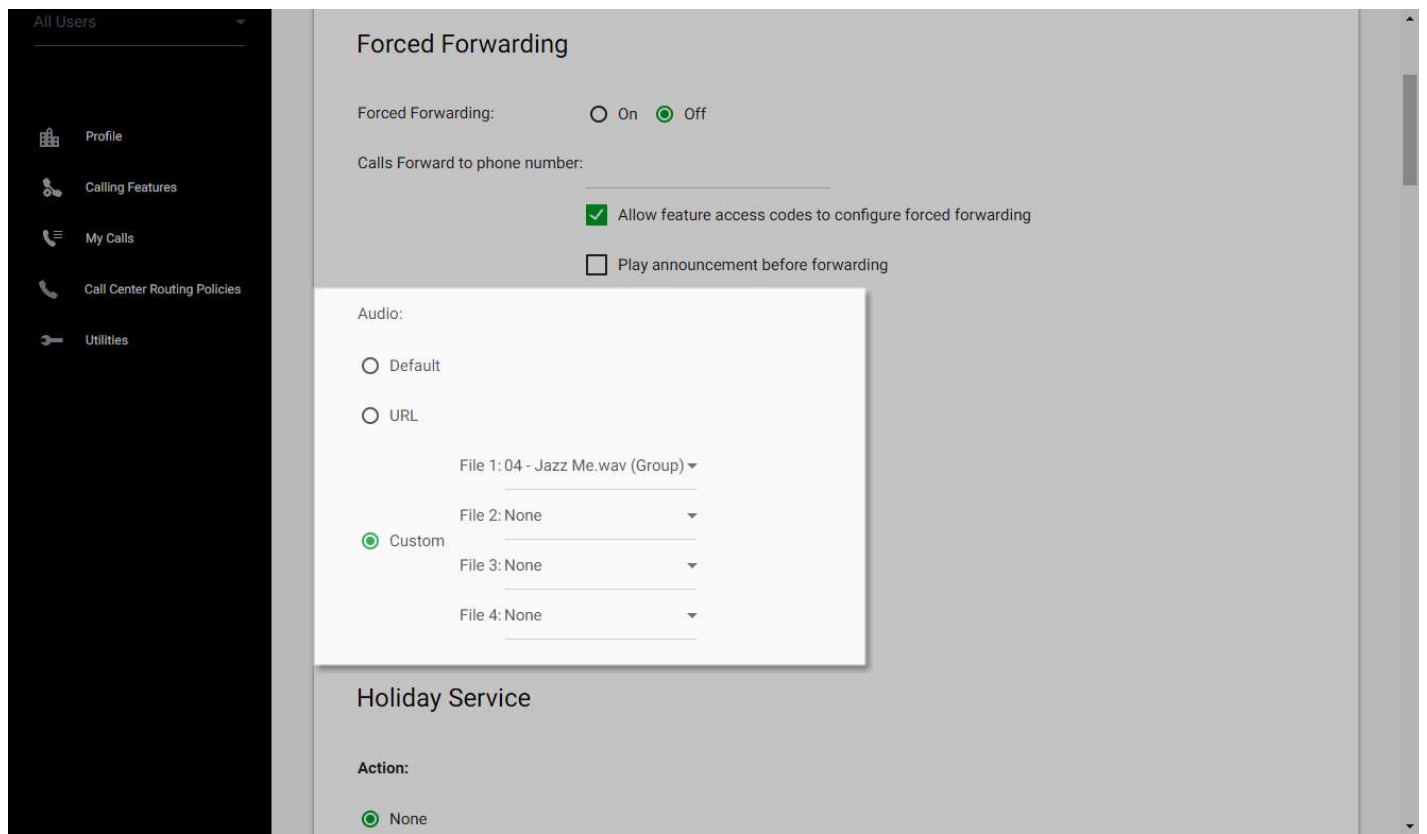
The Forced Forwarding feature can temporarily divert new incoming calls that come into the Call Center to a different route independent of the Night Service route. Forced Forwarding does not affect calls already in the queue. This is only available for Premium Call Centers. The following can be modified within the **Call Center Routing Policies** tab.

- To enable Forced Forward, select **On**.
- Define where you would like calls forwarded. In the **Calls Forward to phone number** text box, enter the number.
- Allow or forbid the use of feature access codes. Check or uncheck **Allow feature access codes to configure forced forwarding**.
- Check the box next to **Play announcement before forwarding** to enable an announcement to be played before forwarding.



- Select the audio or video file. For the Audio or Video file. Choose from the following:
 - Select **Default** to play the system default announcement.
 - Select **URL** and then enter the URL addresses.
 - To add a custom announcement, select **Custom** and choose a custom file saved in your Announcement Repository.

Note: You can upload up to four greetings. These will play in sequence.



Holiday Service

The Holiday Service feature can be configured for the call center to route calls differently during the holidays.

- Configure the **Action** settings. Select from the following:
 - None
 - Perform busy treatment
 - Transfer to phone number (then enter phone number)
- Select the **Holiday Schedule** in the drop-down menu.
- Check the box next to **Play announcement before holiday service action** to enable an announcement to be played.

Holiday Service

Action:

☐ None

☒ Perform busy treatment

☐ Transfer to phone number: _____

Holiday Schedule: Holidays ▾

☒ Play announcement before holiday service action

Audio:

☒ Default

☐ URL

☐ Custom

Night Service

Action:

- Select the audio or video file. For the Audio or Video files. Choose from the following:
 - Select **Default** to play the system default announcement.
 - Select **URL** and then enter the URL addresses.
 - To add a custom announcement, select **Custom** and choose a custom file saved in your Announcement Repository.

Note: You can upload up to four greetings. These will play in sequence.

Holiday Service

Action:

☐ None

☒ Perform busy treatment

☐ Transfer to phone number: _____

Holiday Schedule: Holidays ▾

☒ Play announcement before holiday service action

Audio:

☐ Default

☒ URL

File 1: None ▾

File 2: None ▾

☒ Custom

File 3: None ▾

File 4: None ▾

Night Service (Premium Call Center Only)

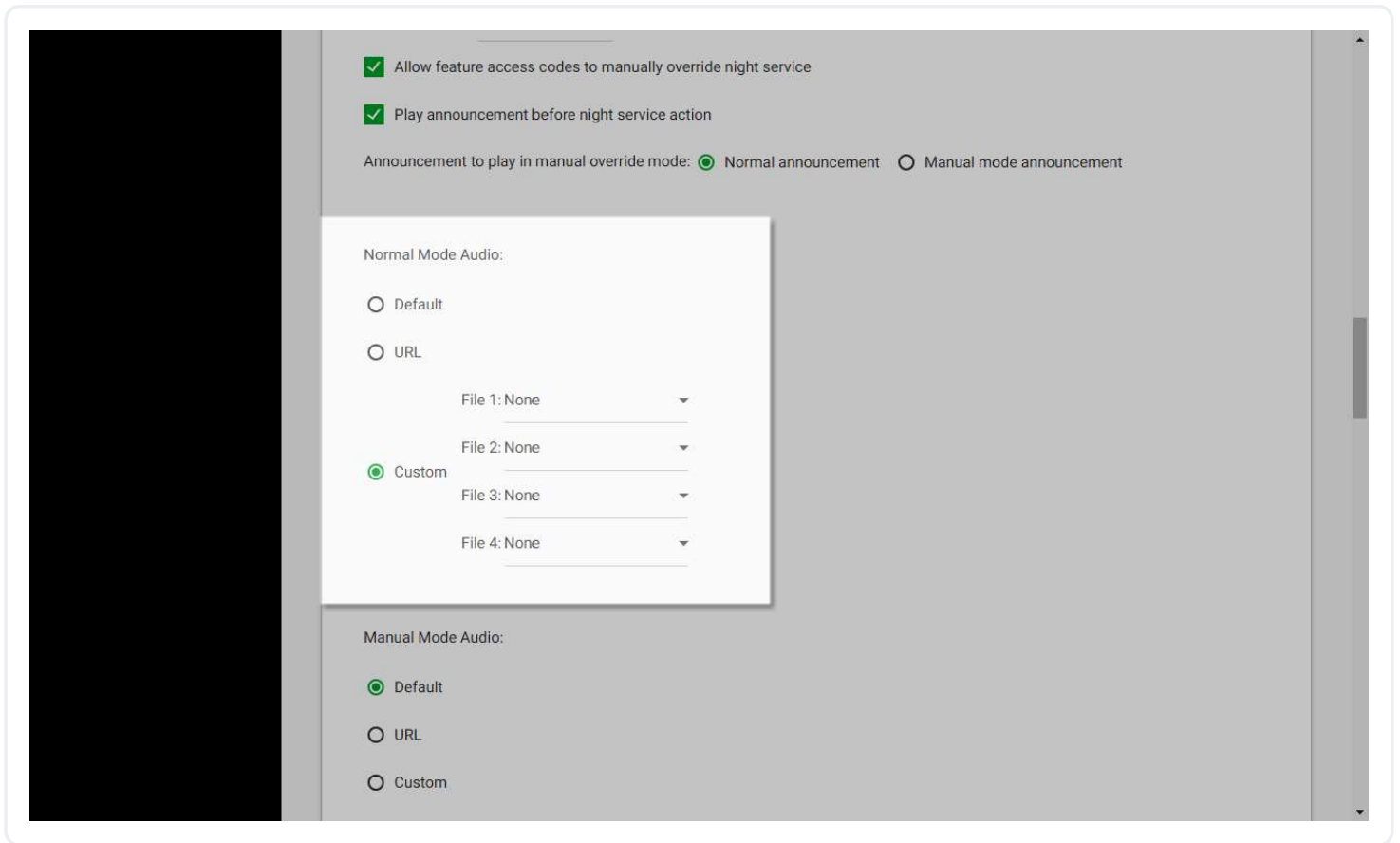
The Night Service feature can be used to route calls differently during hours when the queue is not in service. This is determined by a schedule that defines the business hours of the queue. Night service cannot be disabled; however, it can have a schedule that defines business hours to be 24x7, which means that no night service is provided.

- Configure the **Action** settings. Select from the following:
 - None
 - Perform busy treatment
 - Transfer to phone number (then enter phone number)
- Set to force night service. For Force night service now regardless of business hours schedule, select **On** or **Off**.
- Select the **Business Hours** from the drop-down menu.
- Define if feature access codes can override the night service. Check or uncheck **Allow feature access codes to manually override night service**.

- Check the box next to **Play announcement before night service action** to enable an announcement to be played.
- Select from the following modes for the announcement:
 - Normal announcement
 - Manual mode announcement

- Select the Normal Mode or Manual Mode Audio or Video file. For the Normal Mode Audio or Video files, select from the following:
 - Select **Default** to play the system default announcement.
 - Select **URL** and then enter the URL addresses.
 - To add a custom announcement, select **Custom** and choose a custom file saved in your Announcement Repository.

Note: You can upload up to four greetings. These will play in sequence. Ccrp12



Bounced Calls

The Bounced Calls feature enables you to configure the call center routing policy for calls unanswered by agents.

- Select whether or not to bounce calls. Check or uncheck **Bounce calls after ___ rings** and then enter the number of rings in the text box.
- Select whether or not to transfer the call. Check or uncheck **Transfer to phone number** and then enter the number in the text box.
- Select whether or not to **Bounce calls when agent is unavailable while routing the call**.
- Select whether or not to **Alert agent if call is on hold for longer than ___ seconds** and enter the number of seconds in the text box.
- Select whether or not to **Bounce calls after being on hold by agent for longer than ___ seconds** and enter the number of seconds in the text box.

To keep your changes, click **Save**.

The screenshot displays a configuration window for a call center system. It is divided into two main sections: 'Bounced Calls' and 'Comfort Message Bypass'.

Bounced Calls

- ☒ Bounce Calls after 5 rings
- ☒ Transfer to phone number: 8136050685
- ☒ Bounce calls if agent becomes unavailable while routing the call
- ☒ Alert agent if call is on hold for longer than 30 seconds
- ☒ Bounce calls after being on hold by agent for longer than 60 seconds

Comfort Message Bypass

Comfort Message Bypass: ☐ On ☒ Off

Bypass comfort message when estimated wait time is less than: 30 seconds

☐ Play announcement after ringing for 10 seconds

Audio:

- ☒ Default
- ☐ URL
- ☐ Custom

Comfort Message Bypass

The Comfort Message Bypass feature can configure the call center to play ringing and/or a different message instead of music and comfort messages whenever the call is expected to be answered quickly.

- Enable or disable comfort message bypass by selecting **On** or **Off**.
- Define the wait time. For the **Bypass comfort message when estimated wait time is less than ____ seconds**, enter the time in seconds in the text box.
- Check or uncheck **Play announcement after ringing for ____ seconds** and then enter the time in the text box to enable or disable if an announcement is played after ringing and then define the time.

Comfort Message Bypass

Comfort Message Bypass: ☒ On ☐ Off

Bypass comfort message when estimated wait time is less than: 30 seconds

☒ Play announcement after ringing for 10 seconds

Audio:

☒ Default

☐ URL

☐ Custom

Overflow

Action:

☐ Perform busy treatment

☒ Transfer to phone number: 800

☐ Play ringing until caller hangs up

☒ Enable overflow after calls wait 120 seconds

- Select the audio or video file. For the Audio or Video file, select from the following:
 - Select **Default** to play the system default announcement.
 - Select **URL** and then enter the URL addresses.
 - To add a custom announcement, select **Custom** and choose a custom file saved in your Announcement Repository.

Note: You can upload up to four greetings. These will play in sequence.

The screenshot shows a configuration page with two main sections: 'Comfort Message Bypass' and 'Overflow'. The 'Comfort Message Bypass' section has a toggle for 'Comfort Message Bypass' set to 'On', a text input for 'Bypass comfort message when estimated wait time is less than: 30 seconds', and a checked checkbox for 'Play announcement after ringing for 10 seconds'. An 'Audio' modal is open, showing options for 'Default', 'URL', and 'Custom' (selected). The 'Custom' option has four file selection dropdowns, all set to 'None'. The 'Overflow' section has an 'Action' dropdown with 'Perform busy treatment' and 'Transfer to phone number: 800' (selected).

Comfort Message Bypass

Comfort Message Bypass: ☒ On ☐ Off

Bypass comfort message when estimated wait time is less than: 30 seconds

☒ Play announcement after ringing for 10 seconds

Audio:

☐ Default

☐ URL

File 1: None

File 2: None

☒ Custom

File 3: None

File 4: None

Overflow

Action:

☐ Perform busy treatment

☒ Transfer to phone number: 800

Overflow

In the Overflow feature section, you can configure the call center routing policy when a large number of calls have been received or calls have been waiting longer than the configured threshold.

- Configure the **Action** settings. Select from the following:
 - Perform busy treatment
 - Transfer to phone number (then enter phone number)
 - Play ringing until caller hangs up
- Select the overflow time. Check or uncheck **Enable overflow after calls, wait ____ seconds** and enter the number of seconds in the text box.
- Select to **Play an announcement before overflow processing**.

The screenshot shows a configuration window with a dark sidebar on the left. The main content area is divided into two sections: 'Overflow' and 'Stranded Calls'. The 'Overflow' section has an 'Action:' header followed by three radio button options: 'Perform busy treatment' (selected), 'Transfer to phone number:' (with an empty text field), and 'Play ringing until caller hangs up'. Below these are two checked checkboxes: 'Enable overflow after calls wait 30 seconds' and 'Play announcement before overflow processing'. The 'Stranded Calls' section has an 'Audio:' header followed by three radio button options: 'Default' (selected), 'URL', and 'Custom'. The bottom of the 'Stranded Calls' section shows an 'Action:' header with a partially visible 'Leave in queue' option.

Overflow

Action:

- ☒ Perform busy treatment
- ☐ Transfer to phone number: _____
- ☐ Play ringing until caller hangs up

☒ Enable overflow after calls wait 30 seconds

☒ Play announcement before overflow processing

Stranded Calls

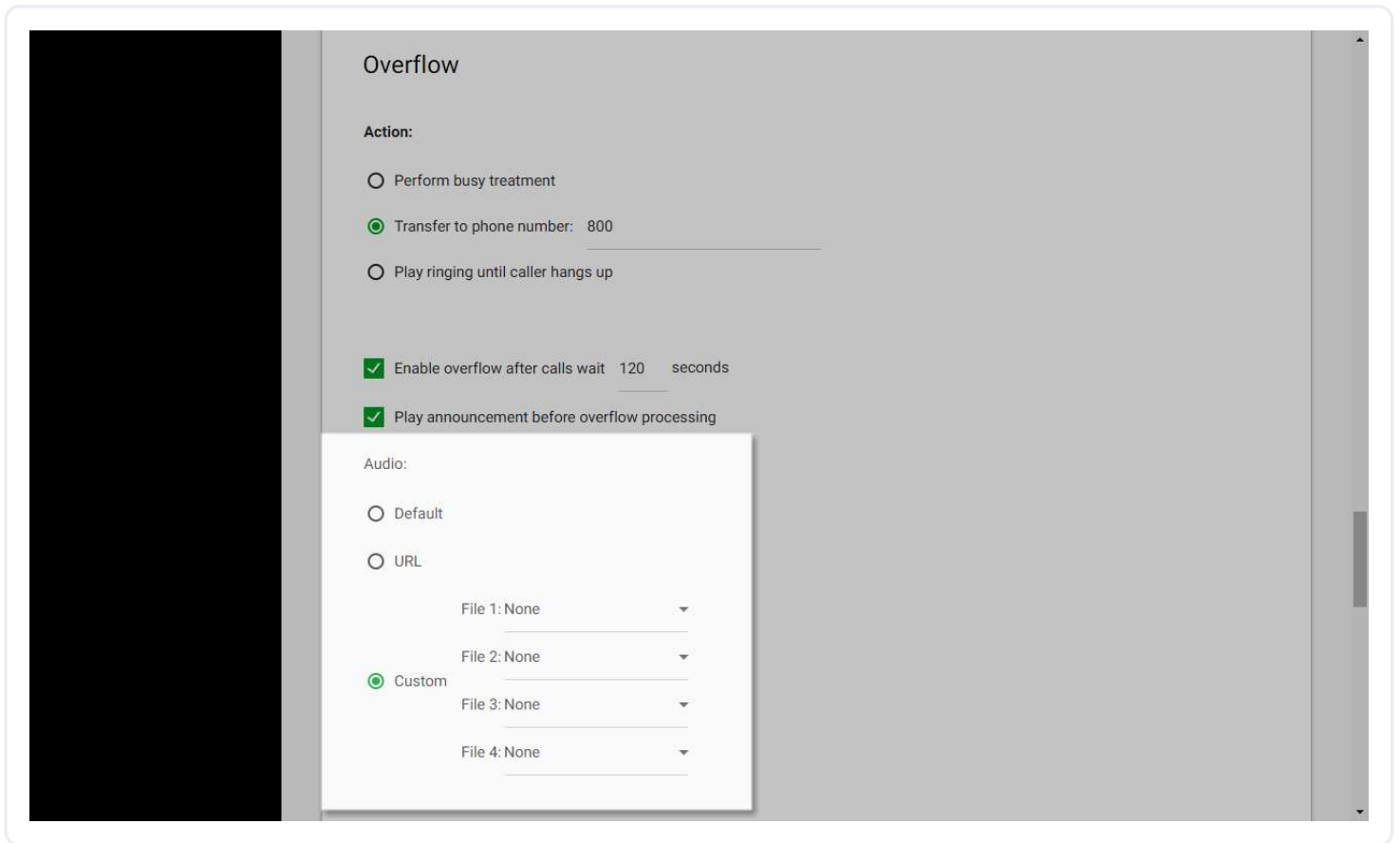
Audio:

- ☒ Default
- ☐ URL
- ☐ Custom

Action:

- ☒ Leave in queue

- Select the audio or video file. For the Audio or Video file, select from the following:
 - Select **Default** to play the system default announcement.
 - Select **URL** and then enter the URL addresses.
 - To add a custom announcement, select **Custom** and choose a custom file saved in your Announcement Repository.
- Note: You can upload up to four greetings. These will play in sequence.



Stranded Calls

In the Stranded Calls feature section, you can configure the call center routing policy for calls stranded in queue when all agents have signed out.

- Configure the **Action** settings. Select from the following:
 - Leave in queue
 - Perform busy treatment
 - Transfer to phone number (then enter phone number)
 - Night Service (premium call center)
 - Play ringing until caller hangs up (premium call center)
 - Play announcement until caller hangs up (premium call center)

Stranded Calls

Action:

- ☐ Leave in queue
- ☒ Perform busy treatment
- ☐ Transfer to phone number:
- ☐ Night Service
- ☐ Play ringing until caller hangs up
- ☐ Play announcement until caller hangs up

Audio:

- ☒ Default
- ☐ URL
- ☐ Custom

Stranded Calls - Unavailable

This policy is performed when all agents are unavailable, and:

- Select an audio or video file (premium call center):
 - Select **Default** to play the system default announcement.
 - Select **UR** and then enter the URL addresses.
 - To add a custom announcement, select **Custom** and choose a custom file saved in your Announcement Repository.
- Note: You can upload up to four greetings. These will play in sequence.

Stranded Calls

Action:

- ☒ Leave in queue
- ☐ Perform busy treatment
- ☐ Transfer to phone number: _____
- ☐ Night Service
- ☐ Play ringing until caller hangs up
- ☐ Play announcement until caller hangs up

Audio:

- ☐ Default
- ☐ URL
- ☒ Custom
 - File 1: None ▾
 - File 2: None ▾
 - File 3: None ▾
 - File 4: None ▾