GENESYS

Manage your Contact Center in Agent Setup

Agent desktop settings overview

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- Administrator

Get to know some of the key features and tasks involved in setting up your contact center for Agent Workspace.

Related documentation:
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Contents

When it comes to enabling all the features and controls that get your contact center up and running, or that allow you to maintain its current structure, you should think about the customer journey and all the processes and steps a user must go through to help a customer complete the journey.

Let's take a quick look at how you might configure Agent Setup to benefit both the customers and the contact center users.

Agent desktop

Configuring your Agent Workspace settings involves customizing the available options to meet the specific needs of your contact center.

- Create and manage agent skills
- Dispositions
- Create and manage custom agent states
- Global favorites
- Enable external URLs
- Case and toast data
- Add and manage Caller ID

Enabling the interaction channels

When customers decide to contact a contact center, they investigate the contact methods available to them. Typically, the options are telephone, email, chat, text, Facebook, Twitter, and so on. You'll need to configure the channels to make any of those types of interactions possible.

- My Channels options
- Voice options
- Email options
- Chat options
- Facebook options
- Twitter options
- Outbound
- Workitem options
- Configure Email mailboxes
- Team Communicator settings

Defining routing parameters

Customers will indeed opt to call your contact center to either speak to a live agent and/or go through an IVR flow. For this part of the journey, you'll of course need agents with the required skills to handle the interactions, which you set up in the previous step, and you'll need to define certain routing parameters.

While most of the routing strategy is done in Designer, you'll still have some control over routing decisions in Agent Setup.

- View and manage routing parameters.
- Use Voice options to define skill-based routing and other routing-based actions and targets.

Enabling agent call control and other interaction settings

The moment the system transfers the customer to an agent is the moment all the features and controls you set for your agents and contact center become visible. These features and controls are what define what the agent can and cannot do for the customer. That's why this part of the overall process takes up most of your time and effort.

Key options include:

- Auto-answer capabilities
- Conferencing, forwarding, and transferring capabilities
- Hold functionality
- Caller ID functionality for multiple scenarios
- Ringtone and ringtone priority options
- Call rescheduling options (for Outbound)
- Call and screen recording options
- Disposition options

Agent settings overview

Configuring wrap-up options

When an interaction ends, the agent ends the call but then handles a number of wrap-up tasks related to both the customer and the interaction. These tasks can include any of the following, all of which must be configured in Agent Setup.

- Dispositions
- Scheduled followups
- Update contact information

Monitoring the contact center

Running a contact center requires constant monitoring of reports and vital statistics. Without that, you can't make intelligent business decisions that impact the success of your organization.

In Agent Setup, you can enable statistics for multiple users and scenarios, and you can access logs to view change history.

- Enable and select agent statistics
- View change history for the contact center