

Enquiry registration per queue

On page <u>Users - Enquiry registration</u> you define Categories and their belonging topics to be used by the agent application, and the order these categories are shown in the agent application. All Categories ticked as 'Default' are shown for all agents (all user groups) unless you have limited what categories to show for each user group by using resource filters with categories.

You can configure what categories to be used per queue instead of using resource filters to limit what categories different user groups can see.

The standard solution is that all categories ticked as 'default' are shown for all your queues.

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Queues														
Display Queue Settings	•													
System Queue Settings	?													
												Filte	er: Filter tab	ole
System Queue Name	Media type	Task	Skill	SLA (sec)	Alternative SLA (sec)	Overflow 1 (score) (h:)mm:ss	Overflow 2 (score) (hh:)m	m:ss	Wrap-up (sec)	Call Recording	Enquiry registration categories	Time (transfer)	
1. Sales 🕜	C		Sales (Skills) 🕜	30	0	0		400 02	:00	60	Pending V	[All default] 🕜	ľO	Û
2. Support 📝	C	Select End	uiry registration cate	gories 🕐							8	Constant, Technical issues 🕜	ľO	Û
3. Switchboard 🕜	C	[All default]		None			0.54	lected categories]	[All default] 🕜	ľ	Û
Chatbot 🕜	Ģ	Selected catego										[None]		Û
DIALER Q1 🕜	C										Done	[None]	ľ	Ô
DIALER Q2	e l										NO	[All default] 🕜	ß	Û

You can click on the edit pen in column *Enquiry registration categories* for a queue row to select between *All default, None* or *Selected categories*.

- All default means that all categories checked as 'Default' on page Users Enquiry registration are shown for agents for requests from this queue.
- None means no categories will be shown for agents for requests from this queue.
- Selected categories means that the categories you selected here are shown for agents for requests from this queue.

Select Enquir	۲		
○ All default		Selected categories	
Selected categories	Customer's mood	Technical issues	_
			Done

Please note that the selected categories for a queue is shown in the agent application in the order defined on page Users -Enquiry registration.

If one category should be used for one or only a few queues, and you have several other queues that should useAll default categories, this category should not be ticked as 'default' on page Users - Enquiry registration so that it is not included in 'All default'.

For each Dialler campaign you can select one category that's ticked as 'Reserved for Dialler'. This is done on pageServices - Dialler under Agent feedback. If a Dialler campaign queue uses a category reserved for Dialler, this Dialler category is not shown on page Services - Queues.