

Call blending

If you want your agents to do outgoing calls when no incoming calls (or chats/emails) are waiting in queue, we recommend that agents use a profile containing one or more inbound queue skills and the skill for one or more Preview mode campaign queues. The inbound queues must have SLA >0 and the campaign queue(s) must have SLA =0 so that inbound is always prioritised.

Note

Do not include a “call contact first” queue’s skill (Power/Progressive/Predictive mode) in a profile together with inbound skills, since this will result in silent calls.