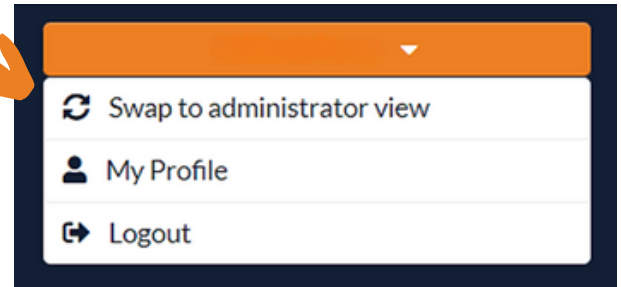


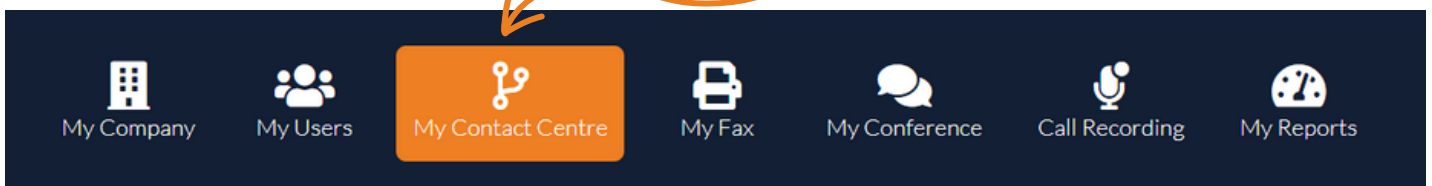
How to change call groups on Universe

1.) Login to the universe portal using this web address: <https://selfcare.thisisuniverse.io>
(if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

2.) Once logged in hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**



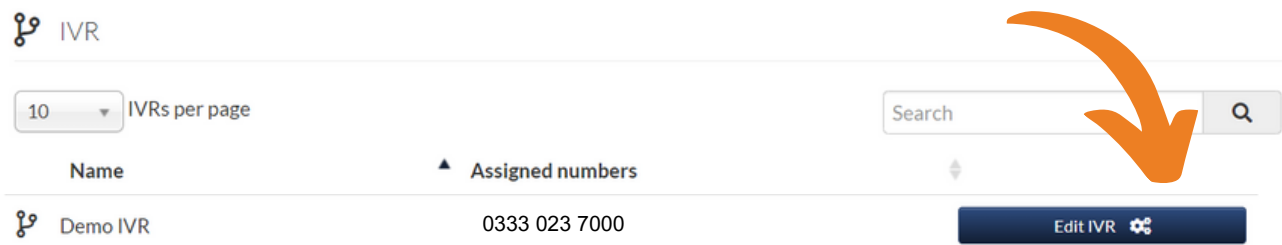
3.) Select **"My Contact Centre"** from the top menu bar



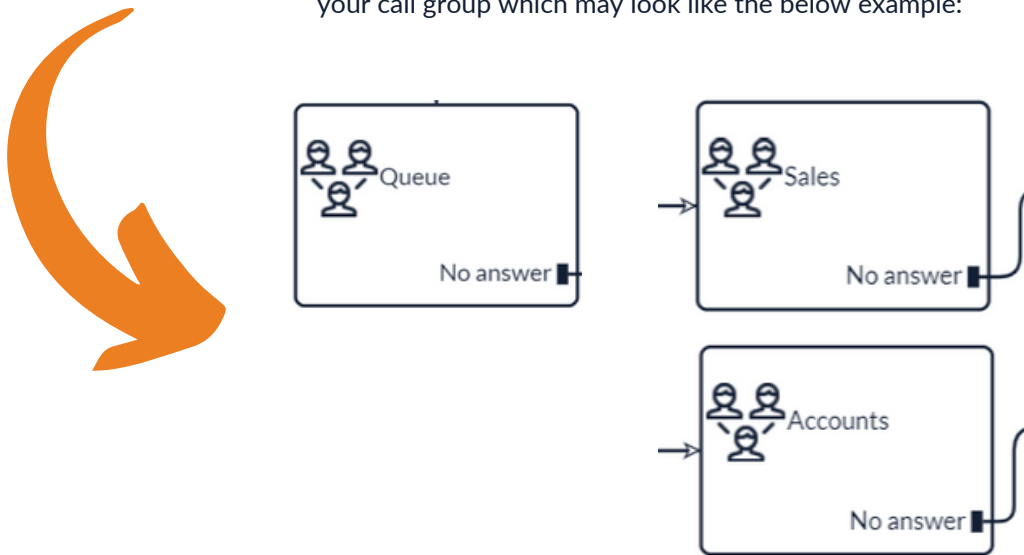
4.) Select **"MY IVR's"** from the left



5.) Find your IVR, and select the **"Edit IVR"** button



6.) Once you're in the IVR, find the box labelled "Queue" or a name that you have specified for your call group which may look like the below example:



Agent group

No group

Edit

Create group +

Delete

Prompt voice ?

Amy (UK) (HQ)

Waiting indication

Music on hold

Agent call time ?

30

Max queue length ?

100

Max wait time ?

60

External caller id ?

Select an Option

Enable call transfer to queue ?

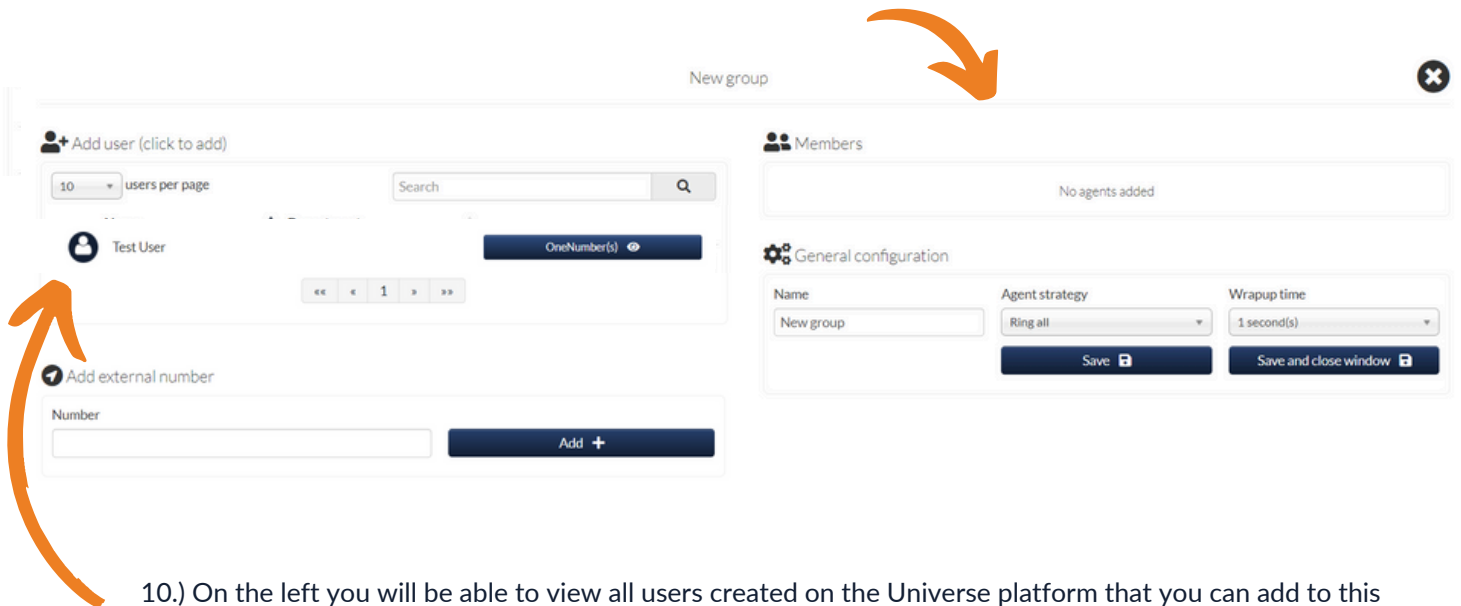
Save module

7.) When you select the "Queue" box you will also get a box that pops up on the right with some settings you can change

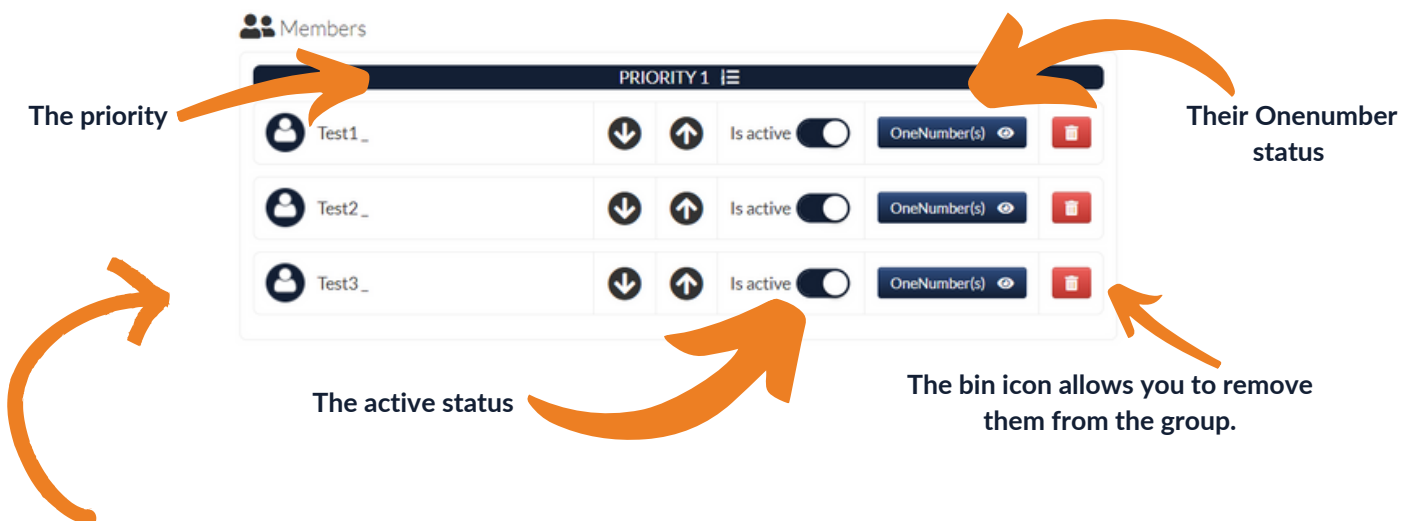


8.) Assigning an Agent group is the first step, You can use the drop down menu at the top if you already have a group created or you can click the "Create Group +" box

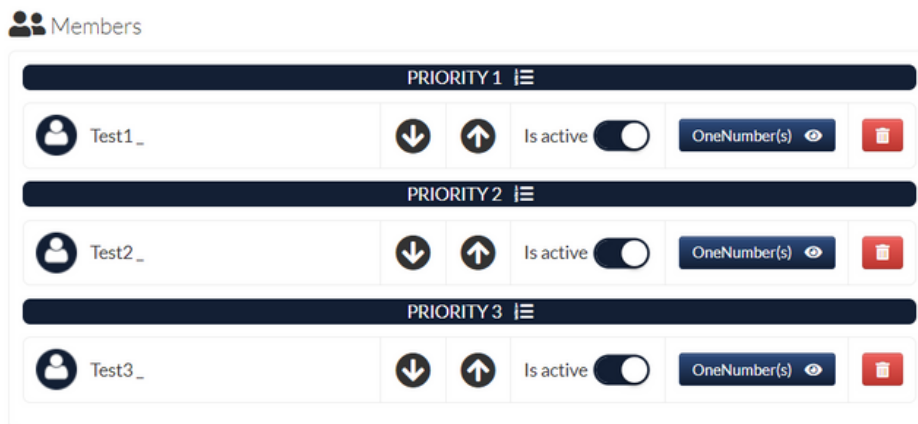
9.) Once you have selected either "Edit" or "Create Group +" you will be shown the below screen:



10.) On the left you will be able to view all users created on the Universe platform that you can add to this new call group you are creating. To add a user, simply **click the name** of the user and it will automatically add it to the right of your screen into the members box



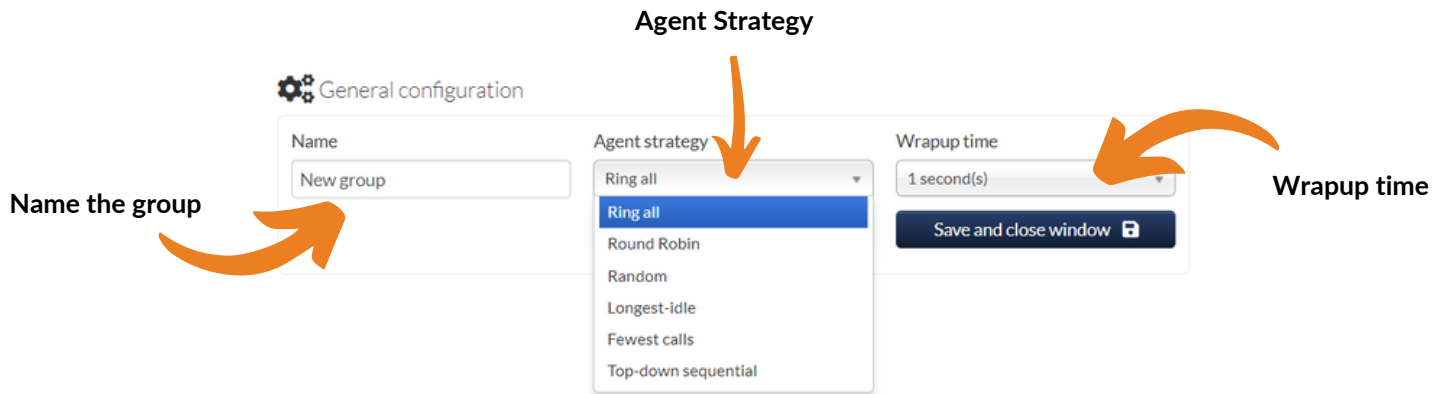
11.) Once you have added everyone you would like in this Call group it will look like the above example.



12.) This is what your group will look like if you choose to change the **Priority** level for different staff members by selecting the **up and down arrows**

Please note the priority option means that if anyone in **Priority 1** is busy then **Priority 2** will be called, if **Priority 1** and **2** are busy then anyone in **Priority 3** will be called

13.) The configuration box will give you the options to change the:



The “**Agent Strategy**” is the type of ringing you would like, all options for this feature are explained in further detail below:

Ring All:

Call all capable members in the first available priority group.

If a timeout occurs, the next priority member group will be attempted.

If no more priority member groups are available, it will wrap around to the first priority member group and so forth.

Round Robin:

Related to Top-down but shifts its starting point by one member for each sequence. A round is regarded as a whole sequence - whether or not the picked member could handle the call. Any member who is not capable of receiving a call will just be skipped in the current sequence.

Here are a few examples of the selection pattern which this ring strategy uses.

Before the first round, the sequence is simple - the members are chosen in order of their priority.

1 2 3 4

When the first round is complete, the starting member is then moved to the back of the sequence. Therefore, the second round will have the member with priority #1 at the end of the selection sequence.

2 3 4 1

This pattern repeats itself - the members in sequence for round three will look like this:

3 4 1 2

Random:

Any user will be called at random

Longest Idle:

The longest idle ring strategy will always attempt to select the member with the longest idle time.

Idle: A member will be tagged as idle if one of the following sequences occur:

Ending a call where no wrap up has been set - this scenario is highly unlikely in itself but allows for future changes in regard to extended wrap-up.

Ending wrap up after ending a call.

Added to a priority group. This is not the same as being moved between priority groups.

Becoming active after being inactive.

It will be possible to enter specific states that do not count towards idle time; these will be specified in the future.

Note: A member who is added to a priority group will not enter the strategy selection queue until it has been processed. This is to avoid a state where the ring strategy would select the same member repeatedly and never be able to recover.

Fewest calls:

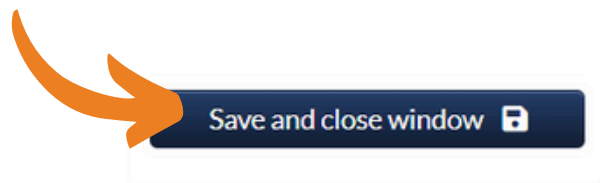
The user with the least calls will be called

Top-down (Sequential):

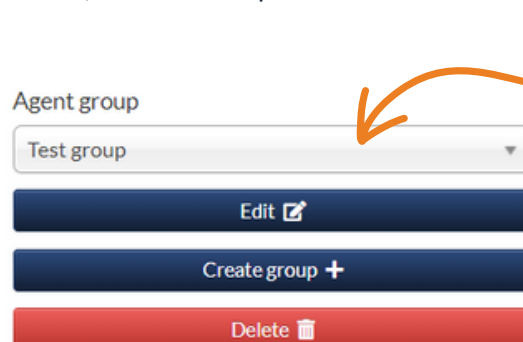
Order the members according to their user group priority and call a member one at a time in that order. Will always attempt to locate the priority group with the highest priority where an agent can receive a call. Note: that if it picks another priority group, and at some later point, it returns to a higher priority group, the sequence's positioning is not kept. Instead, it will analyze the current members following their member priority and restart the sequence based on the first capable member.

The **Wrap up time** is how long it will wait for the phone to become available after a call . For example: If Test User 1 finishes up with a call and the wrap up time is set to 30 seconds and another call comes in 10 seconds after then it won't ring Test user 1, it would ring a different user.

14.) Once you have chosen your group members, the agent strategy and wrap up time just make sure you select the "Save and close window" button before closing



15.) Now a group has been created, select the drop down menu at the top, click the group you just created



16.) Underneath you will have some extra options for when customers ring in and are waiting to be answered.

You have the option to have a prompt voice so that the customer will be told what position they are in the Queue. If you'd like this on use the Toggle and select the vice you want via the drop down.

The screenshot shows a configuration interface for a queue. It includes several settings with callouts explaining their function:

- Prompt voice**: A toggle switch is turned on, and a dropdown menu shows "Amy (UK) (HQ)". A callout says: "Or you can click the drop down and select ringing and it will just continue ringing until the call is answered."
- Waiting indication**: A dropdown menu shows "Music on hold". A callout says: "The maximum time (seconds) before an agent must answer the call. If the Agent does not answer the call, the call is passed to the following Agent."
- Agent call time**: A text input field contains "30". A callout says: "The maximum time in seconds a customer must wait before being routed elsewhere via No answer."
- Max queue length**: A text input field contains "100". A callout says: "The maximum number of customers you allow to wait against your Queue."
- Max wait time**: A text input field contains "60". A callout says: "The maximum time in seconds a customer must wait before being routed elsewhere via No answer."
- External caller id**: A dropdown menu shows "Incoming caller id". A callout says: "The telephone number that agents sees in their displays when they receive a call."
- Enable call transfer to queue**: A toggle switch is turned off. A callout says: "This configuration allows you to forward incoming calls to this specific queue."

At the bottom of the configuration area is a dark blue button labeled "Save module" with a lock icon. A callout points to it: "Any changes you make, make sure you click the 'Save Module' button".

Any changes you make, make sure you click the "Save Module" button

If you have any questions or problems regarding call groups then please get in touch and a member of our faults team will be able to assist you

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faults@firstcomeurope.co.uk