

## Small skill groups not being dialed

| <b>Problem Summary</b>   | Small skill groups not being dialed  |        |  |      |        |  |    |    |      |    |    |      |    |   |      |
|--|--|--------|--|------|--------|--|----|----|------|----|----|------|----|---|------|
| <b>Error Message</b>   | N/A  |        |  |      |        |  |    |    |      |    |    |      |    |   |      |
| <b>Possible Cause</b>  | Percentage of agents reserved in skill groups are not balanced evenly  |        |  |      |        |  |    |    |      |    |    |      |    |   |      |
| <b>Recommended Action</b>  | <p>Balance the percentage of agents being reserved in skill groups. If a skill group is too small as compared to other large skill groups, the Outbound Option Dialer might not dial for that skill group.</p> <p>For example, consider the following scenario using three skill groups:</p>                     |        |  |      |        |  |    |    |      |    |    |      |    |   |      |
|  | <table border="1"> <thead> <tr> <th>Name</th> <th>Agents</th> <th>% of Agents Outbound Option Dialer Can Reserve</th> </tr> </thead> <tbody> <tr> <td>S1</td> <td>40</td> <td>100%</td> </tr> <tr> <td>S2</td> <td>55</td> <td>100%</td> </tr> <tr> <td>S3</td> <td>5</td> <td>100%</td> </tr> </tbody> </table> |        |  | Name | Agents | % of Agents Outbound Option Dialer Can Reserve | S1 | 40 | 100% | S2 | 55 | 100% | S3 | 5 | 100% |
|  | Name   | Agents | % of Agents Outbound Option Dialer Can Reserve |      |        |  |    |    |      |    |    |      |    |   |      |
|  | S1   | 40     | 100%   |      |        |  |    |    |      |    |    |      |    |   |      |
|  | S2   | 55     | 100%   |      |        |  |    |    |      |    |    |      |    |   |      |
| S3   | 5  | 100%   |  |      |        |  |    |    |      |    |    |      |    |   |      |
| <p>Assume that the Outbound Option Dialer has 24 ports, which allocates ports to each skill group according to their strength; therefore, the third skill group (S3) will only get 5% of the ports (5% of 24 ports is approximately equal to 1 port). 1 port is not enough to dial the customer and reserve the agents, so the Outbound Option Dialer will not reserve any agents in the S3 skill group.</p> |  |        |  |      |        |  |    |    |      |    |    |      |    |   |      |
| <p>Therefore, in this type of scenario, the following can be done:</p> <ul style="list-style-type: none"> <li>• Balance out the skill groups by either putting more agents in a small skill group or by lowering the percentages in the large skill groups.</li> <li>• Add more dialers.</li> <li>• Add more ports to the existing dialer.</li> </ul>  |  |        |  |      |        |  |    |    |      |    |    |      |    |   |      |
| <b>Release</b>   | Release 7.5(1) and 8.0   |        |  |      |        |  |    |    |      |    |    |      |    |   |      |
| <b>Associated CDETS #</b>  | None.  |        |  |      |        |  |    |    |      |    |    |      |    |   |      |