# *Skills Based Routing*

Purpose

Skills Based Routing or SBR provides routing of calls based on the skills required by the call. A computer first answers the call and asks the caller to supply information about the caller's needs. This information is matched to each agent's abilities and availability and the call is routed. Rules allow skills to be required, prioritized and weighted. Predetermined timing allow less able agents to handle a call without imposing an excessive hold time on the caller.

How it works

The routing engine works on the concept of skills categories and skills. An agent may have zero or many skills within a category. Each skill an agent has receives a value indicating the proficiency the agent has in that skill.

SBR has a section allowing for "Call Routing Rules". These rules control:

- How to break routing ties between agents

- How long to hold a caller on a must route queue before rolling over to a general call center queue.

- What priority "weight" to apply to a skill set. This allows the system to be configured such that while language is a must have skill, operating system is two times as important. A rule set up like this would cause a caller to be routed to an agent with some language skills in their area but, primarily to the person who was most skilled in their type of problem.

- If the total skill score for the best skilled agent is less than (X) wait (Y) seconds, check again. Try (Z) times before routing to the top skill rating.

- Route to the last person this caller spoke to if possible.

- And many other parameters!
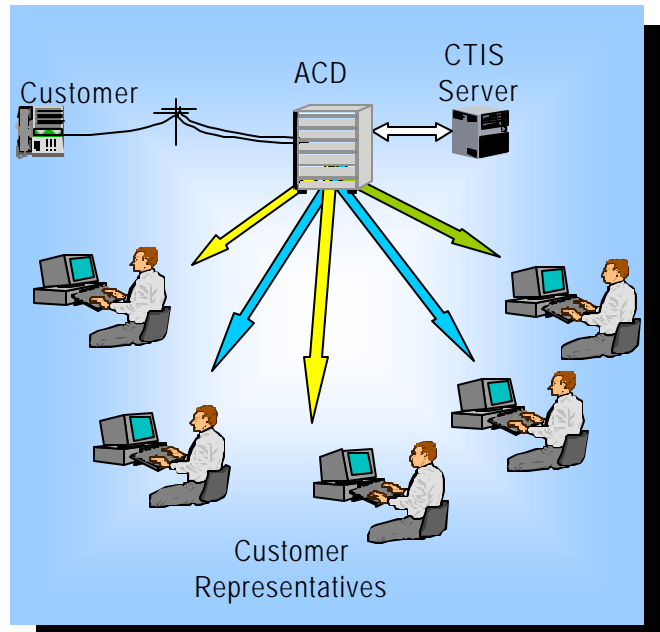
Benefits

SBR provides three distinct advantages:

- Callers are happier because they do not waste their time in a call transfer loop never really getting to someone who can answer their question.

- Call handling costs are lowered as call transfers are dramatically reduced.

- Call Center managers are easily able update and administer the complete system.

For More Information:

Marketing Relations:
(303) 985-9808
sales@comtek-intl.com

Skills Based Routing Example

800 555-ENGLISH

800 555-SPANISH

0 800 555-

0 IV

Welcome to the HomeMagic support line. To help us provide more efficient service to you we would appreciate if you could answer a few questions about your reason for calling today. At any time you may press zero followed by the # key to be placed on hold for the first available customer support representative.

0Please press 1 for questions on Windows/95.

1Press 2 for questions on Mac OS.

2Press 3 for questions on UNIX.

 To repeat this information please press *.

<customer provides input>

Please hold while we transfer you to the agent most

0 Caller selects 1 for Windows 95. Caller has already called in on the French line, so there are 2 agents available who have non-zero skills in the areas required by the caller.

0 Skills based routing uses a unique algorithm to determine the customer service representative that has the best skills to handle the callers request.

0 This example becomes significantly more complex with the diversity and variety of skills within most customer organizations today.

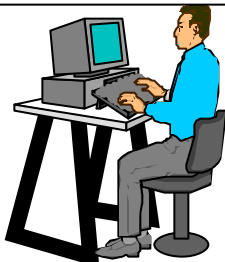0 Skills Based Routing handles this easily.
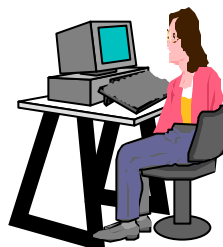
Secondary Route

Primary Route

Francis x1001			**Manual x1002**			**Susan x1003**			**Richard x1004**	
Language			Language			Language			Language	
English	3		English	4		English	5		English	5
Spanish	0		Spanish	5		Spanish	0		Spanish	0
French	5		French	0		French	3		French	0
Operating Systems			Operating Systems			Operating Systems			Operating Systems	
Win/95	1		Win/95	5		Win/95	2		Win/95	3
Mac OS	5		Mac OS	3		Mac OS	2		Mac OS	3