



Email Queue (eQ)

Overview Document

eQ

eQ stands for Email Queuing. eQ means that emails are queued to your call centre agents, just like telephone calls. The system ensures emails and voice calls are handled in a blended manner, using the business rules you require.

Features

- eQ allows blending of emails and voice calls using rules you set in the call scripts on Symposium
- eQ ensures an even spread of email traffic over all email categories. It is recommended to have twice the number of TAPI ports as you have email categories.
- In the event of overload, eQ will queue requests in the database until a TAPI port becomes available.
- eQ automatically configures new email categories.
- eQ client will release the eQ call once the email client window is closed

Call Flow

1. A customer sends an email to the call centre. This could be directly or as a result of filling in a form on the call centre website.
2. The email is received into the email management system
3. A script uses a stored procedure interface to eQ to request that an email be queued to the call centre. The request includes: unique reference number and CDN.
4. Within 5 seconds, eQ places a phantom call into the call centre to the CDN
5. eQ manages the call in terms of results such as no answer within the timeout (e.g. 24 hours), or busy, force disconnect by script.
6. When an agent answers the call, they get a screen pop of the email to be worked on. This pop is based on the documentID in the original request. The URL is made up of a fixed part and a variable part (the documentID). However, the fixed part is also specified per email and so could be changed with each email
7. The screen pop is triggered by a hidden EXE (eQ Client) that is always running on the agent's desktop. This application is looking for incoming calls on the INCALLS key that has attached data that is in the format of an eQ request.
8. The eQ Client will also inform eQ server that the screen pop was successful and the email can be considered delivered to an agent. This is important to cover off any client PC issues when the call arrives at the agent PC.

9. eQ Client will monitor the window that was popped. When the window is closed, eQ Client will automatically release the eQ call. This will free the agent to be presented with the next call in the queue. This might be another email or a voice call.

10. Alternatively, if the call is manually released, the agent is presented with the next call in the queue. This might be another email or a voice call.

TAPI Ports

TAPI ports are used to originate phantom calls. These ports need only one AST DN

Data Design

The data for the eQ application is stored in a dedicated SQL Server database. The database includes the following elements:

1. An SP interface for submitting eQ requests.
2. A table of active eQ requests.
3. A table of completed eQ requests. eQ requests are completed once the agent has released to phantom call.

Symposium View

eQ calls into Symposium are to a CDN that is mapped to an email category. The script on the CDN queues the call to the skillset for the email category.

Optionally a priority can be specified for the eQ call. This can allow more important emails to be handled first. For example, voice calls might be queued with priority 1, important emails with priority 2 and normal emails with priority 3.

Scripting in Symposium

In order to be able to run Symposium reports for each email category, the scripting should be split between master script and a primary script, something like below.

Master Script

```
WHERE CDN EQUALS
:
VALUE 2345 : EXECUTE eqSales
VALUE 6789 : EXECUTE eqSupport
:
```

Script eqSupport

```
QUEUE TO SKILLSET eqSupport
```

eQ calls can be queued to a skillset for as long as you like.

Symposium Real Time Displays

The Symposium Real Time Displays will show the skillset of the call the agent is working on. This will also apply to email skillset calls. Once the agent closes the email client, at the end of handling an email call, the eQ system will release the eQ call at the agents phone. This will mean that the Symposium RTD is always up to date with the agent state.

Agents View

With eQ, agents are occasionally presented with telephone calls that are in fact emails. The email is popped for them in a new web browser window. The agent knows it is an email by the display (of skillset name) on their telephone set and a “popped” window on their screen.

Agents should only receive emails that they have the skills to process. This is determined by skillset assignment in Symposium.

What is eQ ?

eQ stands for email queue. It is a system for sending emails to agents for processing (reply etc.) The idea is that agents will work on emails whenever there are no voice calls in the queue. However, some emails can be set to have a higher priority than voice calls.

When the systems sends you an email the following will happen

1. Your call centre phone will ring
2. A notification will pop on your PC showing the category of the email
3. If you want to process the email, answer the call on the phone
4. Once you answer the call, the email will open automatically on your PC

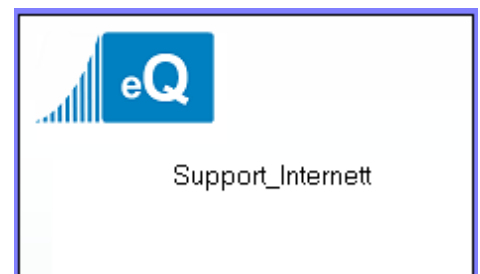
How does eQ start ?

eQ starts on your PC every time you logon. You do not have to do anything.

How will I know an eQ call ?

There are two ways to know an eQ call

1. The display on your phone will tell you it is an email call
2. A notification like this...
will appear in the top right of your PC screen....



What do I do when I get an eQ call. ?

If you do not want to process the email, simply ignore the incoming call or press NOT READY on your phone.

If you want to process the email, answer the call

How do I end the call ?

When you close your email client, eQ will automatically end the eQ call as well. This will put you back in the queue for other eQ calls or voice calls.

What controls how many eQ calls I get ?

Your supervisor assigns you to email categories that you have the skills to process. Usually, eQ calls only come through when there are no voice calls in the queue. However, there may be some email categories that have the same priority as voice calls, or even a higher priority.