KEEP MY PLACE IN QUEUE

CONFIGURATION GUIDE

This document should be read after the KMPIQ User Guide, which outlines agent and caller experience. The below steps outline how to setup KMPIQ for a BroadWorks call center, they should only be performed by BroadWorks administrators with experience of call center functionality and configuration.

1   FEATURE DESCRIPTION

Keep My Place in Queue (KMPIQ) is an add-on feature for Unity Agent, Supervisor and Reception that allows queued ACD calls to be held in place in the call center queue when the remote party has released the call, then for the agent to call the party back when their held call becomes the next in line to be answered.

Unity clients capture events for queued calls through the CTI interface, meaning this feature is not available if Unity clients are using the deprecated CAP protocol when communicating with Broadworks.

Unity will process all CTI events for queued calls, including when the call has been escaped. In this case (and assuming a KMPIQ license is assigned to the logged-in user) the call will not be removed from the in-memory virtual queue in the client, but will flag it as a KMPIQ call. The virtual list contains all KMPIQ and normal queuing calls. When a KMPIQ call is next in queue, Unity will either automatically perform the call-back (default) or prompt the user to dial the remote party.

2   CALL CENTER CONFIGURATION

The KMPIQ feature relies on the ability for ACD calls to be escaped, as this is the event that turns a normal queued ACD call into a KMPIQ call-back request. Therefore any call centers that require KMPIQ functionality must be configured to allow calls to be escaped

Because KMPIQ calls do not actually stay in the ACD queue, the queue length of the call center does not need to be increased.

Because calls can be escaped, call center announcements must include the option to escape the call to initiate call-back. This can be announced in the entrance message, the comfort message, or both. If the entrance message is mandatory the caller will not be able to escape the call until the entire entrance message has finished playing.

Announcements can also be set per DNIS, as shown below. This is particularly important as the use of DNIS to implement KMPIQ is recommended (although not mandatory), as outlined below.

As previously outlined, Unity constructs a virtual queue that contains both escaped calls and ACD calls that are still queued. Although Unity is aware of KMPIQ call-backs, Broadworks is not, as the escaped call has left the ACD queue. When the next call to be answered is a KMPIQ call-back Unity will either automatically make the outbound call or prompt the agent to do so. However, BroadWorks will concurrently offer the next ACD call to the agent because they are joined to the queue and their ACD state is Available. In order to prevent this an Unavailable reason code must be added, which Unity will use to ensure queued calls aren't presented to the agent.

The call center profile must also be configured to bounce alerting calls to agents when their ACD state is changed to Unavailable. Please note that if a queued call is alerting to an agent and they change their ACD state to Wrap-Up, or even unjoin the queue, the alerting call will not automatically bounce. Only setting the ACD state to Unavailable (and when configured in the call center profile) will bounce the call.

This must also be set in Unity as shown below
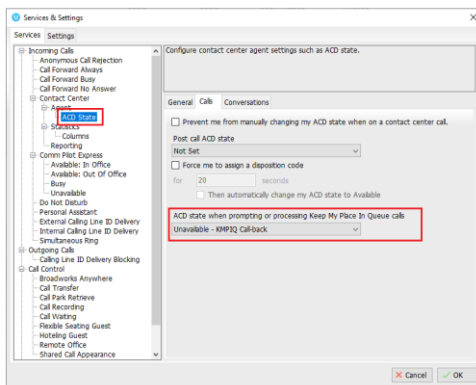
This Unavailable Reason Code should not be used for any other purpose, because the KMPIQ callback prompt will be displayed while the agent's ACD state is Available or Unavailable with this unavailable reason code, otherwise Unity will assume the agent is unavailable so will not prompt them to perform KMPIQ callbacks or automatically call the remote party.

3   VOICEMAIL CONFIGURATION

When the call is escaped it will be routed to the voice mailbox for the call center, or follow Call Forward Busy behaviour, depending on service assignment. Assuming voicemail is being used, the call center must have the Voice Messaging User service assigned and it should be configured to play an announcement to the caller informing them that the call has been kept in queue and they will be called back shortly. The caller should not be able to leave a message, rather the call should be released once the announcement has been played in full.
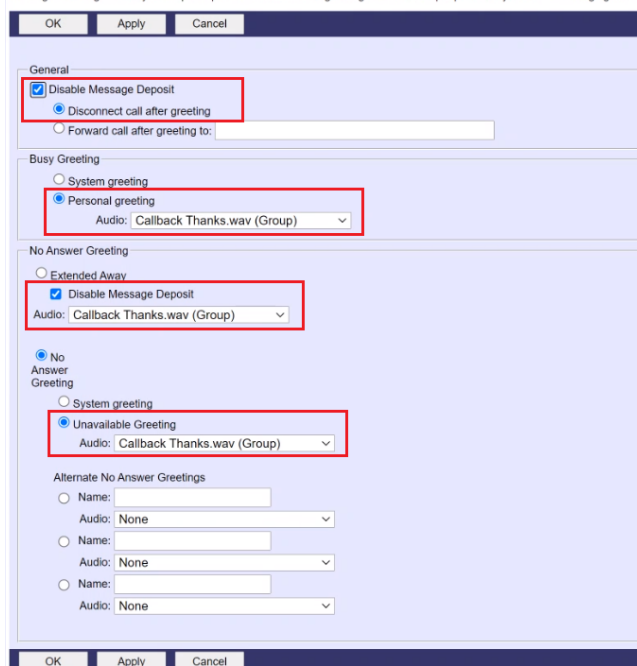
4   HUNT GROUP CONFIGURATION

KMPIQ callback is only available for calls where the remote calling number hasn't been withheld, so inbound calls must be filtered so that only calls that present the calling or "from" number are offered a call-back. Therefore a Hunt Group must first take the inbound call and route it to a different DNIS or call center based on if call-back is available or not, as illustrated below.
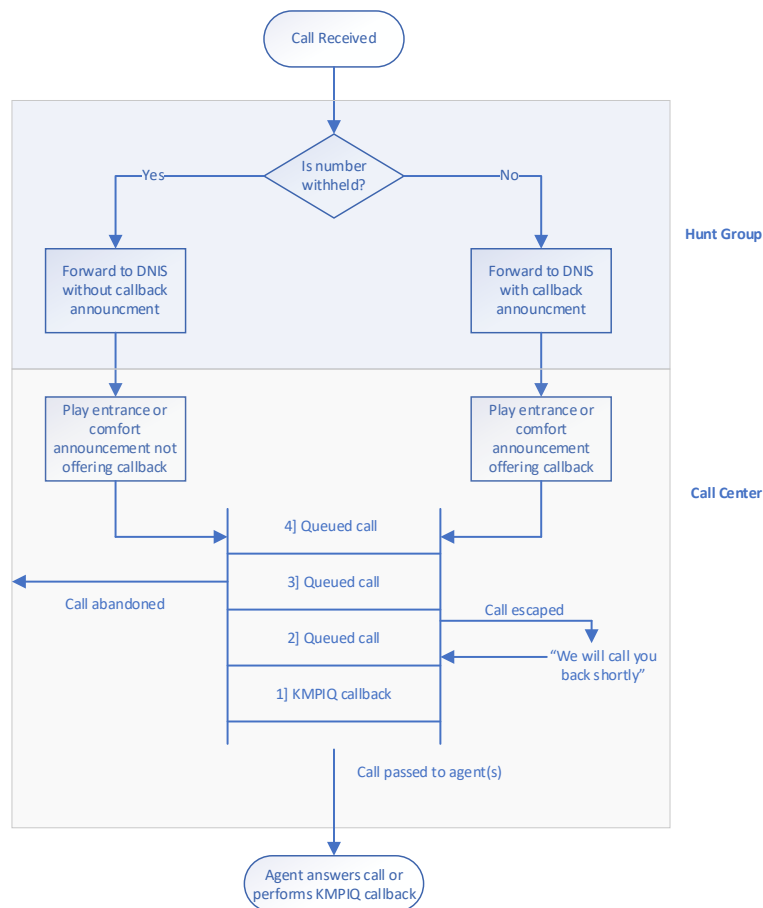
This is achieved using the Call Forward Selective and Call Forward Always services, which must be assigned to the Hunt Group. When a call is received the Hunt Group will first consider the Call Forward Selective service before Call Forward Always. Therefore the Call Forward Selective service should be configured to route all private/unavailable numbers to the DNIS or call center that doesn't offer call-back, which the Call Forward Always service provides a default route to the DNIS or call center that does offer call-back.

A separate Hunt Group must be created per Call Center that supports KMPIQ, this Hunt Group should be assigned the main number that customers will call, the Call Center doesn't need a direct number as all calls will route through the Hunt Group. The Hunt Group doesn't require any specific configuration and agents don't need to be associated.

The Call Forward Selective service should be configured to route private/unavailable numbers as below. The extension is that of the DNIS or Call Center that doesn't play the callback announcements.

The service must also be activated in Broadworks

It isn't possible to include a default forwarding route using the Call Forward Selective service, therefore the Call forward Always will provide a route for any calls not processed by Call Forward Selective, as below. The extension is that of the DNIS or Call Center that does play the announcements offering call-back.

Both DNIS will exist under the same call center that does provide escaped calls, but if the caller isn't told this in the announcement they won't know it's available. DNIS that don't offer call-back don't need to be configured to allow outbound dialing

Call Forward Selective can also be configured to only route calls to a DNIS that supports call-back at certain times of the day.

Rather than routing the call to different DNIS (which requires Call Center Premium licenses) the call can be forwarded to different queues, however agents would then need to join/leave both queues and call center reporting would be separate per queue. Also when performing the KMPIQ callback the CLI of the agent would be used, and ACD features such as supervisor escalation would not be available when making callbacks.

5   DNIS CONFIGURATION

If the ACD call was received through a DNIS that supports outbound calls, Unity will use that DNIS as the "from" number when performing the KMPIQ callback. This ensures the call is more likely to be answered because it came from a previously dialed number.

As illustrated above, the Calling Line ID of the outbound DNIS should be the same as the main number dialed to reach the Hunt Group. This will ensure the customer receives the KIMPQ callback from the same number that was originally called.

If DNIS isn't used or the DNIS isn't configured to allow outbound calls, the CLI of the agent will be used when performing the KMPIQ callback. This will follow CLI dialing configuration in Broadworks (for example to use the Hunt Group or Group Calling Line ID depending on user profile settings).

6   UNITY CLIENT CONFIGURATION

A Keep My Place In Queue license must be assigned to all agents and supervisors that require KMPIQ functionality, this is an add-on license that must be assigned as well as the underlying Agent, Supervisor or Reception client license. Please note the base license can be a trial license, however trial licenses are not available for the Keep My Place In Queue feature.

Assign the Keep My Place In Queue license the same as all other licenses in the Kakapo partner portal

The license can also be bulk-assigned at the Group level

Unity must be logged in as the call center (in addition to the end-user) in order to receive CTI events for ACD calls. This can be achieved through Unity Settings if the password is different per call center
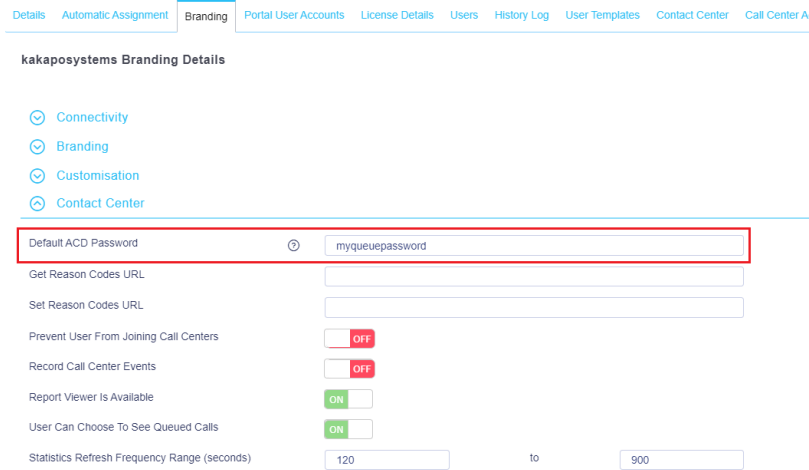
However if the same queue password is given to all call centers then it can be set in the Kakapo partner portal and used by all Unity clients when logging into call centers. This eliminates the potential for the incorrect password being used, which could lead to the call center account being locked which would impact all Unity clients.

It is not possible to log into the Broadworks portal or clients using a call center password, and the password can only be viewed/managed in the Kakapo portal by authenticated portal admin accounts with appropriate access.

Please note if the default ACD password is set in the Kakapo portal then end-users will not be able to change/set it in Unity Settings.