Sytel solutions
inbound voice

Unlike outbound voice campaigns where intelligent predictive dialers may be used to optimise agent productivity, managing inbound efficiency requires that the inbound routing be precisely and dynamically tailored to the changing operational requirements at any given time.

In addition to its highly configurable routing capabilities, Sytel's inbound software takes advantage of the full Softdial Contact Center™ feature set to provide a uniquely versatile and integrated solution to the inbound business.

This includes support for IP and TDM communications, flexible call monitoring, recording and retrieval services, campaign data handling, multimedia campaign management with efficient blending between inbound and outbound audio, email, SMS and chat.

Softdial Contact Center™ also includes one of the most powerful and easy-to-use scripting solutions available today. With Softdial Scripter™ a user with no programming experience can assemble an IVR routing script in minutes with a just few mouse clicks, using built-in pre-configured script steps.

Inbound Routing

Routing of inbound calls is determined by Softdial Contact Center™ according to:

- the source of the call as indicated by the Caller Line Identity (CLI) information
- the destination of the call as indicated by the Dialed Number Identification Service (DNIS)

Agents (live or virtual for IVR) may be members of any number of queues with a defined priority within each queue.

Changes to Queue Membership and ranking can be made dynamically, by supervisor intervention or automatically according to pre-configured schedules.

Skills-Based Routing

Membership of a queue or group of queues may be based on agent skill levels (absolute or relative), success rates or any other user defined measure.

This gives the supervisor the flexibility to define how agents are utilised according to their individual or group skills and performance levels without the software imposing rigid rules which limit their options.

Agents may be dynamically subscribed or unsubscribed to queues at any time, and entire queues may be brought into or taken out of service with a simple instruction. So if the operational priority changes suddenly, re-assigning resources can be as easy as switching queues.
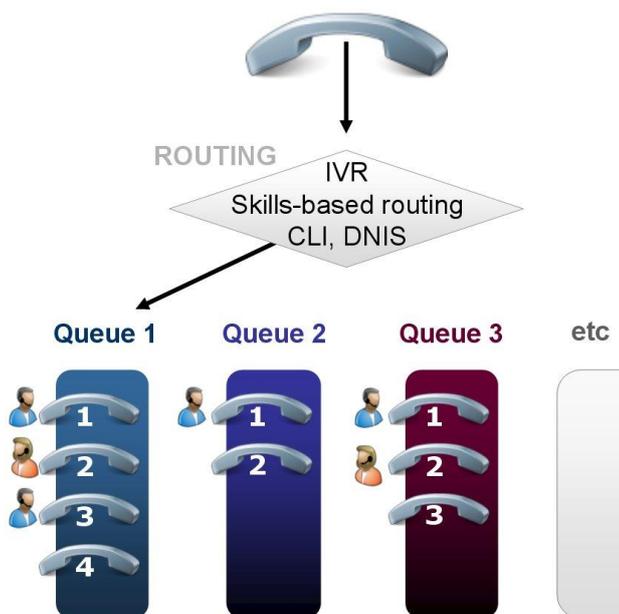

Figure 1. Inbound routing

inbound voice

Advanced Overflow

Queues may be subsets of other queues providing a simple means of implementing 'Cumulative Overflow'.

Cumulative overflow is greatly superior to the conventional notion of queue overflow since it does not discard the 'first choice' agents but simply adds additional agents while retaining the opportunity to select a first choice agent if they become available.

For example, the secondary queue may include IVR agents, but if a blended live agent becomes available before an IVR agent handles the call, the call will be passed to the live agent.

Figure 2 shows an example of a skill based routing scenario implemented using the hierarchical queues.

Each agent is ranked according to their (language) skill to a skill set queue and the skill set queues are ranked according to their suitability to the various campaigns.

IVR agent queues have also been configured for each of the campaigns as a lowest priority option.

The IVR scripts may be configured to request information and re-queue the call, play hold music and wait for an agent to become free or schedule a callback.

All queue management parameters are defined in a single Queue Configuration window where all queue timing, priority, overflow, agent selection order, in-queue messaging, campaign blending and service level parameters are defined.
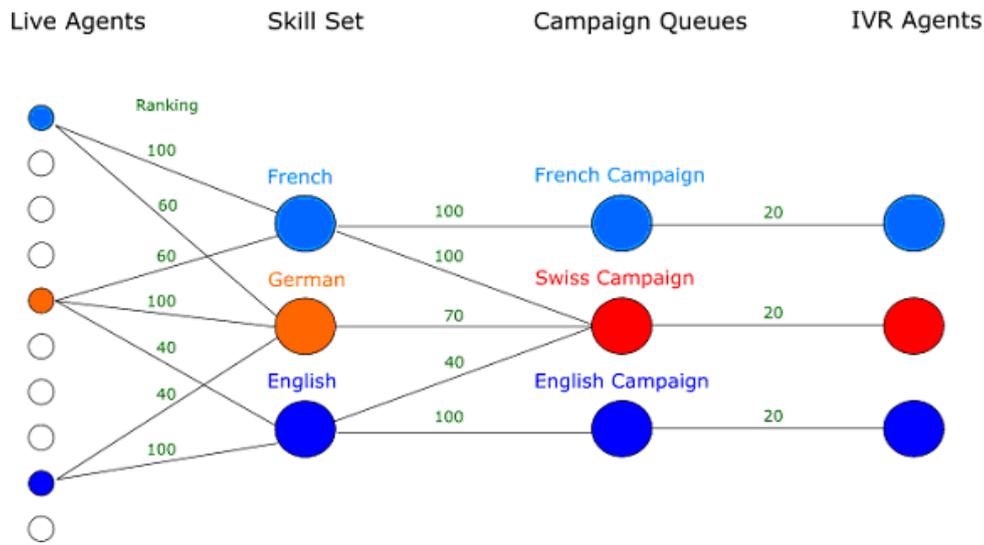

Figure 2.- An Example of Skills Based Routing in Softdial Contact Center™

Since 1997, Sytel Limited has supplied best-of-breed software components and full-service contact center solutions to systems integrators, VARs, ASP providers and resellers in over 50 countries across the world.

For more information please contact Sytel at:-

1 Cromwell Court,
New Street,
Aylesbury,
Bucks. HP20 2PB UK

T: +44 1296 381200
E: sales@sytelco.com
W: www.sytelco.com

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