ISSUE ROUTING

FEATURE RELEASE

Introducing high effort issue routing.

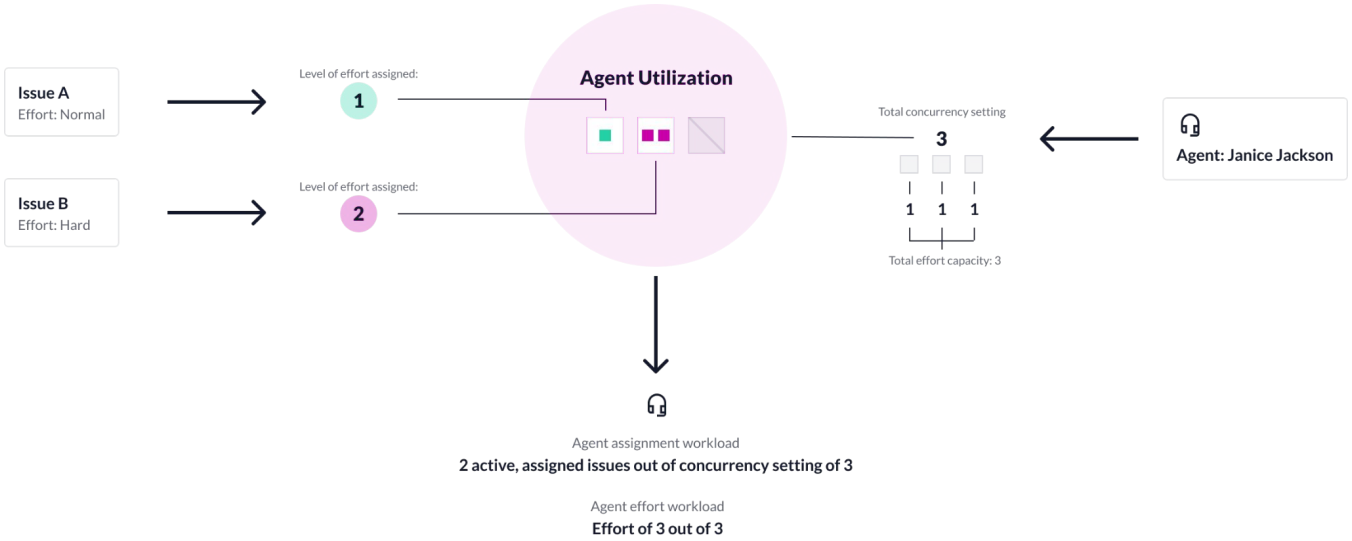
ASAPP is introducing a new routing capability to enable agent focus for higher effort issues, while maintaining efficiency. This feature dynamically adjusts how many concurrent issues an agent should handle while assigned a high effort issue.

What is a high effort issue?

ASAPP will route customers based on the expected effort of their issue. All issues, by default, will have an effort of 1. Any issue with an effort value greater than 1 will be considered "high effort". Reach out to your ASAPP Implementation team to configure high effort rules for your program.

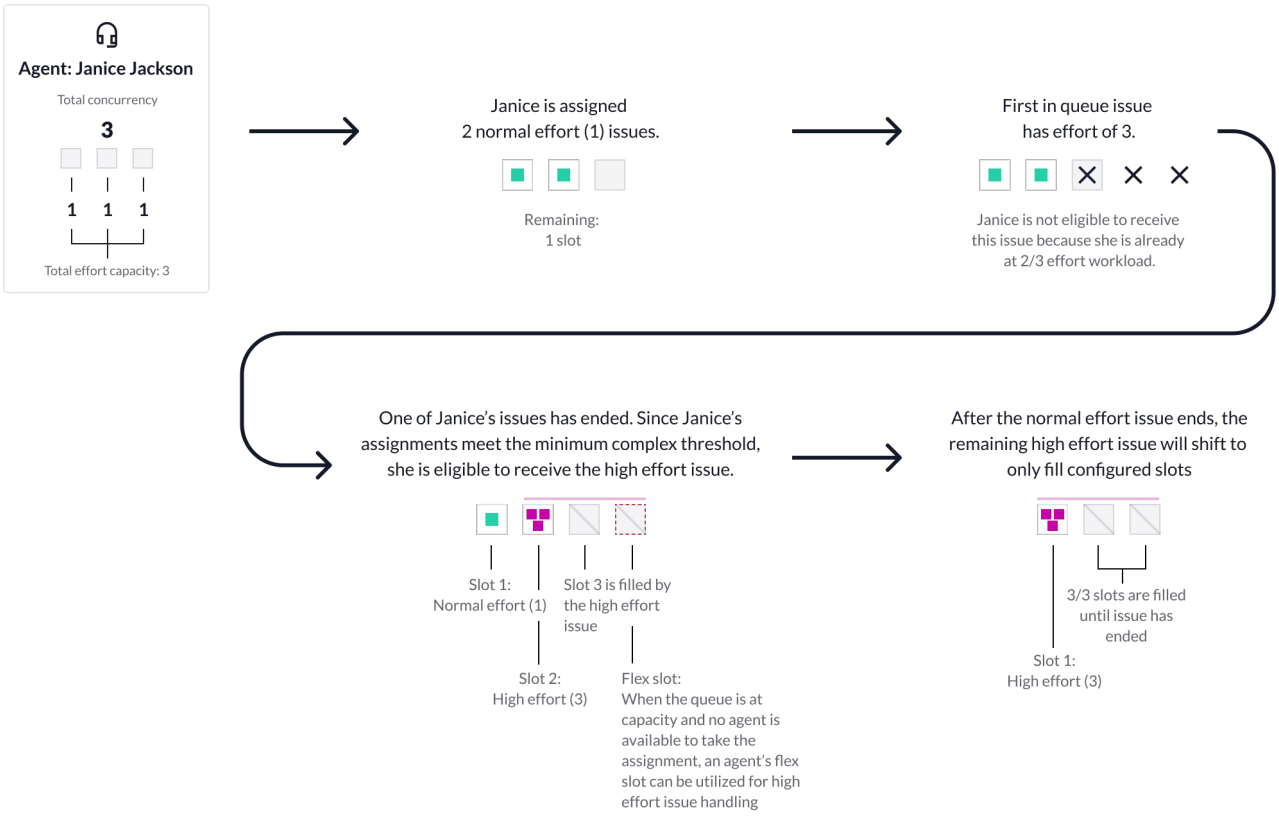
Feature definitions:

- **Slot**: A slot represents a space for a chat to be assigned to an agent. Multiple slots can be assigned to a single agent, and configured via User Management.
- **Effort**: Effort represents what is needed from an agent to solve an issue. For each effort point assigned to an issue, an equivalent number of available slots is required of an agent to be assigned that issue. An issue's effort will be determined by its relevant customer attributes.
- **High Effort Time Threshold**: A threshold that sets how much time an agent can parallelize a high effort issue with other issues. This threshold can be configured per queue and represents the duration of all existing assignments an agent is handling when a high effort issue is next in line.
- **Flex Slot**: All agents have 1 additional slot that can be used if they are eligible to receive a flex assignment, or if they temporarily over-effort when handling a high effort issue.
- **Linear Utilization Level:** A type of Linear Utilization relative to the number of assignments an agent has assigned at a given time, regardless of the assignment workload state.
- **Assignment Workload**: A measure of Linear Workload relative to the number of active assignments an agent has assigned at a given time. An assignment is not considered active if it has caused an agent to become Flex Eligible.
- **Effort workload**: A measure of Linear Workload relative to the issue effort of all active assignments an agent has assigned at a given time.



How are high effort issues prioritized and assigned?

High effort chats are assigned in the order that they entered the queue. High effort chats can be prioritized higher in the queue using customer attributes. This prioritization is optional and not required. A configurable *high effort time threshold* will allow each queue to set how much time an agent can parallelize a high effort issue with other assignments.



How are high effort issues assigned against other issues?

High effort issues are assigned in order of configured priority and when they entered the queue. An agent will receive a high effort assignment if they meet at least 1 of the below criteria:

- An agent has 0 active assignments
- An agent has sufficient open slots to receive a high effort assignment
- The **high effort time threshold** has elapsed for all of an agent's current assignments and the high effort chat's effort would not extend the agent's Effort Workload past their Flex Slot.

How do high effort issues impact other parts of the system?

- High effort issues will not change current behavior for Queue Priority.
- High effort issues will not change current behavior for Flex Eligibility or Flex Protect.
- Because high effort issues have to wait for an agent to have sufficient effort capacity, they will take longer to assign.
- If a set of queues has 50% or more agents in common, then a high effort issue at the front of one queue will hold the issues in the other "shared" queues until it is assigned.

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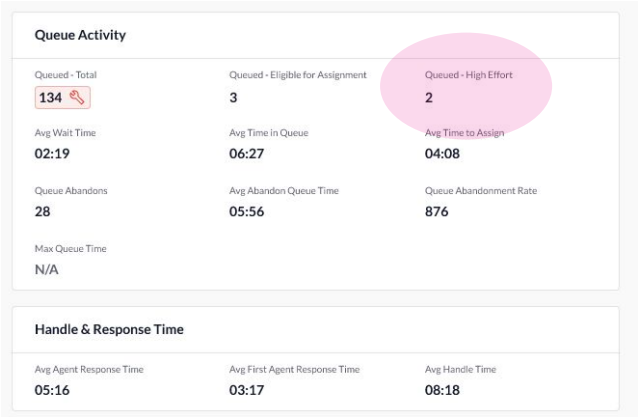
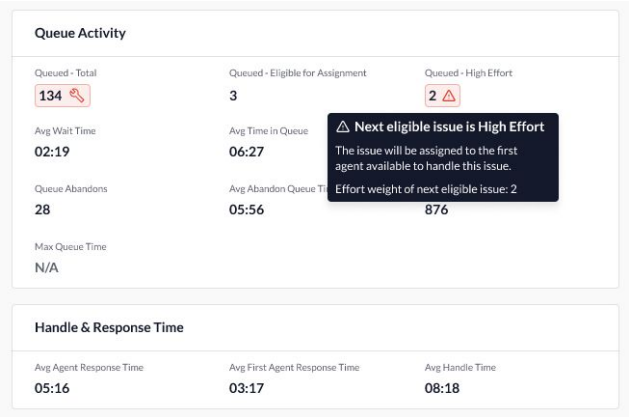
How do I monitor the impact of high effort issues?

On queue detail pages in Realtime Dashboard, within 'Queue Activity', a new metric now captures the number of high effort issues currently waiting in the queue. If a high effort issue is first in queue and slowing other issues from being assigned, an alert is displayed on this metric. These changes will also be visible for programs that do not have high effort rules configured.



`Default state`

`The total number of high effort issues in queue is displayed.`



`Alert state`

`When a high effort issue is first in queue, an alert is displayed. An informational tooltip is displayed on hover.`

How can I tell which agents are handling high effort issues?

In the Agent Right Rail, users can monitor which agents are currently handling high effort issues. An icon is displayed next to the agent's utilization indicating a high effort issue is assigned. These changes will also be visible for programs that do not have high effort rules configured.