

Flexible Concurrency

Feature Summary

Flexible Concurrency changes the way agents receive assignments to optimize both throughput and the asynchronous customer experience. Flexible Concurrency dynamically increases the number of assignments for an agent when “low workload” or inactive chats are predicted. The first release of this feature uses Auto-Pilot Timeout to detect when a customer is unlikely to resume the conversation – providing a signal that an agent has additional capacity. This feature lays the foundation to determine an agent’s ideal concurrency based on additional factors, allowing more intelligent use of agent capacity.

Key Benefits

- **Improve efficiency by increasing throughput**, as agents who have capacity can be detected automatically and receive additional assignments.
- **Maintain a positive, asynchronous customer experience** by allowing “timed out” customers to stay connected – while other customers can benefit from additional agent capacity.

Agent turns on Auto-Pilot Timeout



Agent

Concurrency of 2

Slot 1: Filled

Slot 2: Auto-Pilot Time Out

Grace Period

Flex Concurrency is activated

Agent is flexed



Agent

Concurrency of 3

Slot 1: Filled

Slot 2: Auto-Pilot Time Out

Slot 3: Flexed Slot
Additional Assignment

Flex Protect

Agents who become overloaded due to customer re-engagement during a flexible assignment will automatically be assigned a Flex Protect status. This provides agents with the opportunity to "rest" if needed.

Agent is flexed



Agent

Concurrency of 3

Slot 1: Filled

Slot 2: Auto-Pilot Time Out

Customer re-engages

Slot 3: Filled

Agent is temporarily over capacity



Agent

Concurrency of 3

Slot 1: Filled

Slot 2: Filled

Slot 3: Filled


Agent will not be flexed until Flex Protect terminates






Flex Protect is activated

Flex Protect remains active based on configured thresholds

Flexible Concurrency on Real Time Dashboard

Agents who are currently handling a flexible assignment will be identified in the Real Time Dashboard Right Rail with an icon . Clicking on an agent's name will bring you to that agent's current assignments.

Agents ↓	Status	Time in Status	Assignment
Abbey	On break	02:36	 4/3
Aaliya Johnson	Available	08:24	2/2
Abhjeet	In meeting	18:45	0/2
Aaliya Johnson	Available	09:34	 3/2
Barrie	Wrap-up	05:13	 3/2
Rehan Hawkins	Available	07:54	0/2
Sufyaan Washington	Wrap-up	01:42	2/2
Kaan Travers	Available	06:26	0/2
Lemar Mcgrath	Available	05:27	1/2
Naeem Wilkinson	Available	09:19	2/2

Flexed Agent
This agent's concurrency is increased due to a flex assignment.