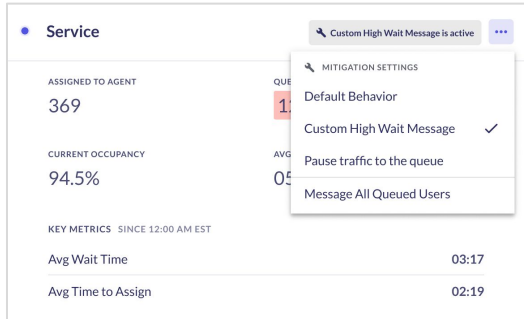


# Mitigate abnormal performance impacts to the queues.

This new feature includes tools to customize **Estimated Wait Time** messaging, as well as pausing the queue when volumes are getting too high for the workforce.

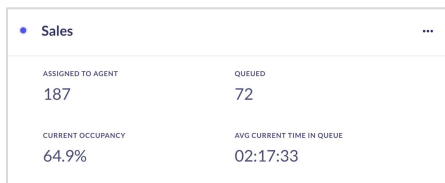


## New mitigation features:

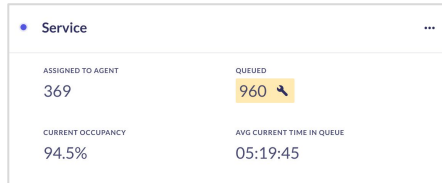
1. **Custom High Wait Message:** When a low or high severity event is impacting the **Queued** metric, Admin users have the option to replace the High Wait messaging to better communicate to users that wait time is currently abnormally high.
2. **Pause traffic to the queue:** When a high severity event is impacting the **Queued** metric, users have the option to Pause the Queue to new assignments.

## When are recommended options available

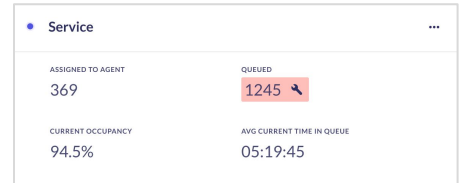
The availability of mitigation measures is dependent on the state of the **Queued** metric.



Default behavior



'Queued' is in low severity



'Queued' is in high severity

Mitigation	Severity Threshold	Features
<b>Default Behavior</b> Business as usual. All queues are operating normally.	None	<ul style="list-style-type: none"> <li>• Estimated Wait Time messaging is active</li> <li>• Routing &amp; assignment rules remain unchanged</li> </ul>
<b>Custom High Wait Time Message</b> Low severity mitigation measure. Replaces High Estimated Wait Time messaging.	Low Severity	<ul style="list-style-type: none"> <li>• Estimated Wait Time messaging is replaced with a custom message.</li> <li>• Routing &amp; assignment rules remain unchanged.</li> </ul>
<b>Pausing the Queue</b> High severity mitigation measure. Prevents new assignments to the queue.	High Severity	<ul style="list-style-type: none"> <li>• Estimated Wait Time messaging is replaced with a custom message alerting users the queue is currently closed due to high volume.</li> <li>• Assignment to the queue is paused.</li> <li>• Users currently in the queue remain in the queue.</li> <li>• To time out users waiting in the queue, please contact ASAPP.</li> </ul>

### How to trigger mitigation

Throughout Realtime, metrics that are abnormally high or off-course are highlighted based on their severity. When 'Queued' is highlighted, mitigation options can be triggered.

**Service** ...

ASSIGNED TO AGENT: 369

CURRENT OCCUPANCY: 94.5%

KEY METRICS SINCE 12:00 AM EST

Avg Wait Time	03:17
Avg Time to Assign	02:19

QUEUED: 960

AVG CURRENT TIME IN QUEUE: 05:19:45

mitigation options are available.

**Service** ...

ASSIGNED TO AGENT: 369

CURRENT OCCUPANCY: 94.5%

KEY METRICS SINCE 12:00 AM EST

Avg Wait Time	03:17
Avg Time to Assign	02:19

MITIGATION SETTINGS

- Default Behavior
- Custom High Wait Message
- Pause traffic to the queue
- Message All Queued Users

Available mitigation options that can be triggered. Select an option to activate it.

### Learn how to use

A training manual is available to learn how to efficiently use these features. Contact ASAPP to get your copy.

