Schedule ID 2
Schedule Name: Test Sales CUCM 2
Peripheral CUCM2
Agent Group Agent Group (CUCM2 Sales)
Profile CUCM 2 (Sales)
Action Full Replacement
Active ☑

Scheduling Options   Agent Group   Profile

Frequency

Run it on these days

Run Every   1   (1 to 365) day(s)

Or run on specific days of the week
☑ Sunday ☑ Monday ☑ Tuesday ☑ Wednesday ☑ Thursday ☑ Friday ☑ Saturday

Run Schedule at:

8/30/2017 12:00 AM
Central Controller Time

⫶⫶aceyus
contact center intelligence

Reskilling with Aceyus Assignment Manager (AAM)

Contact centers must constantly adjust to change. Call volume doesn't always arrive as predicted; Customer service requirements are in constant flux. Operations managers must be adaptable when managing resources. Agent reskilling is one way managers can meet these fluctuations head on, however, reskilling often requires IT to make these changes, sometimes hundreds of times per day.

Aceyus has developed the Aceyus Assignment Manager (AAM) to provide this functionality. It is the newest module of the Aceyus Director contact center management solution, providing exceptional visibility and control over customer service teams.

For the first time, users can directly measure and manage contact center performance and agent reskilling* in real time through a "single pane of glass" interface. Users can also schedule skill group assignments.

Other AAM functionalities:

- Role- and permissions-based security model that determines the type and extent of changes that can be made.
- Automated confirmation messages alert the user that he is executing changes for n agents to prevent any accidental, wide-sweeping changes from being made.
- Audit Trail that tracks the details of any skill changes made, including who published the change, the agent(s) affected and the timestamp.
- Assign skills to or remove skills from single or multiple agents (for both Cisco** and Avaya).
- Assign agents to or remove agents from single or multiple skills (for both Cisco** and Avaya).
- Attribute assignments for single or multiple agents to be utilized by Precision Queue routing (Cisco platforms only).
- Complete flexibility to schedule any configuration of agents and skills, or a reset to the agents' default skill settings.

*Reskilling = both skill groups and Precision Queue attributes
**Compatible with Cisco UCCE/PCCE/UCCX 10.x and above

When used in combination with Aceyus Reporting, AAM enables frontline operational managers and business leaders to measure performance, directly manage customer service teams and infrastructure, and view the impact of these changes both historically and in real time. The contact center can reallocate its resources to meet its immediate service needs and have instant visibility into the impact of reskilling on customers' wait times.

Enterprise-level service environments are always in flux, and agent reskilling through AAM helps contact center operations managers pivot to meet their service requirements. By enabling faster, more informed decision making, Aceyus helps organizations deliver exceptional customer service.