|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Skills Based Routing Form for Service Catalog** | | | | | |
| **Agency Name** |  | | | | |
| **Department** |  | | | | |
| **Address** | |  | | | |
| **Contact Name** | |  | | | |
| **Contact Phone** | |  | | | |
| **Contact Email** | |  | | | |
|  | | | | | |
| **Skillset Based Routing** | **Basic**  **System**  **Requirements** | | # of Agents: |  | |
| # of Supervisors: |  | |
| # Calls/Per Day |  | |
| # of Skillsets |  | |
| Hours of Operation | | |  | |
| Toll Free Number or Numbers | | | Yes No | |
| Toll Free Number | | |  | |
| **Base Call Flow** | Do you have a Auto Attendant or IVR Front ending the calls? | | | Yes No | |
| Do you have a current Call Flow | | | Yes No | |
| Multiple Languages | | | Yes No | |
| Afterhours Greeting | | | Yes No | |
| Afterhours Greeting Voice Mail | | | Yes No | |
| **In “Queue” options** | Music | | | Yes No | |
| Announcements | | | Yes No | |
| # Required | | |  | |
| **Advanced Call Flow** | Voice Mail Option | | | Yes No | |
| Expected Wait Times | | | Yes No | |
| **Supervisor’s Reporting and Monitoring** | **Call Monitoring**  *(Observer)* | | Call Monitoring | | Yes No |
| **Real-time Displays** | | Real-time Displays | | Yes No |
| Custom Displays | | Yes No |
| **Reporting** | | Reporting | | Yes No |
| Custom Reports | | Yes No |
| **Training** | **Agents** | | Training | | Yes No |
| # of Agents to be trained | |  |
| **Supervisor’s** | | Training | | Yes No |
| Call Monitoring | | Yes No |
| Real-time Displays | | Yes No |
| Reporting | | Yes No |
| # of Supervisors to be trained | |  |