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| **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 |  |