

# WIM

General Business Rules	
3	If a Chat task is assigned to an agent, but agent is not responding, the chat task should be routed to the next available agent within 12 secs
4	If a chat task is in wait for more than X secs in a specific que and there is no one to take that chat, the system should check the availability of an agent in the another que and transfer that chat task, if an agent is in ready mode in the other que. If there is no one in ready mode in the other que, the chat task should remain in the original que in wait mode. This should work in a loop mode, means that the Que look up after X secs should trigger after intervals. The X time and other rules are given above.
5	If there is a chat task in waiting condition and cannot get jumped into another Que due to unavailability of an agent, this chat task should get disconnected after 15 mins. A message for apology should kick in and the chat task should get terminated after that. The 15 min timer should be configurable through admin.
10	The service level for chat is 80% of customers should be handled within 30 secs. This should be configurable through admin. The real time stats of service level should be available through real time reports and wallboard.
11	Any chat that breaches the service level should be treated as a breach of service level and should be marked as delayed. A basic dashboard for service level is given in this sheet for reference and this should be a part of the chat reports.
14	The system should support co-browsing. Unified WIM ensures that your online customers are connected easily and seamlessly to the right agent every time. It also provides powerful file-sharing capabilities which allows agents to easily share files residing on their desktop. Advanced co-browsing capabilities allow agents and the customers to fill out forms together, field by field, even highlighting specific areas of a form or web page for additional clarity. This should be tested on the customer product website (there is a form submitting option for new customer lead generation) and Myaccount option at the product website.

# EIM

Escalation & SLA Response Time			
Email Type			
Emails Product & Services Inquiry			
Email Complaints			
Email General			

The email type can be assigned to different set of agents

The auto reply turn around time should be 6 hours by default and should be configurable through the admin

Email type will be selected by the customer through the website and would be routed based on the skill g

There should be a review and send option between an agent and supervisor. (this is saying that there sh  
Supervisor can review the reply of an Agent before Agent sends out the message/email to the customer)



Comments



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Auto Reply

nin

group

ould be an option where