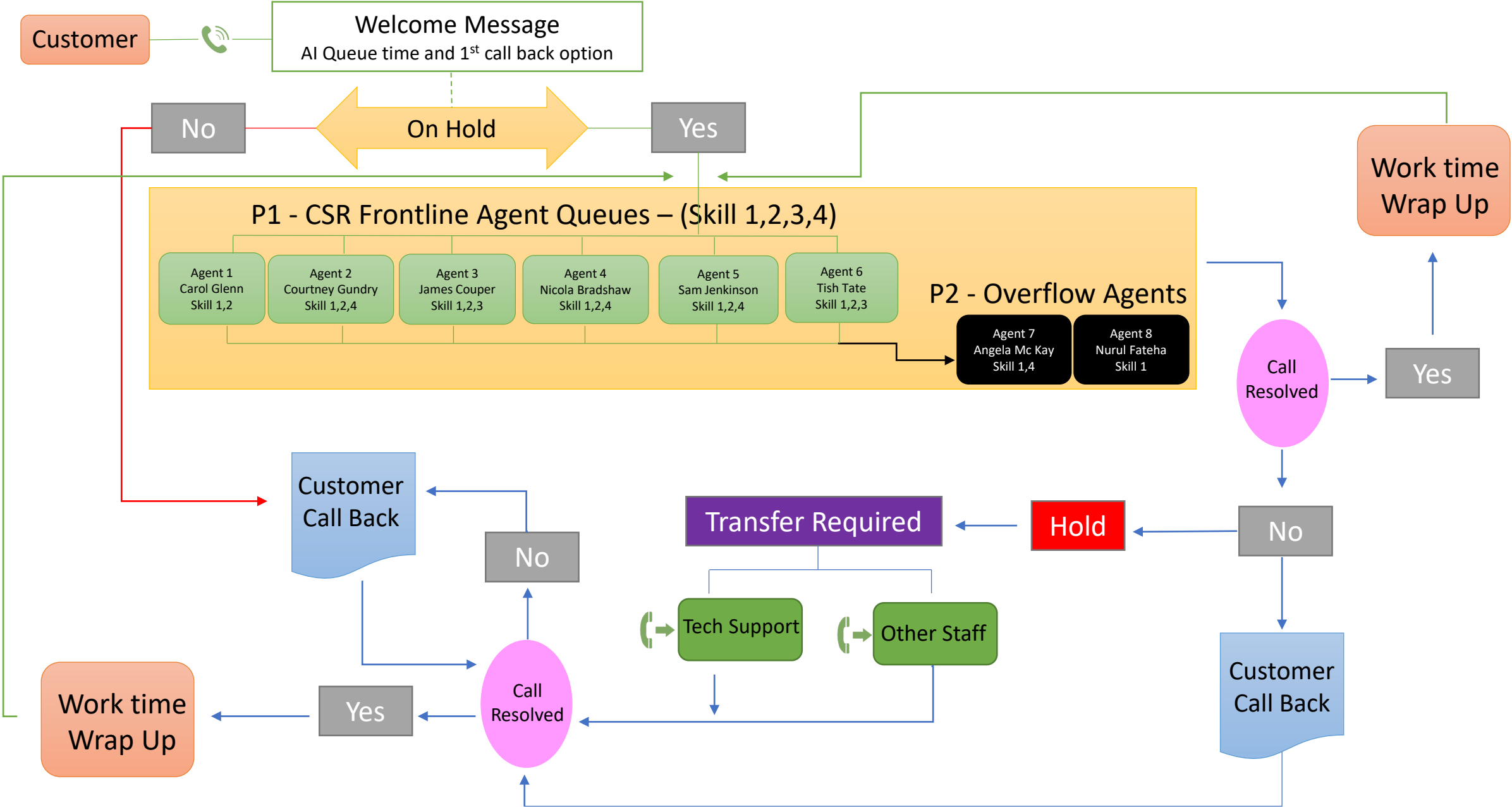
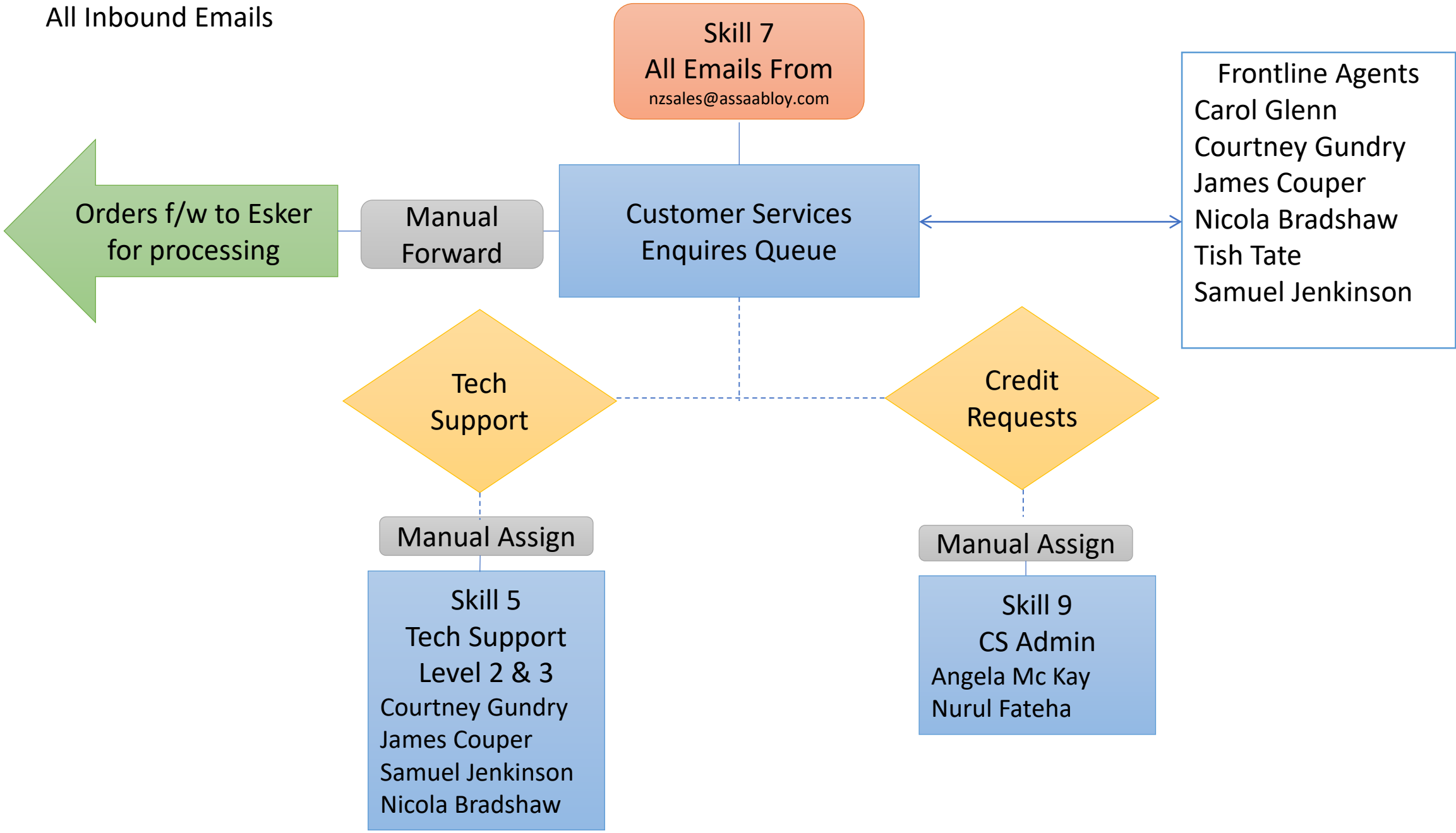


Inbound Call All (3/4) Queues



All Inbound Emails



Priorities

All Inbound Calls
Skill 1

Technical Level 1
Skill 2

ABLOY Queue
Skill 3

ALTUS/APL Queue
Skill 4

Technical Level 2 & 3
Skill 5

Web Chat
Skill 6

Email Enquires
Skill 7

Credits/Admin
Skill 8

Export C/S
Skill 9

Agent Skills Base

Angela McKay (Skill #1, #4, #7, #8, #9)

Carol Glenn (Skill #1, #2, #6, #7)

Courtney Gundry (Skill #1, #2, #4, #5, #6, #7)

James Couper (Skill #1, #2, #3, #5, #6, #7)

Nicola Bradshaw (Skill #1, #2, #4, #5, #7)

Nurul Fateha (Skill #1, #7, #8, #9)

Samuel Jenkinson (Skill #1, #2, #4, #5, #6, #7)

Tish Tate (Skill #1, #2, #3, #7, #8)