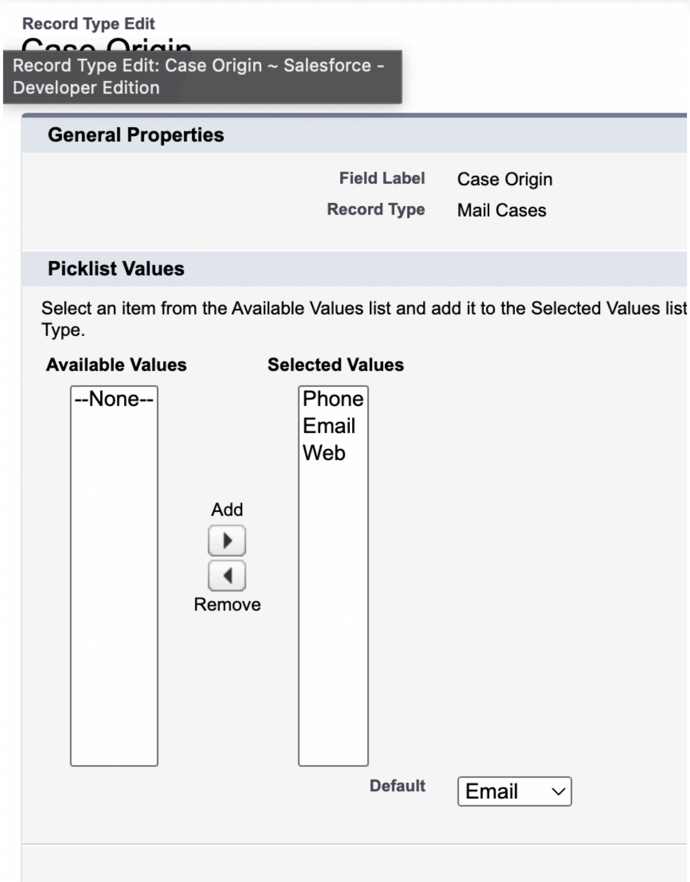
SERVICE CLOUD ASSIGNMENT - 2

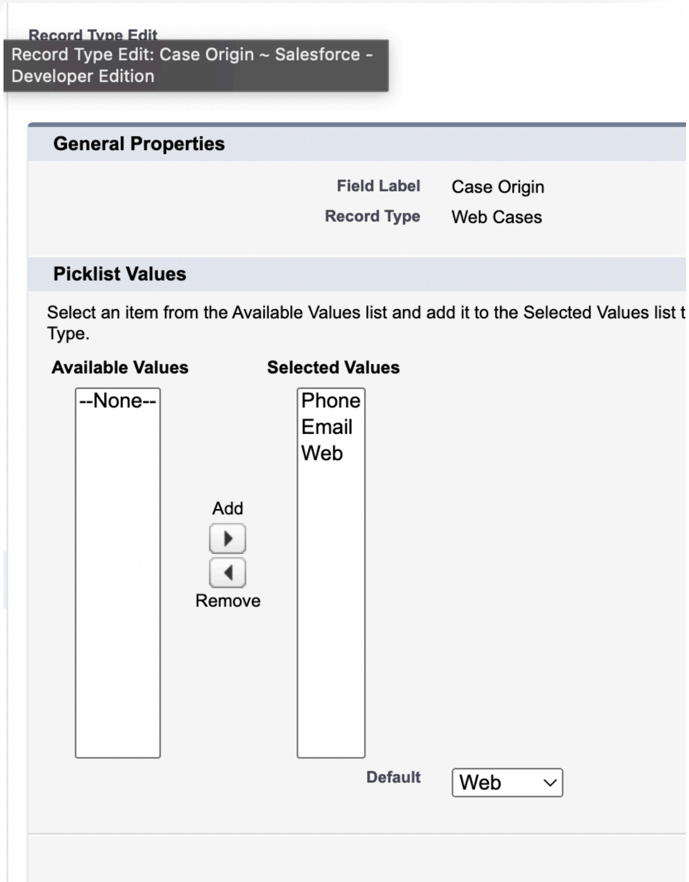
Task -1

* Created 1 Record types

Mail cases for Cases with origin as Mail. Picklist Origin value as EMAIL default.
Web cases for cases with origin as Web. Picklist Origin value as WEB default.

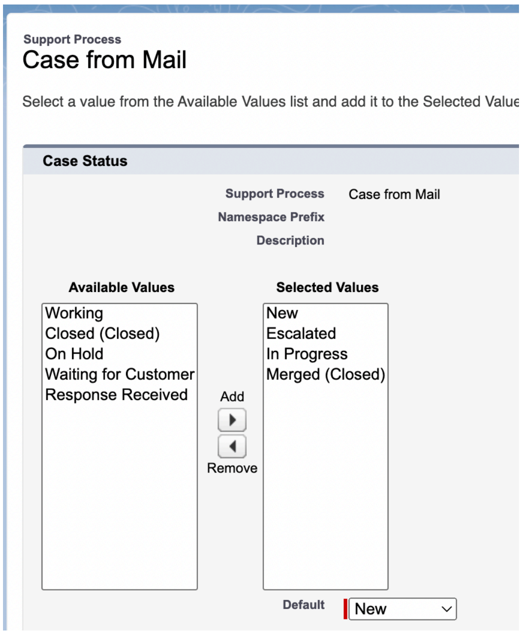
Mail Cases	✓	Piyush Dhaked, 9/19/2022, 9:07 AM
Web Cases	✓	Piyush Dhaked, 9/19/2022, 9:07 AM

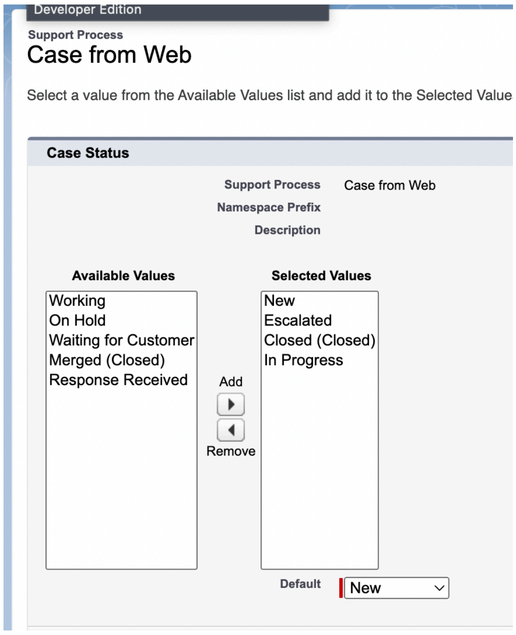




*Created 2 support Processes for Mail and Web cases and Path accordingly.

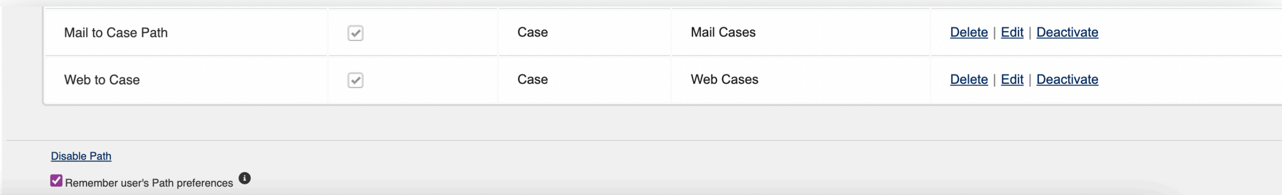
Edit | Del	Case from Mail	✓	Piyush Dhaked, 9/16/2022, 5:06 PM
Edit | Del	Case from Web	✓	Piyush Dhaked, 9/16/2022, 5:07 PM



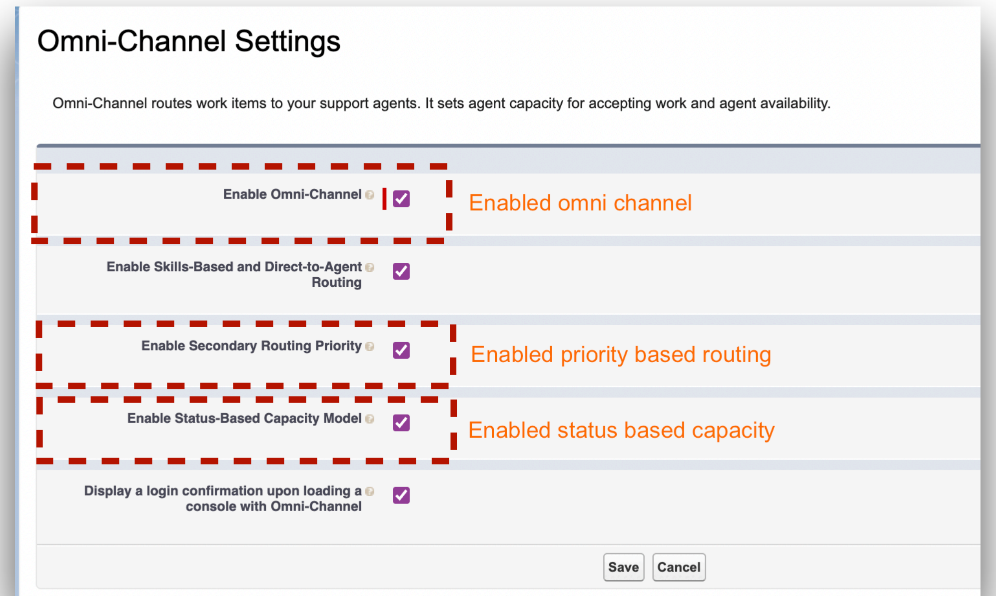


*Created 2 Lightning Record Page for Mail and Web origin cases by adding different path.

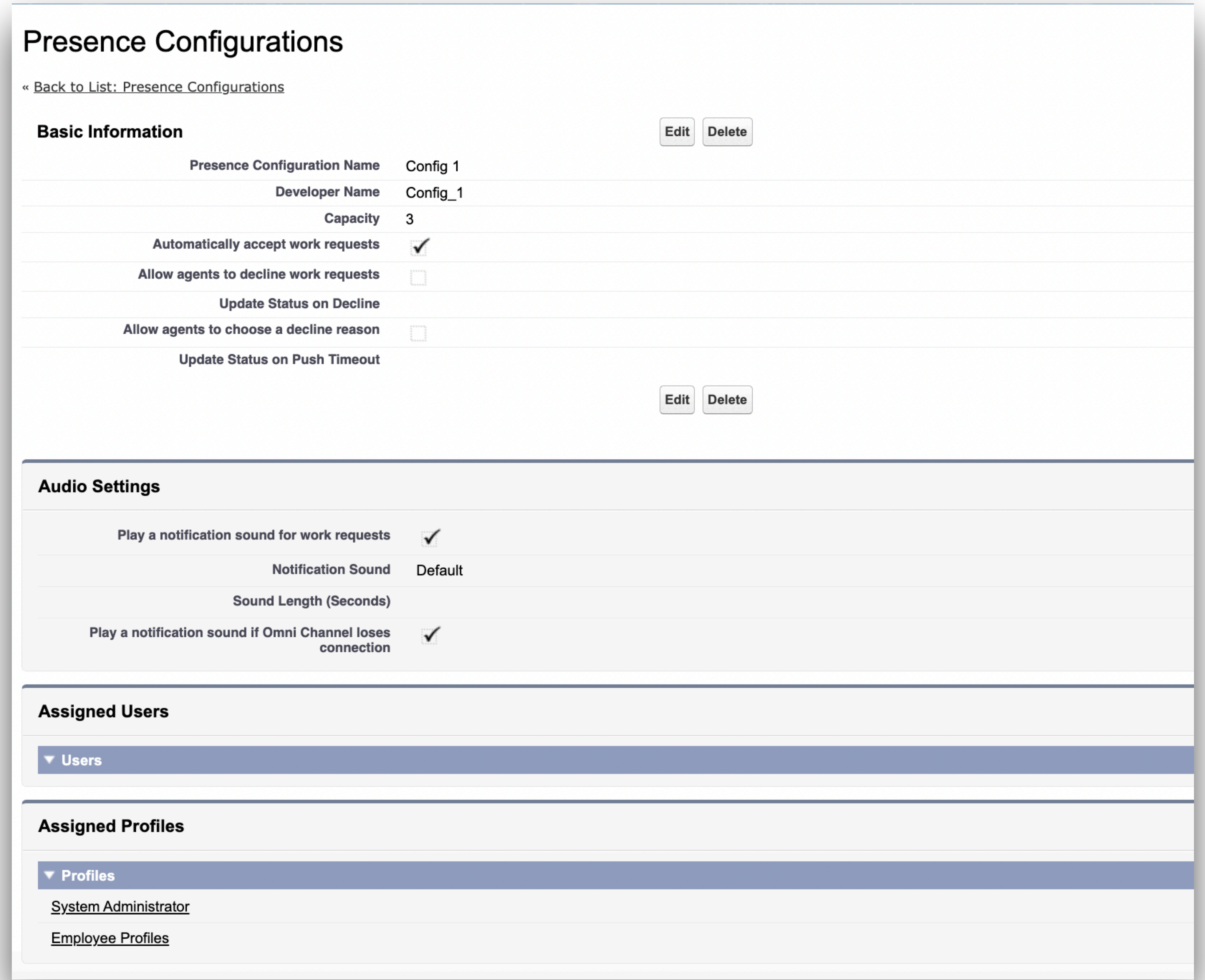
These paths are further added in respective lightning record page.



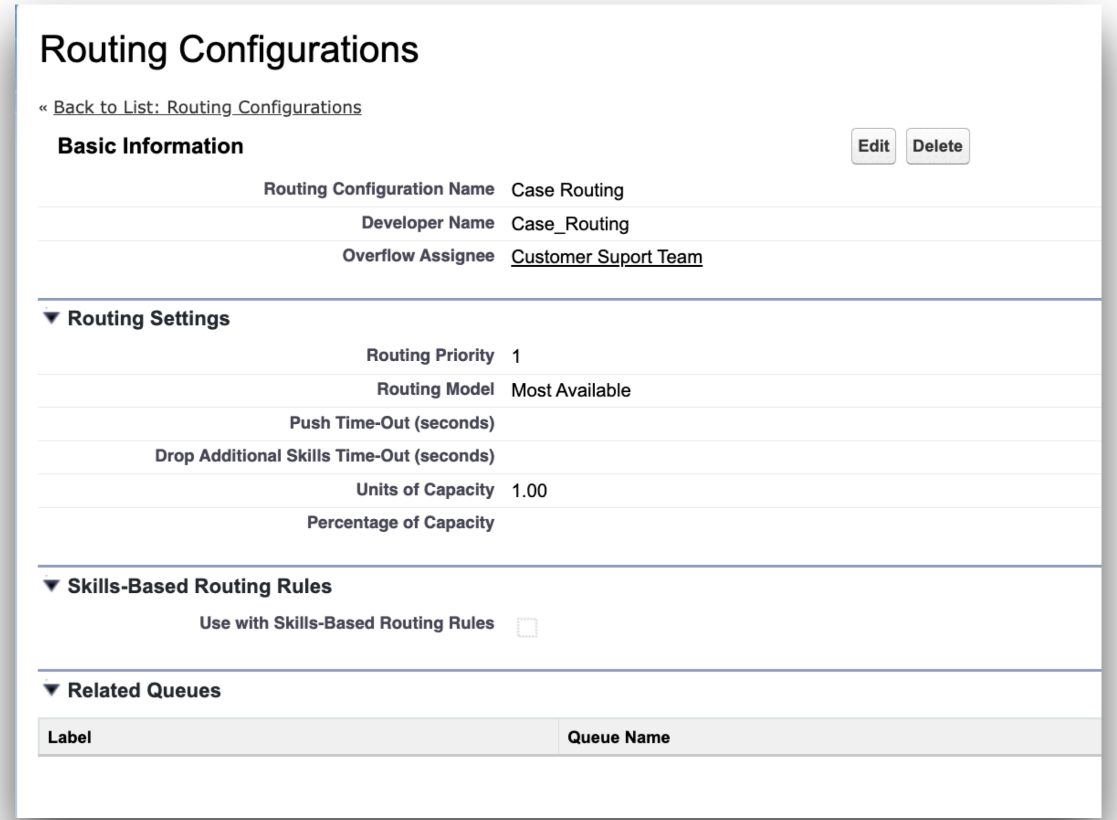
TASK - 2,3,4,



* Capacity of Agent and Presence Configurations -



Routing Configuration -



Routing Configurations

« Back to List: Routing Configurations

Basic Information Edit Delete

Routing Configuration Name	Case Routing
Developer Name	Case_Routing
Overflow Assignee	Customer Suport Team

Routing Settings

Routing Priority	1
Routing Model	Most Available
Push Time-Out (seconds)	
Drop Additional Skills Time-Out (seconds)	
Units of Capacity	1.00
Percentage of Capacity	

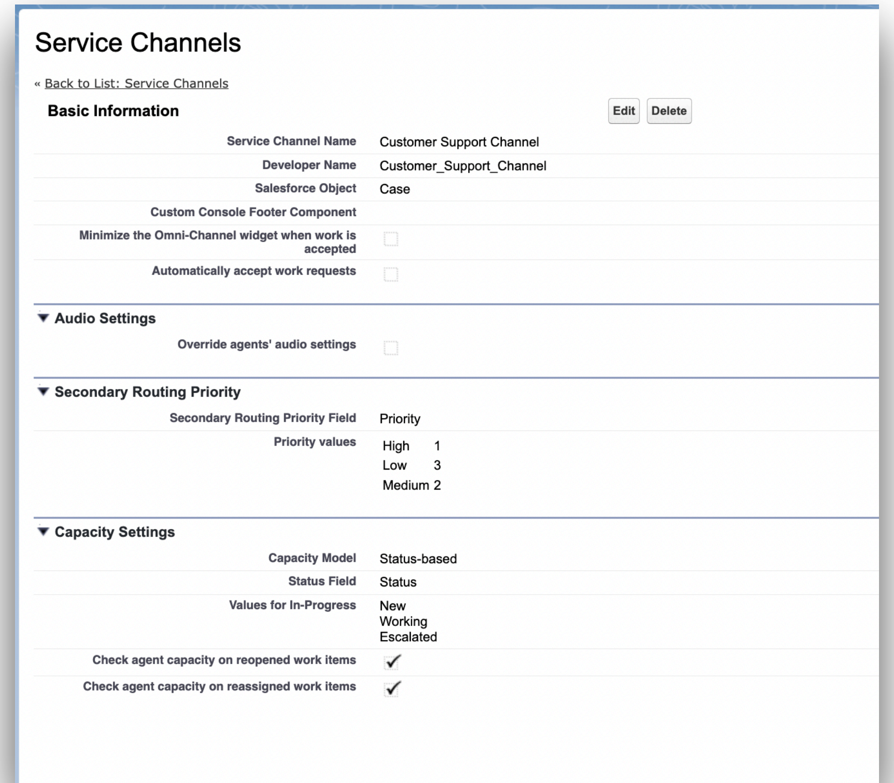
Skills-Based Routing Rules

Use with Skills-Based Routing Rules	☐

Related Queues

Label	Queue Name

* Service Channel settings -



Service Channels

« Back to List: Service Channels

Basic Information Edit Delete

Service Channel Name	Customer Support Channel
Developer Name	Customer_Support_Channel
Salesforce Object	Case
Custom Console Footer Component	
Minimize the Omni-Channel widget when work is accepted	☐
Automatically accept work requests	☐

Audio Settings

Override agents' audio settings	☐

Secondary Routing Priority

Secondary Routing Priority Field	Priority
Priority values	High 1 Low 3 Medium 2

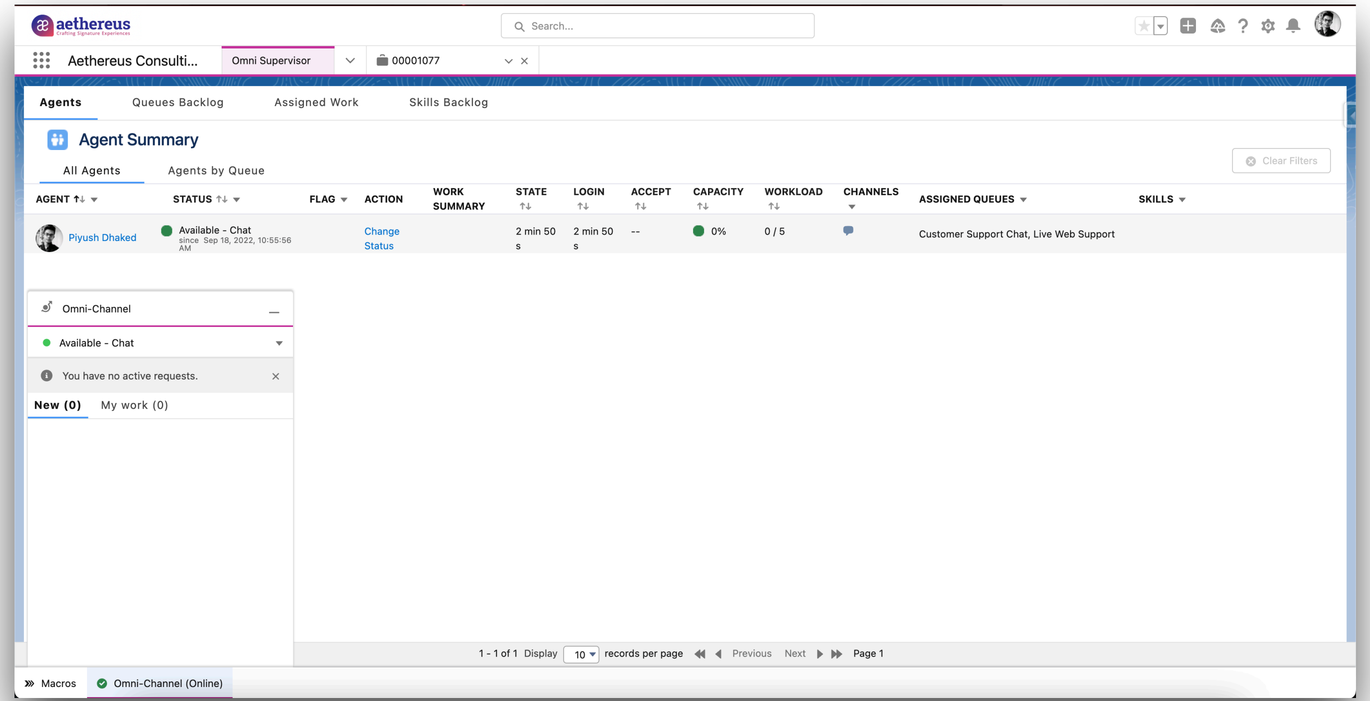
Capacity Settings

Capacity Model	Status-based
Status Field	Status
Values for In-Progress	New Working Escalated
Check agent capacity on reopened work items	✓
Check agent capacity on reassigned work items	✓

TASK - 5

Omni Supervisor -

Supervisors can check the health of their call-centre in real time using the Agents, Queues Backlog, Assigned Work, and Skills Backlog tabs in Omni Supervisor. It helps automatic routing of different kinds of work items (such as Leads and Cases) to agents.

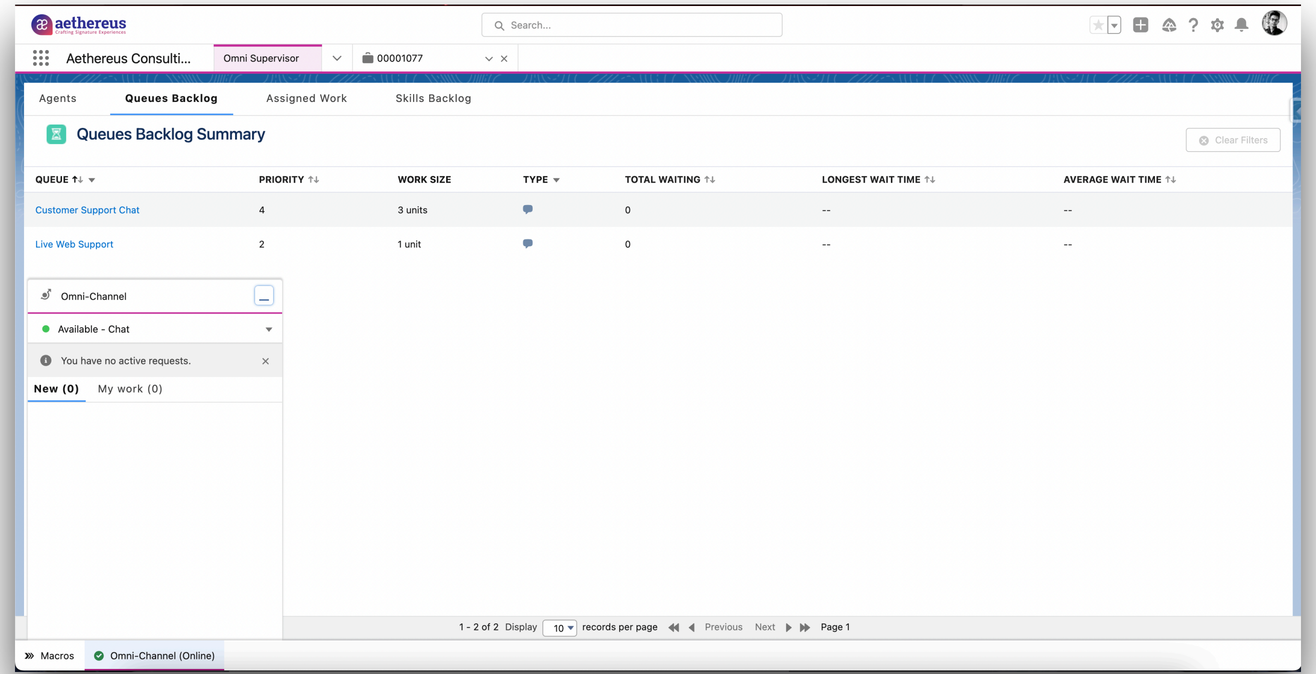


Omni Supervisor have these flooring tabs.

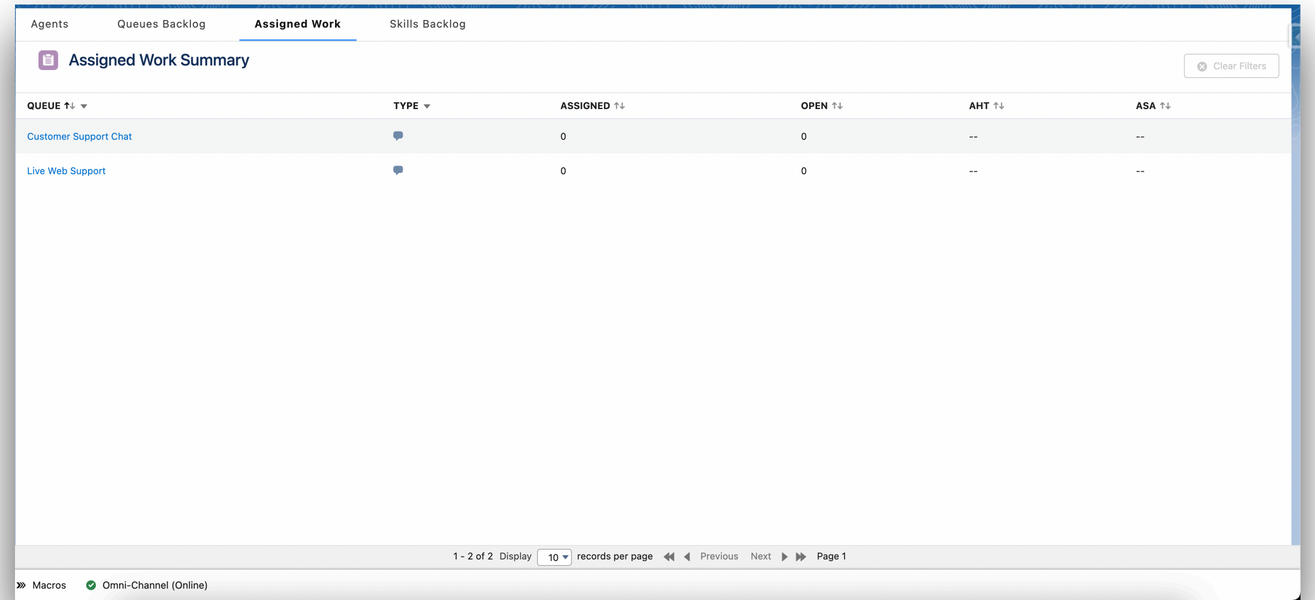
1) Agents - With this supervisor can check agent's all status in detail in real-time. Presence and chatting status, last online etc are shown in this tab. But only Online agents are shown here.

   -> There are further 2 tabs "**AGENTS**" & "**AGENTS by QUEUE**"

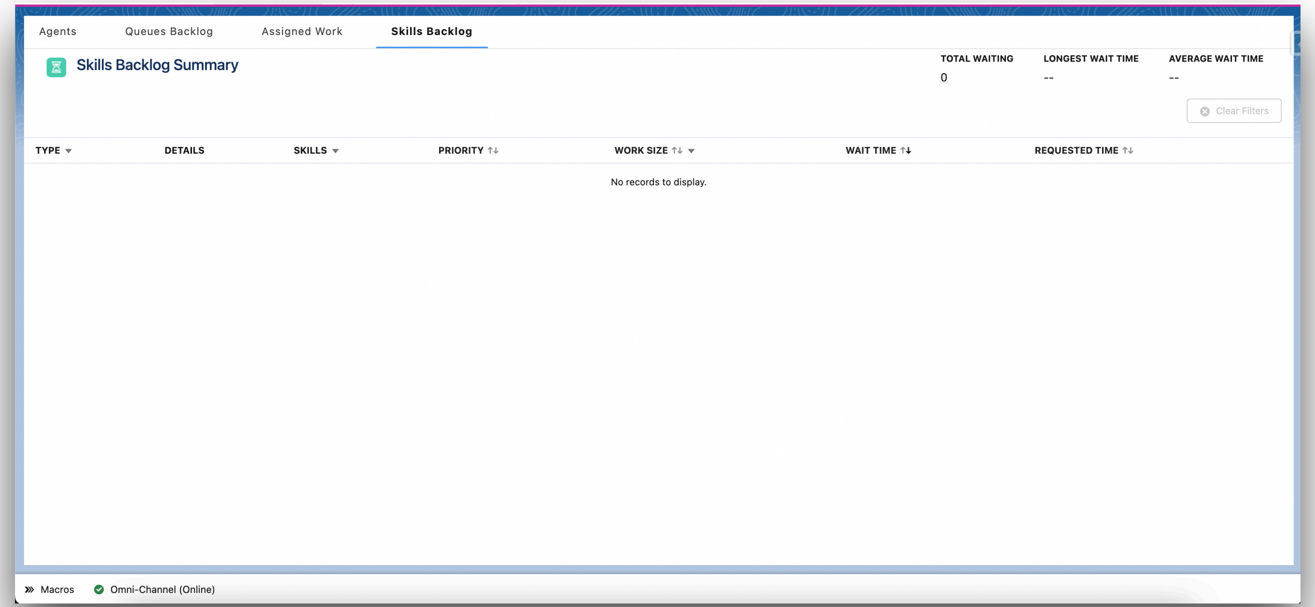
2) Queue Backlog - The Queues Backlog tab is shown if either queue-based routing or external routing for Omni-Channel is enabled in your org.



3) Assigned Work - We can assigned work summary view to get info about what type of work he is assigned into.



4) Skills Backlog - Provide information to supervisors of pending work items for skills-based routing of agent.



END OF ASSIGNMENT