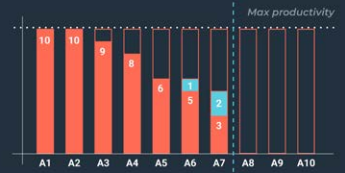**Call Distribution**

Skill-based Routing Call Distribution   Redistributed Calls

Save Workforce by Leveraging Skill-Based Routing

As a long-time contact center expert, Attila shares his knowledge and experiences in skill-based routing. This can help you keep your SLA high, without too much agent availability.

1. Inbound Call Volumes and Peak Periods

Contact center peak periods vary based on the time of day. The most common peak times include:

- The time between 9:30 and 11:30
- Lunch time
- After 15:00

This raises issues of overstaffing:

- Adding more agents between 8am and 4pm means that the mornings will be overstaffed and some of your agents will leave just as the afternoon peak period starts.
- Increasing the number of agents from 12:00 to 20:00 means that you will still experience overstaffing between 12:00 and 15:00, and after 18:00.

2. Skill-Based Routing

Overstaffing means bored and unproductive agents. Skill-based routing is a possible solution to this issue. Skill-based routing is a call-assignment strategy used in contact centers to assign incoming calls to the most suitable agent, instead of simply choosing the next available agent. With call-centers handling a large variety of calls, this is especially important.

- Today, modern contact center software allows agents to log into *several* queues or campaigns at the same time.
- This means that when the call volume is low in **one queue**, instead of sitting and waiting, agents can handle calls from **different** queues.
- All calls are answered in time with skill-based routing by agents with the highest skill level related to the caller's question.

3. Save Workforce With Skill-Based Routing

Skill-based routing means that agents are ranked based on their skill sets. This allows you to:

- Manage an optimized workforce with an effective distribution: calls are handled by agents who are able to manage them, without any idle time.
- Save a large percent of our workforce, while keeping SLA high.
- Assign extra workforce to back office activities, or enlist agents in training sessions for call handling.

4. Other Blended Activities

Unexpected peaks can also be handled by letting agents log into *secondary inbound campaigns*, besides their primary outbound campaign. We call this an *internal inbound overflow*, which helps keep your SLA levels high in the case of an unexpected peak.

When using this method, make sure to:
- Not jeopardise your outbound capacities with too many overflow calls.
- Use highly skilled agents.
- Closely monitor the campaigns.

Call blending is another solution to blend your inbound calls with different campaigns. It's commonly used by outsourced contact centers to handle different campaigns with low call volumes. Call blending is an effective method for handling a number of campaigns with the same workforce.

When using this method, make sure to:
- Closely monitor your agents.
- Use a highly-skilled workforce.