

Our Resourcing Agent REG manages manual work queues and allocates work to agents to ensure that enquiries reach the right agent with the right skills at the right time.

Lokulus uses Artificial Intelligence and Robotic Process Automation to manage customer interactions. REG is one of three bots involved in this process.

When FLO allocates work to a manual outcome in a workflow, REG takes the work and prioritises it in an appropriate queue. REG then allocates it to a suitably skilled agent, following a work allocation algorithm. When the agent has finished working on the enquiry, REG passes it back to FLO. See the *FLO* fact sheet.



Work Allocation

REG smartly balances many competing factors to decide which item of work to pop next to which available agent. It orchestrates automatic processing and allocates manual work from a universal queue. Designed to help you manage work effectively and efficiently, REG's allocation mechanism is highly configurable.

Universal Queue

The universal queue is comprised of many individual work queues, one for each manual step in an actioning workflow. For example, you could have a queue of inbound order delivery enquiries waiting to be answered. Each queue has its own target SLA and relative queue priority. Managing all work through a single universal queue system reduces the risk of sub-optimal processing from conflicting priorities.

CCC Combination

Each piece of work has a company, category, and channel, abbreviated to the CCC combination. The company is found in enrichment, the category defined by CAL, and the channel is recognised from its gateway. REG uses this CCC combination to send the work into the right queue and, after, to the right agent.



Influencing Factors

When an agent completes one task, they are popped the next. This is according to the agent's work skills, SLA targets and several options you can configure to manage how work is allocated:

- Define how many consecutive items of the same type agents can receive before getting work from a different queue.
- Spread work amongst available agents, even in quiet periods, using a load balancing algorithm.
- Ensure agents are sent further interactions for customers or cases they have already dealt with, for consistency and quality.
- Give agents the power to lock their enquiries at customer or case level to prevent further messages going to a different agent.

SLAs

A service-level agreement (SLA) defines the level of service you expect. A target SLA is set for each CCC combination defining the target time by which work should be offered to an agent. If your priorities change, we can increase the SLA weighting of a CCC combination temporarily.

When processing the queue, REG will consider:

- The size of each queue.
- The number of agents currently online who can process such items.
- Expected time taken for each item, versus the SLA target.

Though it is constantly changing, REG uses this information to determine which queue is most urgent, specifically, nearest to an SLA breach. REG will aim to allocate the oldest item in this "most urgent" queue. If there are ever not enough agents available to handle the queue before the possible SLA breach, work can be allocated to secondary resources.

SLA Performance Reporting

Several standard reports monitor historic and current SLA performance. For example, one report shows the number of open enquiries which have exceeded a certain percentage of their SLA target. See the *Reporting* fact sheet.

