

The callform

Information about the caller and the request is gathered when the caller completes and submits a callform via the Web.



The Input Map

A map file on the Collaboration Server maps variables from the callform to variables that can be sent to the ICM central controller. These variables determine which ICM routing script will be run and provide information the script can use to determine the most appropriate resource.



The ICM Routing Script

The Routing script evaluates resources throughout the enterprise and uses information from the Web Request to determine the best agent to handle the call. The ICM Routing Script sends a response back to the MR-PG, which forwards it to the Collaboration Server via the Firewall Gateway.



The Output Map (Optional)

A map file on the Collaboration Server maps variables from the ICM Script to variables that can be stored in the Collaboration database.



Agent/Skill Group Selection

The Collaboration Server receives a response from the ICM routing script. This response identifies either an agent ID or a label. The Collaboration Server examines the response by the ICM script and places the correct agent in session with the caller.

Inbound Call Center Sample Script

Hussin A.Rothana

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the author's name.

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