**Gas You Like**

Entry Points – 4

Queues – 3

Routing Strategies – 4 global (AM Closed, PM Closed, Weekend Closed, M-F open)

Flows – 5 ( Sales, Support, Accounts, FreeNumber (Menu), Closed)

Sites – 3 (A, B, C)

Teams – 9 (Sales-A, Sales-B, Sales-C, Support-A, Support-B, Support-C, Accounts-A, …)

Supervisor Profiles – 9 (Site A-Sales, Site-A-Support, etc.)

Agent profile – 3 (Sales, Support, Accounts)

Multimedia Profile – 1

User Accounts – 181 (standard), 9 (premium) (supervisors are counted in the agents)

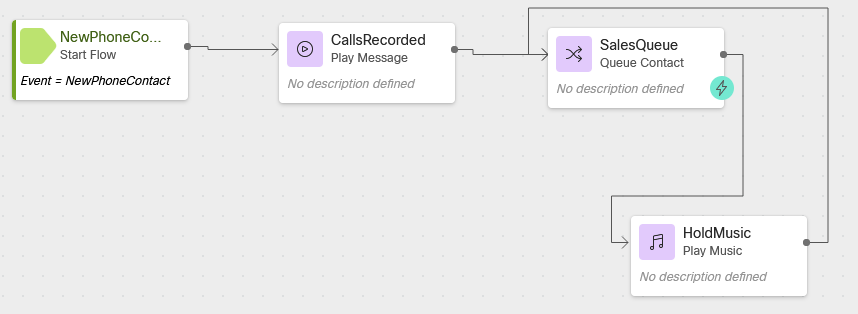
**Routing Strategies**

Mon-Fri: 00:00 -> 09:00 (Closed)

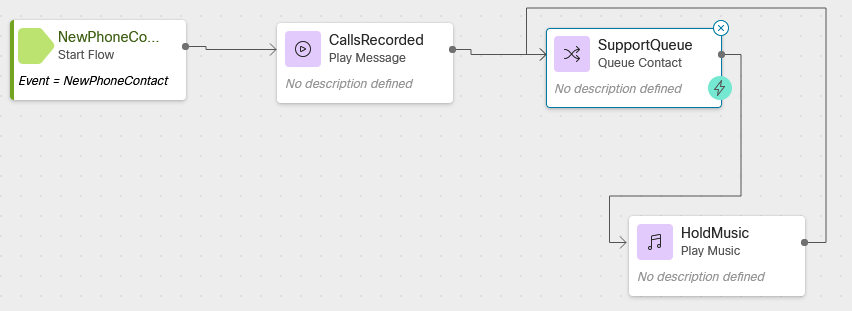
Mon-Fri: 09:00 -> 16:40 (Open)

Mon-Fri: 16:40 -> 24:00 (Closed)

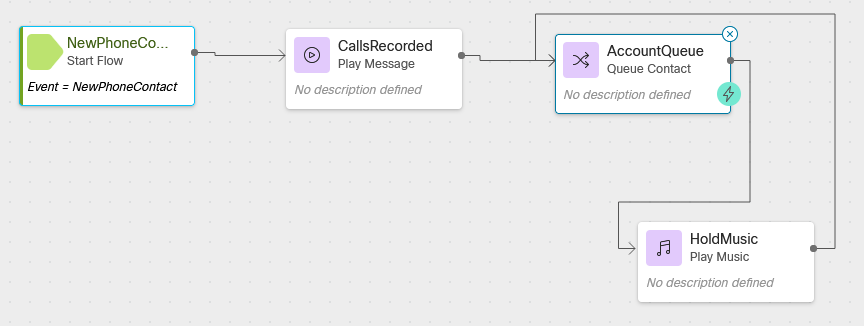
Sat/Sun: 00:00 -> 24:00 (Closed)

Sales Flow

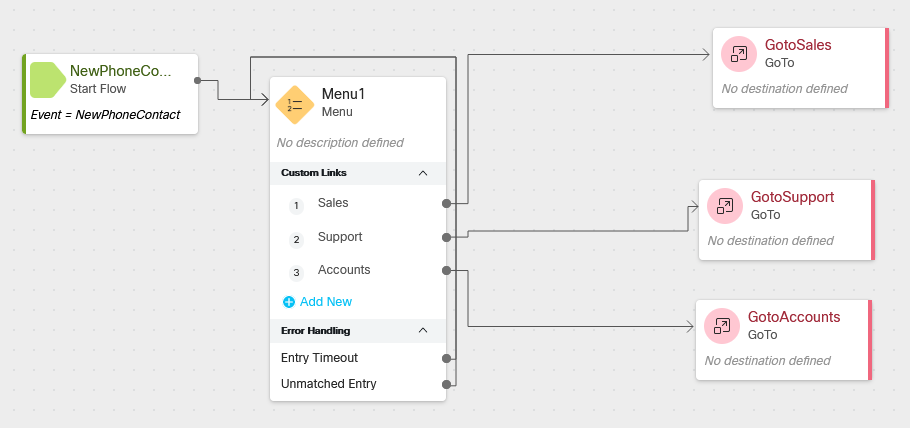
SupportQueue



AccountQueue



FreeNumber



ClosedFlow

