



# Billy Joe Real Estate Solution

# Required to be Created

- Entry Points - 1
- Queues - 5
- EP Routing Strategies – 3
- Flows - 2
- Sites - 1
- Agent Teams – 4 + Cap Team - 1
- Supervisor Profiles - 0
- Agent Profile - 1
- Multimedia Profile – 1 voice
- User Accounts – ??? (standard)

DDI

EP AA

1. RS – 0900 – 1730 M-F
2. Flow - 1

1. RS – 1730 – 0900 M-F
2. Flow - 2

1. RS – 24hrs Sat/Sun
2. Flow - 2

Q Gen

1. RS – 24hrs
2. Routing Longest Idle
3. Team General

Q Billing

1. RS – 24hrs
2. Routing Longest Idle
3. Team Bill

Q Estate

1. RS – 24hrs
2. Routing Longest Idle
3. Team Est

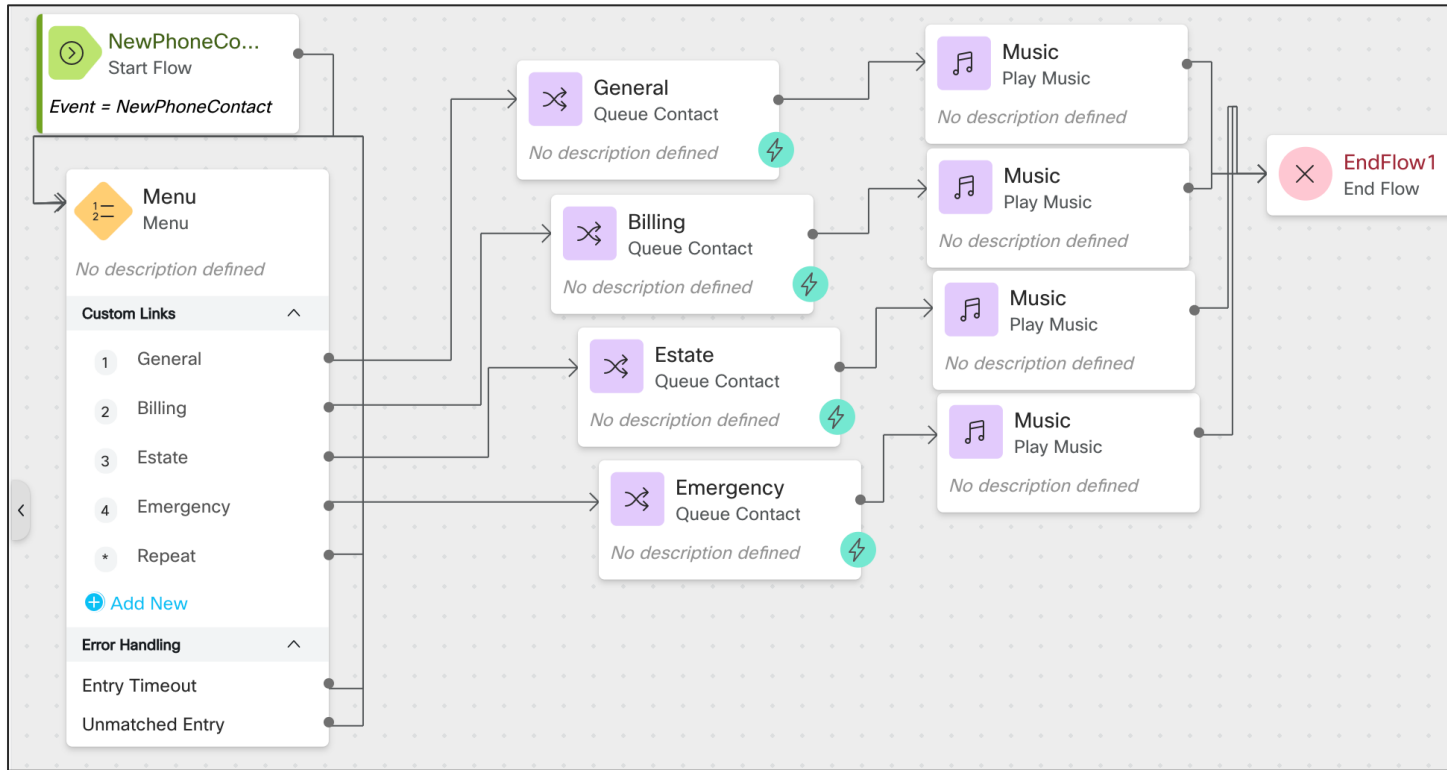
Q Emer

1. Routing Longest Idle
2. Team Emer

Q Emer  
Night / WK

1. Routing Longest Idle
2. Team Emer CAPCITY

# Flow – 1



# Flow – 2

