Set Up Omni-Channel

Salesforce, Winter ‘16

@salesforcedocs
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Omni-Channel is a comprehensive customer service solution that lets your call center route any type of incoming work item—including cases, chats, phone calls, or leads—to the most qualified, available agents in your organization. Omni-Channel integrates seamlessly into the Salesforce console.

Omni-Channel is a flexible, customizable feature, and you can configure it declaratively—that is, without writing code. Use Omni-Channel to manage the priority of work items, which makes it a cinch to route important work items to agents quickly. Manage your agents’ capacity to take on work items so that they’re given only the number of assignments that they can handle. You can also define which agents can work on different types of assignments. For example, you can create one group of agents to respond to leads and sales inquiries, and another group that helps customers with support questions.

Best of all, Omni-Channel routes all these assignments to the correct agents automatically. Agents no longer have to pick and choose work assignments manually from a queue, which saves everyone in your call center time, effort, and brainpower. Because it’s easier for agents to work on their assignments, they can assist your customers faster and more effectively and close assignments more quickly.

Let’s get started!

IN THIS SECTION:

1. Enable Omni-Channel
   Enable Omni-Channel to gain access to the objects that you’ll need to set up the feature in your organization.

2. Create Service Channels
   Service channels let you turn nearly any Salesforce object such as a case, lead, SOS session, or even a custom object into a work record. Omni-Channel then plucks these work items from their queues like flowers from the garden of agent productivity and routes them to your agents in real time.

3. Create Routing Configurations
   Routing configurations determine how work items are routed to agents. Use them to prioritize the relative importance and size of work items from your queues. That way, the most important work items are handled accordingly, and work is evenly distributed to your agents. To start routing work items to agents, create routing configurations and assign them to queues.

4. Associate Routing Configurations and Agents with Queues
   Queues are a classic element of Salesforce that help your teams manage leads, cases, and custom objects. Omni-Channel supercharges your queues to be able to route work items to your agents in real time. Agents don’t have to select work items manually from queues because Omni-Channel routes work items to agents automatically and in real time!

5. Create Presence Configurations
   Let’s focus on agents for a minute. Presence configurations determine how much work agents can take on and what Omni-Channel behaviors they can access while they assist customers. Your organization can have multiple configurations for different groups of agents who support different channels.

6. Create Presence Statuses
   Presence statuses indicate whether an agent is online and available to receive incoming work items, or whether the agent is away or offline.
7. **Give Users Access to Presence Statuses with Permission Sets**
   Presence statuses indicate whether an agent is online and available to receive incoming work items, or whether the agent is away or offline. After you create presence statuses, make them available to agents who are assigned to certain permission sets.

8. **Give Users Access to Presence Statuses with Profiles**
   Presence statuses indicate whether an agent is online and available to receive incoming work items, or whether the agent is away or offline. After you create presence statuses, make them available to agents who are assigned to certain profiles.

9. **Add the Omni-Channel Widget to the Salesforce Console**
   After you get Omni-Channel all set up for your organization, it's time to add the Omni-Channel widget to the Salesforce console so that your agents can start receiving work.

10. **Control Visible Work Item Details in the Omni-Channel Widget with Compact Layouts**
    Ever wanted to customize the information that your agents see when they get a new work item in the Omni-Channel widget? You can! Just customize primary compact layout for that work item’s object.

11. **Test It Out!**
    Now that you’ve got Omni-Channel set up and enabled, test your implementation to make sure it’s working correctly.

12. **Enabling Omni-Channel with Your Existing Live Agent Implementation**
    So you’ve decided to take your customer service to the next level with Live Agent. That’s great! If you’re already supporting your customers with Live Agent chat, there are a few things you need to know before you start managing chat traffic with Live Agent in Omni-Channel.

13. **Updating from the Omni-Channel Pilot to Omni-Channel GA with Your Live Agent Implementation**
    Does your organization use the Omni-Channel pilot to route chats from Live Agent? As you probably know, Omni-Channel is now generally available. We’ve changed the way Omni-Channel and Live Agent work together that streamline your implementation process. You should know a few details about these changes beforehand to make sure your update goes off without a hitch.

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**Enable Omni-Channel**

Enable Omni-Channel to gain access to the objects that you’ll need to set up the feature in your organization.

1. From Setup, enter **Omni-Channel Settings** in the Quick Find box, then select **Omni-Channel Settings**.
2. Select **Enable Omni-Channel**.
3. Click **Save**.
Create Service Channels

Service channels let you turn nearly any Salesforce object such as a case, lead, SOS session, or even a custom object into a work record. Omni-Channel then plucks these work items from their queues like flowers from the garden of agent productivity and routes them to your agents in real time.

Service channels let you manage sources of work and their priority compared to other work items. After you create service channels, you’ll associate them with queues, which determine how work items are routed to your agents. You can create service channels for support channels, such as cases or SOS calls, or for sales channels, such as leads.

1. In Setup, enter Service Channels in the Quick Find box, select Service Channels, then click New.
2. Specify the settings for your service channel.
3. Click Save.

IN THIS SECTION:

Service Channel Settings
Customize your service channel settings to define how your organization receives work from various sources, such as chat, email, SOS calls, or social channels.

Supported Objects for Omni-Channel
Omni-Channel turbocharges your agents’ productivity by assigning records to them in real time. But which objects and records does Omni-Channel support?

Service Channel Settings

Customize your service channel settings to define how your organization receives work from various sources, such as chat, email, SOS calls, or social channels.

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Channel Name</td>
<td>Names the service channel. This service channel name, or a version of it, automatically becomes the API Name.</td>
</tr>
<tr>
<td>API Name</td>
<td>Sets the API name for the service channel.</td>
</tr>
<tr>
<td>Related Object Type</td>
<td>The type of record that’s associated with this service channel. For example, if you have a service channel for Web cases set the Related Object Type to Case. For a complete list of objects that service channels support, see Supported Objects for Omni-Channel.</td>
</tr>
<tr>
<td>Work Item Component</td>
<td>(Optional) Opens the specified custom console footer component when an agent accepts a work item.</td>
</tr>
</tbody>
</table>
### Supported Objects for Omni-Channel

Omni-Channel turbocharges your agents’ productivity by assigning records to them in real time. But which objects and records does Omni-Channel support?

Omni-Channel currently supports routing for the following objects and records.

- Cases
- Chats
- SOS video calls
- Knowledge articles
- Social posts
- Orders
- Leads
- Custom objects

### Create Routing Configurations

Routing configurations determine how work items are routed to agents. Use them to prioritize the relative importance and size of work items from your queues. That way, the most important work items are handled accordingly, and work is evenly distributed to your agents. To start routing work items to agents, create routing configurations and assign them to queues.

Create a routing configuration for each service channel in your organization. After you create routing configurations, associate them with queues so your agents can receive work after we get Omni-Channel set up.

1. In Setup, enter **Routing** in the Quick Find box, select **Routing Configurations**, then click **New**.
2. Specify the settings for your routing configuration.
3. Click **Save**.

### IN THIS SECTION:

- **Routing Configuration Settings**
  Customize your routing configuration settings to define how work items are pushed to agents.
- **Omni-Channel Routing Model Options**
  Routing model options in Omni-Channel let you specify how incoming work items are directed to agents.
Routing Configuration Settings

Customize your routing configuration settings to define how work items are pushed to agents.

**Basic Information**

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routing Configuration Name</td>
<td>Names the service routing configuration. This routing configuration name, or a version of it, automatically becomes the Developer Name.</td>
</tr>
<tr>
<td>Developer Name</td>
<td>Sets the API name for the service channel.</td>
</tr>
</tbody>
</table>

**Routing Settings**

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
</table>
| Routing Priority | The order in which work items from the queue that is associated with this routing configuration are routed to agents. Objects in queues that have a lower number are routed to agents first.  
For example, if you set the priority for highly qualified leads to 1 and the priority for less qualified leads to 2, highly qualified leads are routed and assigned to agents before less qualified leads.  
On the backend, we identify agents with available capacity, then we assign work to them based on the following, in order:  
1. The priority of the queue that the work item came from  
2. The amount of time that the work item has been waiting in the queue  
3. Members of the queue who are available to receive new work items from the queue  
When the work item is assigned to an agent, the owner of the object changes from the queue to the agent. If an agent declines the work item, we reassign it back to the queue with its original age so that it can be properly rerouted. |
| Routing Model      | Determines how incoming work items are routed to agents who are assigned to the configuration's service channel. |
Work Item Capacity

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity Weight</td>
<td>Indicates the amount of an agent’s overall capacity that’s consumed when the agent is assigned a work item from queues that are associated with this configuration. The Capacity setting in the presence configuration the agent is assigned to determines the agent’s overall capacity. When the agent is assigned a work item from the queue that’s associated with this configuration, the Capacity Weight is subtracted from the agent’s overall capacity. Agents can be assigned work items until their overall capacity reaches 0. You can select a Capacity Weight or a Capacity Percentage, but not both.</td>
</tr>
<tr>
<td>Capacity Percentage</td>
<td>The percentage of an agent’s overall capacity that’s consumed when the agent is assigned a work item from queues that are associated with this configuration. The agent’s overall capacity is determined by the Capacity setting in the presence configuration that the agent is assigned to. When the agent is assigned a work item from the queue that’s associated with this configuration, the Capacity Percentage is deducted from the agent’s overall capacity until the agent has 0% capacity remaining. You can select a Capacity Weight or a Capacity Percentage, but not both.</td>
</tr>
</tbody>
</table>

Omni-Channel Routing Model Options

Routing model options in Omni-Channel let you specify how incoming work items are directed to agents.

In Omni-Channel, work items are automatically routed or “pushed” to agents who are assigned to the appropriate queue.

<table>
<thead>
<tr>
<th>Routing Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Active</td>
<td>Incoming work items are routed to the agent who’s working on the fewest open work items. For example, if Agent A has an overall capacity of 10, and Agent B has an overall capacity of 3, and Agent A has 3 active work items while Agent B has 1 active work item, incoming work items will be routed to Agent A. The agent’s overall capacity is determined by which</td>
</tr>
</tbody>
</table>
Routing Option | Description
--- | ---
Most Available | presence configuration that agent is assigned to.

Incoming work items are routed to the agent with the greatest difference between work item capacity and open work items. For example, if Agent A and Agent B each have an overall capacity of 5, and Agent A has 3 active work items while Agent B has 1, incoming work items will be routed to Agent B. The agent’s overall capacity is determined by which presence configuration that agent is assigned to.

## Associate Routing Configurations and Agents with Queues

Queues are a classic element of Salesforce that help your teams manage leads, cases, and custom objects. Omni-Channel supercharges your queues to be able to route work items to your agents in real time. Agents don’t have to select work items manually from queues because Omni-Channel routes work items to agents automatically and in real time!

The work items in the queue are assigned the priority that you specified in the routing configuration that you created earlier. If your organization already uses them, you can reuse queues that are available in your organization. That way, you can route work items in real time to the agents who are assigned to those queues.

If your organization doesn’t use queues, create at least one to integrate with Omni-Channel. You can also create multiple queues to handle the different types of work items. For example, you might create one queue for incoming cases and another queue for incoming leads.

For routing to work correctly, assign each of your agents to the queue from which they are receiving work items.

For more information about queues, see “Queues Overview” in the Salesforce Help.

1. In Setup, enter Queues in the Quick Find box, then select Queues.
2. Create a queue or edit an existing one.
3. In the Routing Configuration field, look up the routing configuration that you want to associate with the queue.
4. In the Queue Members section, add agents to the Selected Users field.
   
   These agents will receive work items from this queue.
5. Click Save.

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**EDITIONS**

Available in: Salesforce Classic

Omni-Channel is available in: Enterprise, Performance, Unlimited, and Developer Editions

**USER PERMISSIONS**

To set up Omni-Channel:

- “Customize Application”
Create Presence Configurations

Let’s focus on agents for a minute. Presence configurations determine how much work agents can take on and what Omni-Channel behaviors they can access while they assist customers. Your organization can have multiple configurations for different groups of agents who support different channels.

When you enable Omni-Channel in your organization, Salesforce creates a presence configuration for you, called the Default Presence Configuration. All your agents are assigned to that configuration automatically. However, you can create a presence configuration and assign individual agents to it to customize Omni-Channel settings for a subset of your agents. If you reassign agents to a custom presence configuration, they’re excluded from the Default Presence Configuration.

1. In Setup, enter Presence in the Quick Find box, select Presence Configurations, then click New.
2. Choose the settings for your presence configuration.
3. Click Save.

IN THIS SECTION:
Presence Configuration Settings
Customize your presence configuration settings to define the Omni-Channel settings that are assigned to agents.

Presence Configuration Settings
Customize your presence configuration settings to define the Omni-Channel settings that are assigned to agents.

Basic Information
These settings configure the basic functionality that’s available to agents when they’re signed in to Omni-Channel.

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presence Configuration Name</td>
<td>Names the presence configuration.</td>
</tr>
</tbody>
</table>

This configuration name, or a version of it, automatically becomes the Developer Name.

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developer Name</td>
<td>Sets the API name for the configuration.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity</td>
<td>Determines the agent’s maximum capacity for work. The size of the work item that you specified in the routing configuration consumes the agent’s capacity.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatically Accept Requests</td>
<td>Automatically accepts work assignments that are pushed to an agent. These work items open automatically in the agent’s workspace, so the</td>
</tr>
</tbody>
</table>
### What It Does

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>agent doesn’t have to accept these work items manually from the Omni-Channel footer widget.</td>
<td>If Allow Agents to Decline Requests is enabled, you can’t use this setting.</td>
</tr>
<tr>
<td><strong>Allow Agents to Decline Requests</strong></td>
<td>Allows agents to decline incoming work items.</td>
</tr>
<tr>
<td></td>
<td>If Automatically Accept Requests is enabled, agents can’t decline requests.</td>
</tr>
<tr>
<td><strong>Update Status on Decline</strong></td>
<td>Automatically changes the agent’s status to the status that you specify when the agent declines a work item.</td>
</tr>
<tr>
<td></td>
<td>This setting is available only if Allow Agents to Decline Requests is enabled.</td>
</tr>
</tbody>
</table>

### Assign Users

Assign eligible users to the configuration to give them access to Omni-Channel functionality. Later, you’ll see that you can also assign profiles to a configuration. If a user is assigned a configuration at the profile and user levels, the user-level configuration overrides the configuration that’s assigned to the user’s profile.

**Warning:** Users can be assigned to only one presence configuration at a time. If you assign the same user to a second presence configuration, the system removes that user from the first presence configuration without warning you. So make sure that you know which presence configuration assignment is required for each user!

For example, let’s say that User A is assigned to Presence Configuration A. Then, you create Presence Configuration B and assign User A to it without realizing that the user was assigned to another presence configuration. Salesforce removes User A from Presence Configuration A and reassigns the user to Presence Configuration B without notifying you.

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Available Users</strong></td>
<td>Indicates the users who are eligible to be assigned to the configuration.</td>
</tr>
<tr>
<td><strong>Selected Users</strong></td>
<td>Indicates the users who are assigned to the configuration.</td>
</tr>
</tbody>
</table>

### Assign Profiles

Assign eligible profiles to the configuration to give users who are associated with the profiles access to Omni-Channel functionality. If a user is assigned a configuration at the profile and user levels, the user-level configuration overrides the configuration that’s assigned to the user’s profile.

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Available Profiles</strong></td>
<td>Indicates the user profiles that are eligible to be assigned to the configuration.</td>
</tr>
<tr>
<td><strong>Selected Profiles</strong></td>
<td>Indicates the user profiles that are assigned to the configuration.</td>
</tr>
</tbody>
</table>
Presence statuses indicate whether an agent is online and available to receive incoming work items, or whether the agent is away or offline.

A presence status can encompass one or more channels of work items. For example, you might create a presence status called "Available for Web Support" that includes service channels for chats and emails. When agents are signed in to that presence status, they can receive incoming chats and emails. Genius!

1. In Setup, enter Presence in the Quick Find box, select Presence Statuses, then click New.

2. Choose the settings for your presence status.

3. Click Save.

**IN THIS SECTION:**

**Presence Status Settings**

Customize your presence status settings to define which service channels are assigned to difference statuses. Agents can sign in to Omni-Channel with different statuses depending on the types of work that they're available to receive.

**Basic Information**

Use these settings to name your presence status.

<table>
<thead>
<tr>
<th><strong>Setting</strong></th>
<th><strong>What It Does</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Status Name</td>
<td>Names the presence status.</td>
</tr>
<tr>
<td></td>
<td>This presence status name, or a version of it,</td>
</tr>
<tr>
<td></td>
<td>automatically becomes the API Name.</td>
</tr>
<tr>
<td>API Name</td>
<td>Sets the API name for the presence status.</td>
</tr>
</tbody>
</table>

**Status Options**

These settings indicate whether agents are online or busy when they use this status.

<table>
<thead>
<tr>
<th><strong>Setting</strong></th>
<th><strong>What It Does</strong></th>
</tr>
</thead>
</table>
| Online      | Lets agents who use this status receive new work items.
**What It Does**

**Setting**

<table>
<thead>
<tr>
<th>Available Channels</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicates the service channels that are eligible to be assigned to the presence status.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Selected Channels</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicates the service channels that are assigned to the presence status.</td>
<td></td>
</tr>
</tbody>
</table>

**Service Channels**

Assign service channels to your presence status. Agents who sign in with this presence status can receive work items from the channels that you select.

**Give Users Access to Presence Statuses with Permission Sets**

Presence statuses indicate whether an agent is online and available to receive incoming work items, or whether the agent is away or offline. After you create presence statuses, make them available to agents who are assigned to certain permission sets.

Alternatively, you can give users access to presence statuses through profiles.

1. In Setup, enter *Permission Sets* in the Quick Find box, then select *Permission Sets*.
2. Click the name of the permission set to which you want to give access to statuses.
3. Click *Service Presence Statuses Access*.
4. Click *Edit*.
5. Select the presence statuses that you want to associate with the permission set.
   
   Agents who are assigned to this permission set can sign in to Omni-Channel with any of the presence statuses that you make available to them.
6. Click *Save*.
Give Users Access to Presence Statuses with Profiles

Presence statuses indicate whether an agent is online and available to receive incoming work items, or whether the agent is away or offline. After you create presence statuses, make them available to agents who are assigned to certain profiles.

Alternatively, you can give users access to presence statuses through permission sets.

1. In Setup, enter Profiles in the Quick Find box, then select Profiles.
2. Click the name of the profile to which you want to give access to statuses.
   Don’t click Edit next to the profile name. If you do, you won’t see the correct page section where you can enable statuses.
3. In the Enabled Service Presence Status Access section, click Edit.
4. Select the presence statuses that you want to associate with the profile.
   Agents who are assigned to this profile can sign in to Omni-Channel with any of the presence statuses that you make available to them.
5. Click Save.

Add the Omni-Channel Widget to the Salesforce Console

After you get Omni-Channel all set up for your organization, it’s time to add the Omni-Channel widget to the Salesforce console so that your agents can start receiving work.

The Omni-Channel widget appears in the bottom right corner of the Salesforce console. From there, agents can change their presence status and triage their incoming work assignments.

**Note:** If your organization uses Live Agent to manage chats, you can either use the Live Agent widget or the Omni-Channel widget to manage chats, but not both. To learn more about managing Live Agent, see Enabling Omni-Channel with Your Existing Live Agent Implementation.

1. From Setup, enter Apps in the Quick Find box, then select Apps.
2. Click Edit next to the Salesforce console app that you want to add the Omni-Channel widget to.
3. In the Choose Console Components section, add Omni-Channel to your list of selected items.
4. Click Save.
Control Visible Work Item Details in the Omni-Channel Widget with Compact Layouts

Ever wanted to customize the information that your agents see when they get a new work item in the Omni-Channel widget? You can! Just customize primary compact layout for that work item’s object.

If you look closely, you’ll notice that a few fields are visible by default on new work item requests. For example, if your agent receives a request to manage a case, the request features the case’s priority, status, and case number by default. An object’s primary compact layout controls all of the visible fields in the Omni-Channel widget. But what if you want to see more information, such as the case’s owner or its subject? Just edit the primary compact layout so that it includes the fields that you want to appear in the widget.

Tip: The Omni-Channel widget is, well, compact, so there’s only so much room to display fields on work item requests. While you can technically put up to 10 fields on a compact layout, the Omni-Channel widget will only display 4 fields. As a best practice, select up to 4 of the most important fields that you want to expose on work item requests, then add those to your compact layout.

1. Decide which object’s compact layout you want to edit.
2. From the management settings for the object whose work item you want to edit, select Compact Layouts, and then select New. For example, to edit the compact layout for cases, go to the object management settings for cases, select Compact Layouts, then select New.
3. Select the settings for your compact layout, including the fields that you want it to include. The fields that you pick appear in the Omni-Channel widget when an agent receives a request.
4. Click Save.
5. Change the primary compact layout to your new layout by clicking Compact Layout Assignment > Edit Assignment.
6. Select your new compact layout from the Primary Compact Layout drop-down list.
7. Click Save.
Test It Out!

Now that you’ve got Omni-Channel set up and enabled, test your implementation to make sure it’s working correctly.

To test your implementation, route a work item to yourself through the Salesforce console.

1. Log in to the Salesforce console.
   Make sure that you log in as a user who’s enabled to use Omni-Channel. For the sake of testing the feature, make sure that you’re the only agent who’s signed in to Omni-Channel.

2. In the Omni-Channel widget, change your status so that you can receive incoming work items.

3. In the console, navigate to the record that corresponds to your current presence status’s channels.
   For example, if you’re logged in with a status that’s called “Available for Cases,” navigate to a list of your open cases in the console. We’ll assume that your “Available for Cases” status is associated with a cases service channel. After all, it wouldn’t make much sense if your “Available for Cases” status made you available for, say, leads, would it?

4. Select the checkbox next to the record that you want to route to yourself.

5. Click Change Owner.
   You’ll be redirected to the Change Case Owner page.

6. Select Queue from the Owner list.

7. Enter the name of the queue that you associated with your routing configuration.

Sit back and relax. You’ll see an incoming request notification in the Omni-Channel widget within a few seconds.
Enabling Omni-Channel with Your Existing Live Agent Implementation

So you’ve decided to take your customer service to the next level with Live Agent. That’s great! If you’re already supporting your customers with Live Agent chat, there are a few things you need to know before you start managing chat traffic with Live Agent in Omni-Channel.

As you know, Live Agent is powered by Live Agent Configurations, which control the behaviors and settings that are available to Live Agent users. Similarly, Omni-Channel uses Presence Configurations to control the behaviors and settings that are available to Omni-Channel users. You can integrate Live Agent with Omni-Channel. That way, chats are routed just like other work items, and your agents are able to accept or reject chat requests from the Omni-Channel widget. In that case, your Live Agent users also become Omni-Channel users, so your chat agents need to be associated with both a Live Agent Configuration and a Presence Configuration.

Luckily, Salesforce does some of the heavy lifting for you when you enable Omni-Channel with your current Live Agent implementation. For each Live Agent Configuration that you already have in your organization, Salesforce creates a corresponding Presence Configuration for you. If you have multiple Live Agent Configurations in place, Salesforce creates a different Presence Configuration for each Live Agent Configuration.

Let’s say you already have Live Agent enabled, and you have 20 agents who handle chats. These agents are assigned to a Live Agent Configuration.

When you enable Omni-Channel, Salesforce creates a new Presence Configuration for you that corresponds to your Live Agent Configuration. Salesforce automatically assigns all 20 of your chat agents to the new Presence Configuration. That way, there’s no disruption to your agents’ workflow when you enable Omni-Channel, and they can start accepting chats through the Omni-Channel widget in the console right away.
Does your organization use the Omni-Channel pilot to route chats from Live Agent? As you probably know, Omni-Channel is now generally available. We’ve changed the way Omni-Channel and Live Agent work together that streamline your implementation process. You should know a few details about these changes beforehand to make sure your update goes off without a hitch.

As you know, Live Agent is powered by Live Agent Configurations, which control the behaviors and settings that are available to Live Agent users. Similarly, Omni-Channel uses configurations called Presence Configurations that control the behaviors and settings that are available to Omni-Channel users. Even though Live Agent chats can be integrated into the Omni-Channel widget in the Salesforce console, configurations for Live Agent and Omni-Channel act mostly independently in Omni-Channel.

Now that Omni-Channel is GA, you probably notice a few changes in your organization and your Live Agent and Presence Configurations.

First, Salesforce automatically creates a new Presence Configuration that corresponds to each of your existing Live Agent Configurations. All of the users who are associated with the original Live Agent Configurations will be automatically assigned to the corresponding Presence Configuration, unless those users are already assigned to a Presence Configuration that you’ve previously created.

Say what? Let’s break it down with an example.

**Example:** BestTech uses both chat and email-generated cases to manage their support traffic. BestTech was giddy when they found out about Omni-Channel, because it allows their agents to manage customer traffic and cases in real time. The company signed up for the pilot right away.

Until BestTech knew how Omni-Channel would work in their call center, they split their chat agents into two groups. The first group, Agent Group A, managed chats with Live Agent integrated into Omni-Channel, so chat requests came in through the Omni-Channel widget. Agent Group B continued to manage chats with Live Agent only.
BestTech continued to manage their chat agents’ settings with Live Agent Configurations. The agents who used Live Agent with Omni-Channel were assigned to Live Agent Configuration A. The chat agents who were still using only Live Agent were assigned to Live Agent Configuration B.

In addition, BestTech had to create a Presence Configuration for Agent Group A, called Presence Configuration A, to manage those agents’ Omni-Channel settings. All the agents from Agent Group A were assigned to Presence Configuration A.
BestTech was very happy with their integrated Live Agent and Omni-Channel implementation, so they decided to enable Omni-Channel for their entire organization when the product went GA.

Because the agents in Agent Group A were already assigned to an existing Presence Configuration, Salesforce didn’t change any configurations related to those agents. They remained assigned to Live Agent Configuration A and Presence Configuration A. They continued to manage chats with the Omni-Channel widget.

However, since the agents in Agent Group B weren’t yet assigned to a Presence Configuration, Salesforce automatically created a new Presence Configuration—Presence Configuration B—and assigned all the agents in Agent Group B to it. That way, the agents in that group could continue to manage their chats without disruption after the upgrade to the newest version of Omni-Channel. After the upgrade, chats were routed to the Omni-Channel widget, which Agent Group B could then access in the console.
Welcome to Omni-Channel!

Updating from the Omni-Channel Pilot to Omni-Channel GA with Your Live Agent Implementation
Omni-Channel turbocharges your agents’ productivity by assigning records to them in real time. But which objects and records does Omni-Channel support?

Omni-Channel currently supports routing for the following objects and records:

- Cases
- Chats
- SOS video calls
- Knowledge articles
- Social posts
- Orders
- Leads
- Custom objects
Every time an object is routed to an agent through Omni-Channel, Salesforce creates an Agent Work record that logs information about the work assignment and how it’s routed. Agent Work records contain fields that help you track information about the assignments your agents are working on. If the same work item is routed multiple times, that work item is associated with multiple Agent Work records.

An Agent Work record has the following fields, listed in alphabetical order. Depending on your page layout and field-level security settings, some fields might not be visible or editable.

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accept Date</td>
<td>The date and time that the work item was accepted by an agent.</td>
</tr>
<tr>
<td>Agent Capacity when Declined</td>
<td>The amount of an agent’s capacity that was available when the agent declined the work item.</td>
</tr>
<tr>
<td>Agent Work ID</td>
<td>The Salesforce ID of the Agent Work record.</td>
</tr>
<tr>
<td>Assign Date</td>
<td>The date and time that the work item was assigned to an agent and pushed to the agent’s Omni-Channel widget.</td>
</tr>
<tr>
<td>Close Date</td>
<td>The date and time that the agent closed the console tab associated with the work item, setting the Agent Work record’s status to “Closed.”</td>
</tr>
<tr>
<td>Created By</td>
<td>The name of the agent who accepted the work item.</td>
</tr>
<tr>
<td>Created Date</td>
<td>The date that the work item was created.</td>
</tr>
<tr>
<td>Decline Date</td>
<td>The date that an agent declined the work item.</td>
</tr>
<tr>
<td>Last Modified Date</td>
<td>The date the work item was last modified.</td>
</tr>
<tr>
<td>Name</td>
<td>The unique, Salesforce-generated number of the Agent Work record.</td>
</tr>
<tr>
<td>Percentage of Capacity</td>
<td>The percentage of capacity that the work item consumes of the agent’s total, possible capacity.</td>
</tr>
<tr>
<td>Queue</td>
<td>The Salesforce queue from which the work item was routed.</td>
</tr>
<tr>
<td>Request Date</td>
<td>The date and time that the Salesforce object was assigned to the queue, creating the associated work item.</td>
</tr>
<tr>
<td>Service Channel</td>
<td>The Service Channel that’s associated with the work item.</td>
</tr>
<tr>
<td>Speed to Answer</td>
<td>The amount of time in seconds between the time the work item was created (the Request Date) and the time the work item was accepted by an agent (the Accept Date).</td>
</tr>
<tr>
<td>Status</td>
<td>The status of the Agent Work record—including, “Assigned,” “Opened,” “Closed,” or “Declined.”</td>
</tr>
</tbody>
</table>
### Fields for Agent Work Records

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Units of Capacity</td>
<td>The number of units of an agent's capacity that the work item consumes of the agent's total, possible capacity.</td>
</tr>
<tr>
<td>User</td>
<td>The name of the agent to whom the work item was routed.</td>
</tr>
<tr>
<td>Work Item</td>
<td>The name of the work item that's associated with the Agent Work record—for example, “Case 123456.”</td>
</tr>
</tbody>
</table>
FIELDS FOR USER PRESENCE RECORDS

Every time agents change their Presence Statuses in Omni-Channel, Salesforce creates a User Presence record to log all of the agents’ activities while they’re signed logged in with that status. User Presence records contain fields that help you track information about your agents’ availability.

A User Service Presence record has the following fields, listed in alphabetical order. Depending on your field-level security settings, some fields might not be visible or editable.

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Capacity Duration</td>
<td>The amount of time in seconds that the agent was working at 100% of the agent’s capacity, as indicated in the agent’s Presence Configuration.</td>
</tr>
<tr>
<td>Configured Capacity</td>
<td>The agent’s overall capacity, as indicated in the agent’s Presence Configuration.</td>
</tr>
<tr>
<td>Created By</td>
<td>The name of the agent who set the Presence Status in Omni-Channel.</td>
</tr>
<tr>
<td>Created Date</td>
<td>The date when the User Presence record was created.</td>
</tr>
<tr>
<td>Idle Duration</td>
<td>The amount of time in seconds that the agent was assigned no work items.</td>
</tr>
<tr>
<td>Is Away</td>
<td>Indicates whether the agent’s status is a “busy” status.</td>
</tr>
<tr>
<td>Is Current Status</td>
<td>Indicates whether the agent’s Presence Status in the Service Presence Status field is the agent’s current Presence Status.</td>
</tr>
<tr>
<td>Last Modified Date</td>
<td>The date the User Presence record was last modified.</td>
</tr>
<tr>
<td>Service Presence Status</td>
<td>The API name of the Presence Status the agent used to log in to Omni-Channel.</td>
</tr>
<tr>
<td>Status Duration</td>
<td>The amount of time in seconds that the agent’s status was set to the Presence Status indicated by the Status Name field.</td>
</tr>
<tr>
<td>Status End Date</td>
<td>The date and time that the agent logged out of Omni-Channel or changed to another Presence Status.</td>
</tr>
<tr>
<td>Status Start Date</td>
<td>The date and time that the agent set the Presence Status.</td>
</tr>
<tr>
<td>User</td>
<td>The name of the agent who is signed in to Omni-Channel.</td>
</tr>
<tr>
<td>User Presence ID</td>
<td>The autogenerated Salesforce ID of the User Presence record.</td>
</tr>
<tr>
<td>Alias</td>
<td>The agent’s custom name.</td>
</tr>
<tr>
<td>Username</td>
<td>The agent’s Salesforce username.</td>
</tr>
<tr>
<td>Status Name</td>
<td>The name of the Presence Status the agents used to log in to Omni-Channel.</td>
</tr>
</tbody>
</table>
Do data models make your heart skip a beat? Want to understand the ins and outs of how Omni-Channel routes work items to your agents? Then we have a treat for you. Omni-Channel pushes work items to the right agent at the right time so that your support team can efficiently help customers with their problems. But how does routing work under the hood? Let’s dive in.

Omni-Channel routes work through two separate processes.

- First, when a new work item is assigned to an Omni-Channel queue, Omni-Channel attempts to route it to an agent. Omni-Channel routes work items by the priority of the queue that they’re assigned to, so the most important work items are pushed to agents first. Next, items are routed based on how long they’ve been sitting in the queue. The oldest work items are pushed to agents before more recent ones. (We’ll get into the details of how that happens in a minute.)

- Second, when an agent’s ability to receive work changes (perhaps they come back from “away” status, or they finish another work item), Omni-Channel tries to find a work item that can be routed to that agent.

Routing New Work Items

When a work item is created, it gets assigned to a queue. If that queue is associated with a Routing Configuration, it’s added to a list of items that are still waiting to be routed to agents.

Then Omni-Channel determines which agents are available and how much work each agent is currently working on. This information comes from the UserServicePresence API object, which tracks an agent’s current capacity for work items.

Routing Pending Work Items

When a new work item is added to the list of pending items, Omni-Channel determines whether it can immediately route the work item to an agent.

First, we identify if any agents are online with a Presence Status that’s linked to the correct Service Channel. Let’s say your organization receives a new case that’s assigned to an Omni-Channel queue. Omni-Channel determines if there’s a Service Channel for cases. Then we check which agents are online with a status that lets them receive new cases.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>What Happens</th>
</tr>
</thead>
<tbody>
<tr>
<td>No agents are available.</td>
<td>If there isn’t an agent online who has the right status, we keep our work item in the list of items that need to be assigned to an agent.</td>
</tr>
<tr>
<td>Agents are available, but don’t have capacity for new work.</td>
<td>If there are one or more agents who are available, we check to see if any of those agents have the capacity to take on a new work item. If there are no agents with enough capacity for more work, we leave the work item in the list.</td>
</tr>
</tbody>
</table>
### How Does Omni-Channel Routing Work?

<table>
<thead>
<tr>
<th>Scenario</th>
<th>What Happens</th>
</tr>
</thead>
</table>
| Agents are available and have capacity for more work | If there are agents that 1) are available and 2) have capacity to work on the item, we check which agent is going to be the proud parent of the work item based on your organization’s routing settings.  
**If your routing configuration uses the Least Active routing model**, we look for the agent who currently has the least amount of work compared to other agents who could take on the work item. We then route the work item to that agent.  
**If your routing configuration uses the Most Available routing model**, we look for the agent who has the largest gap between the maximum amount of work that they can handle and the amount of work that they are working on. We then route the work item to that agent.  
**But what if there’s a tie between two or more agents?** In that case, to the agent who has been waiting the longest amount of time for a new work item. After all, we wouldn’t want anyone on our support staff getting lazy. |

---

### When an Agent’s Ability to Receive Work Changes

When an agent logs in to Omni-Channel, finishes a work item, or changes status, Omni-Channel checks to see if there is any work that those agents can take on.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>What Happens</th>
</tr>
</thead>
<tbody>
<tr>
<td>The agent is away.</td>
<td>We move on with our lives without performing any more checks.</td>
</tr>
<tr>
<td>The agent is available, but doesn’t have capacity for work.</td>
<td>We quit while we’re ahead.</td>
</tr>
</tbody>
</table>
| The agent is available and has capacity for more work | We look at the list of work items that are waiting to be routed to an agent. We check to see if the agent is qualified to work on any of the objects, based on how much of the agent’s capacity the objects will take up, and the service channel that’s associated with the agent’s status. For example, if the agent is online with a status that makes them available for cases, we check to see if there are any cases in our list.  
If the list has work items that the agent is qualified to work on, the item with the highest priority is routed to the agent. If two or more items have the same priority, the oldest one is routed. |

---

### Rerouting a Work Item

Sometimes an agent declines a work item or becomes unavailable before the agent can start working on it. In that case, the work item is rerouted until it finds a safe and loving home in the arms of a capable, qualified agent.
How Does Omni-Channel Routing Work?

First, Salesforce automatically changes the owner of the work item to the queue from which the object was originally routed. We then try to route the work item to a different agent (Agent B) than the agent who declined it (Agent A). However, the work item can be routed to Agent A again if Agent A changes his or her status, or if we attempted to route the work item to Agent B at least once. We do this until our work item finds a safe and loving home in the arms of a capable, qualified agent.

And our agents, their work items, and your customers, live happily ever after.
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