



Omni-Channel for Administrators

Salesforce, Spring '17



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OMNI-CHANNEL FOR ADMINISTRATORS

Omni-Channel is a comprehensive customer service solution that lets your call center route any type of incoming work item—including cases, chats, 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!

EDITIONS

Available in: Salesforce Classic

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

USER PERMISSIONS

To set up Omni-Channel:

- "Customize Application"

To modify permission sets and profiles:

- "Manage Profiles and Permission Sets"

CREATE OMNI-CHANNEL OBJECTS

The first step towards getting your Omni-Channel implementation up and running is to create the necessary objects in Salesforce.

[Enable Omni-Channel](#)

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

[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.

[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.

[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!

[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.

[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.

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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**.

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USER PERMISSIONS

To set up Omni-Channel:

- "Customize Application"

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**.

[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?

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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.

Setting	What It Does
Service Channel Name	Names the service channel. This service channel name, or a version of it, automatically becomes the API Name.
API Name	Sets the API name for the service channel.
Salesforce Object	The type of Salesforce standard or custom object that's associated with this service channel. For example, if you have a service channel for Web cases set the Related Object Type to <i>Case</i> . For a complete list of objects that service channels support, see Supported Objects for Omni-Channel .
Custom Console Footer Component	(Optional) Opens the specified custom console footer component when an agent accepts a work item request. For example, open a marketing campaign widget when an agent accepts a lead.

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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
- Social posts
- Orders
- Leads
- Custom objects

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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**.

[Routing Configuration Settings](#)

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

[Omni-Channel Routing Model Options](#)

Specify how incoming work items are directed to agents using Omni-Channel.

Routing Configuration Settings

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

Basic Information

Setting	What It Does
Routing Configuration Name	Names the service routing configuration. This routing configuration name, or a version of it, automatically becomes the Developer Name .
Developer Name	Sets the API name for the service channel.
Overflow Assignee	Sets the user or queue that Omni-Channel routes items to when your org reaches Omni-Channel limits. Ensure that you: <ul style="list-style-type: none"> • Select a user or queue that has access to the objects that the queue(s) using this routing configuration handles • Assign a routing configuration with an overflow assignee to all Omni-Channel queues involved in a bulk operation, such as changing the status or owner for multiple requests

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Routing Settings

Setting	What It Does
Routing Priority	<p>The order in which work items from the queue that are associated with this routing configuration are routed to agents. Objects in queues with a lower number are routed to agents first.</p> <p>For example, if you set the priority for highly qualified leads to <code>1</code> and the priority for less qualified leads to <code>2</code>, highly qualified leads are routed and assigned to agents before less qualified leads.</p> <p>On the backend, we identify agents with available capacity; then we assign work to them based on this priority order:</p> <ol style="list-style-type: none"> 1. The priority of the queue from which the work item came 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 <p>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.</p>
Routing Model	Determines how incoming work items are routed to agents who are assigned to the configuration's service channel.
Push Time-Out (seconds)	Sets a time limit for an agent to respond to an item before it's pushed to another agent.

Work Item Size

Setting	What It Does
Units of Capacity	<p>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.</p> <p>The <code>Capacity</code> 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 <code>Capacity Weight</code> is subtracted from the agent's overall capacity. Agents can be assigned work items until their overall capacity reaches 0.</p> <p>You can select a <code>Capacity Weight</code> or a <code>Capacity Percentage</code>, but not both.</p>

Setting	What It Does
<p>Percentage of Capacity</p>	<p>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.</p> <p>The agent’s overall capacity is determined by the <code>Capacity</code> 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 <code>Capacity Percentage</code> is deducted from the agent’s overall capacity until the agent has 0% capacity remaining.</p> <p>You can select a <code>Capacity Weight</code> or a <code>Capacity Percentage</code>, but not both.</p>

Omni-Channel Routing Model Options

Specify how incoming work items are directed to agents using Omni-Channel.

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

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Routing Option	Description	Example
<p>Least Active</p>	<p>Incoming work items are routed to the agent with the least amount of open work. When work items all consume 1 capacity, the agent with the lowest number of work items receives incoming work. The example presents a scenario in which agents have work with varying capacity impacts.</p>	<ul style="list-style-type: none"> • Agent A and Agent B each have an overall capacity of 5. • Agent A has 3 active work items with capacity impact of 1. Agent B has 1 active work item with capacity impact of 4. • Because Agent A has a lower capacity impact than Agent B, incoming work items are routed to Agent A.
<p>Most Available</p>	<p>Incoming work items are routed to the agent with the greatest difference between work item capacity and open work items. Capacity is determined by the presence configuration that the agent is assigned to.</p>	<ul style="list-style-type: none"> • Agent A and Agent B each have an overall capacity of 5. • Agent A has 3 active work items while Agent B has 1. • Because Agent B has the most open capacity, incoming work items are routed to Agent B.

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**.

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**.

[Presence Configuration Settings](#)

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

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USER PERMISSIONS

To set up Omni-Channel:

- "Customize Application"

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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.

Setting	What It Does
Presence Configuration Name	Names the presence configuration. This configuration name, or a version of it, automatically becomes the <code>Developer Name</code> .
Developer Name	Sets the API name for the configuration.
Capacity	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.
Automatically Accept Requests	Automatically accepts work assignments that are pushed to an agent. These work items open automatically in the agent's workspace, so the agent doesn't have to accept these work items manually from the Omni-Channel footer widget. If <code>Allow Agents to Decline Requests</code> is enabled, you can't use this setting.
Allow Agents to Decline Requests	Allows agents to decline incoming work items. If <code>Automatically Accept Requests</code> is enabled, agents can't decline requests.
Update Status on Decline	Automatically changes the agent's status to the status that you specify when the agent declines a work item. This setting is available only if <code>Allow Agents to Decline Requests</code> is enabled.
Allow Agents to Choose a Decline Reason	Allows agents to choose a reason when declining work assignments. This setting is available only if <code>Allow Agents to Decline Requests</code> is enabled.

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Setting	What It Does
Update Status on Push Time-Out	Automatically changes the agent's status when a work assignment that's been pushed to them times out. This setting is available only if <code>Push Time-Out</code> is enabled.
Request Sound Enabled	Plays a sound in the agent's widget when a work request is received.
Disconnect Sound Enabled	Plays a sound in the agent's widget when the agent loses connection with Omni-Channel.


Assign Decline Reasons

These settings appear when `Allow Agents to Decline Requests` and `Allow Agents to Choose a Decline Reason` are selected.

Setting	What It Does
Available Decline Reasons	Indicates the decline reasons that are eligible to be assigned to the configuration.
Selected Decline Reasons	Indicates the decline reasons that are assigned to the configuration.

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.

Setting	What It Does
Available Users	Indicates the users who are eligible to be assigned to the configuration.
Selected Users	Indicates the users who are assigned to the configuration.

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.

Setting	What It Does
Available Profiles	Indicates the user profiles that are eligible to be assigned to the configuration.
Selected Profiles	Indicates the user profiles that are assigned to the configuration.

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.

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**.

[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.

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.

Setting	What It Does
Status Name	Names the presence status. This presence status name, or a version of it, automatically becomes the API Name.

EDITIONS

Available in: Salesforce Classic

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USER PERMISSIONS

To set up Omni-Channel:

- "Customize Application"

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Setting	What It Does
API Name	Sets the API name for the presence status.

Status Options

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

Setting	What It Does
Online	Lets agents who use this status receive new work items.
Busy	Lets agents who use this status appear away and indicates that they're unable to receive new work items.

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.

Setting	What It Does
Available Channels	Indicates the service channels that are eligible to be assigned to the presence status.
Selected Channels	Indicates the service channels that are assigned to the presence status.

SET ACCESS TO 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. Once you've created your Presence Statuses for Omni-Channel, you need to set up how your users will access them. You can set access through permission sets or profiles.

[Give Users Access to Presence Statuses with Permission Sets](#)

Make presence statuses available to agents who are assigned to certain permission sets.

[Give Users Access to Presence Statuses with Profiles](#)

Make presence statuses available to agents who are assigned to certain profiles.

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Give Users Access to Presence Statuses with Permission Sets

Make presence statuses available to agents who are assigned to certain 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. You can give users access to presence statuses through permission sets, or alternatively, 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**.

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USER PERMISSIONS

To set up Omni-Channel:

- "Customize Application"

To modify permission sets:

- "Manage Profiles and Permission Sets"

Give Users Access to Presence Statuses with Profiles

Make presence statuses available to agents who are assigned to certain profiles.

Presence statuses indicate whether an agent is online and available to receive incoming work items, or whether the agent is away or offline. You can give users access to presence statuses through profiles, or alternatively, 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**.

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To modify profiles:

- "Manage Profiles and Permission Sets"

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 [Use 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.

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**.

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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 YOUR OMNI-CHANNEL IMPLEMENTATION

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.

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USE OMNI-CHANNEL WITH YOUR EXISTING LIVE AGENT IMPLEMENTATION

Are you loving Live Agent and want to add Omni-Channel to the mix? Here's what changes for you and your organization (and not for your agents!).

So, you've decided to take your customer service to the next level by using Live Agent and Omni-Channel in tandem. That's great! Once everything's set up, you'll find that the two work together in perfect harmony.

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 so chats are routed just like other work items, and you can even use Omni-Channel routing for your chats. Whichever way you use Omni-Channel with Live Agent, your agents are then able to accept or reject chat requests right from the Omni-Channel widget.

When you integrate Live Agent and Omni-Channel, 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 org, Salesforce:

- Creates a corresponding Presence Configuration for each of your Live Agent Configurations
- Sets the chat capacity for each Presence Configuration to what's set in its corresponding Live Agent Configuration
- Assigns your chat agents to the new corresponding Presence Configurations

If you have Live Agent enabled but don't have an implementation, when you enable Omni-Channel, Salesforce creates a Live Agent Service Channel.

Salesforce does all this automatically so there's no disruption to your agents' workflow. They can start accepting chats through the Omni-Channel widget in the console. The only difference they see is that they now use the Omni-Channel widget in the console to set their status and accept chat notifications. They may also see a change in their status options, as Omni-Channel Presence Statuses are configurable.

[Compare Live Agent and Omni-Channel Routing for Chats](#)

See the benefits and limitations of using Omni-Channel routing for chats (beta) or keeping Live Agent routing for chats.

EDITIONS

Available in: Salesforce Classic

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

EDITIONS

Available in: Salesforce Classic

Live Agent is available in: **Performance** Editions and in **Developer** Edition orgs that were created after June 14, 2012

Live Agent is available in: **Unlimited** Edition with the Service Cloud

Live Agent is available for an additional cost in: **Enterprise** and **Unlimited** Editions

Compare Live Agent and Omni-Channel Routing for Chats

See the benefits and limitations of using Omni-Channel routing for chats (beta) or keeping Live Agent routing for chats.

There's a lot to keep in mind as you decide whether to try Omni-Channel routing for chats (beta). Omni-Channel routing for chats is enabled when you enable Live Agent for the first time, or when you create a chat button that uses the routing option **Omni**.

Let's compare the two routing model options when using Live Agent and Omni-Channel together.

Live Agent Routing	Omni-Channel Routing
Agents use the Omni-Channel widget to handle their work.	Agents use the Omni-Channel widget to handle their work.
Agents use Omni-Channel Presence, including its configurable statuses.	Agents use Omni-Channel Presence, including its configurable statuses.
Use Omni-Channel sound notifications in the Presence Configuration for chats.	Use Omni-Channel sound notifications in the Presence Configuration for chats.
Agent capacity is set and consumed by Omni-Channel.	Agent capacity is set and consumed by Omni-Channel.
Chats are routed to agents using Skills.	Chats are routed to agents using Omni-Channel queues.
Chats can't be prioritized with Omni-Channel work, or relative to each other. Un-routed Omni-Channel items are always routed ahead of chats.	Chats are prioritized with Omni-Channel work, and can be prioritized relative to each other using queues.
Chats always have the size 1.	Chat size is configurable by queue.
Chat supervisors use the Live Agent Supervisor Panel to observe chats and assist agents with their chats.	Chat supervisors use Omni-Channel Supervisor to see agent activity and real-time data.
Reports and data for chats are separate from Omni-Channel data.	Chat data is included in Agent Work reports in addition to Live Agent reports.
The Live Chat Transcript is created when the chat ends.	The Live Chat Transcript is created when the chat is requested.
You can customize the Live Chat Transcript page layout for Ended chats.	You can customize the Live Chat Transcript page layout for Waiting, In Progress, and Ended chats.
Live Chat Transcripts aren't created for missed chats, so your reports don't include missed chats.	Live Chat Transcripts are created for missed chats, so your reports include missed chats.
Agents associate records with the chat transcript only after the chat has ended.	Agents can associate records with the chat transcript during the chat. They have the option

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Live Agent Routing	Omni-Channel Routing
	to do this on the chat transcript itself or use a console sidebar lookup component.
Uses the Console Integration Toolkit Methods for Live Agent .	Uses the Console Integration Toolkit Methods for Omni-Channel .

However, there are a few limitations to using Omni-Channel routing for chats:

- You can't transfer a chat from a button using Live Agent routing to a button using Omni-Channel routing.
- You can't use direct-to-agent routing with chats routed by Omni-Channel.
- You can't use chat conferencing with chats routed by Omni-Channel.
- Queues with multiple object types can cause problems when using Omni-Channel routing for chats. We recommend creating a queue for each object type, such as Chats, Cases, and Leads, instead of setting queues to handle multiple object types.
- Chats routed with Omni-Channel can't use supervisor whisper messages and assistance flags with Omni-Channel Supervisor.
- When an agent uses "Transfer to Agent" for a chat routed with Omni-Channel and the receiving agent has an admin profile, the agent who initiated the transfer can lose visibility of the chat transcript until the receiving agent accepts the chat request. This is because Omni-Channel changes ownership of the chat transcript when the transfer is initiated, before the chat is accepted by the next agent.

REFERENCE

How Does Omni-Channel Routing Work?

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.

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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.

Scenario	What Happens
No agents are available.	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.
Agents are available, but don't have capacity for new work.	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.

Scenario	What Happens
Agents are available and have capacity for more work.	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>

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.

Scenario	What Happens
The agent is away.	We move on with our lives without performing any more checks.
The agent is available, but doesn't have capacity for work.	We quit while we're ahead.
The agent is available and has capacity for more work	<p>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.</p> <p>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.</p>

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.

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.

Fields for Agent Work Records

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.

Field	Definition
Accept Date	The date and time that the work item was accepted by an agent.
Active Time	The amount of time an agent actively worked on the work item. It tracks when the item is open and in focus in the agent's console.
Agent Capacity when Declined	The amount of an agent's capacity that was available when the agent declined the work item.
Agent Work ID	The Salesforce ID of the Agent Work record.
Assign Date	The date and time that the work item was assigned to an agent and pushed to the agent's Omni-Channel widget.
Cancel Date	The date and time that the work item was canceled.
Close Date	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."
Created By	The name of the agent who accepted the work item.
Created Date	The date that the work item was created.
Decline Date	The date that an agent declined the work item request.
Decline Reason	The provided reason for why an agent declined the work request.
Handle Time	The amount of time an agent has the work item open, from the accepted time to the closed time.
Last Modified By	The name of the user who last modified the work item.
Last Modified Date	The date the work item was last modified.
Live Agent Session ID	The session ID for Live Agent chats routed with Omni-Channel.
Name	The unique, Salesforce-generated number of the Agent Work record.

Field	Definition
Percentage of Capacity	The percentage of capacity that the work item consumes of the agent's total, possible capacity.
Push Time-Out	The number of seconds set for push time-out. 0 is returned when push time-out isn't enabled.
Push Time-Out Date	The date and time when push time-out occurred.
Queue	The Salesforce queue from which the work item was routed.
Request Date	The date and time that the Salesforce object was assigned to the queue, creating the associated work item.
Service Channel	The Service Channel that's associated with the work item.
Speed to Answer	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).
Status	<p>The status of the Agent Work record. Valid values are:</p> <ul style="list-style-type: none"> Assigned – The item is assigned to the agent but hasn't been opened. Opened – The item was opened by the agent. Unavailable – The item was assigned to the agent but the agent became unavailable (went offline or lost connection). Declined – The item was assigned to the agent but the agent explicitly declined it. DeclinedOnPushTimeout – The item was declined because push time-out is enabled and the item request timed out with the agent. Closed – The item is closed. Canceled – The item no longer needs to be routed. For example: a chat visitor cancels their Omni-Channel routed chat request before it reaches an agent.
Units of Capacity	The number of units of an agent's capacity that the work item consumes of the agent's total, possible capacity.
User	The name of the agent to whom the work item was routed.
Work Item	The name of the work item that's associated with the Agent Work record—for example, "Case 123456."

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.

Field	Definition
At Capacity Duration	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.
Configured Capacity	The agent's overall capacity, as indicated in the agent's Presence Configuration.
Created By	The name of the agent who set the Presence Status in Omni-Channel.
Created Date	The date when the User Presence record was created.
Idle Duration	The amount of time in seconds that the agent was assigned no work items.
Is Away	Indicates whether the agent's status is a "busy" status.
Is Current Status	Indicates whether the agent's Presence Status in the Service Presence Status field is the agent's current Presence Status.
Last Modified Date	The date the User Presence record was last modified.
Service Presence Status	The API name of the Presence Status the agent used to log in to Omni-Channel.
Status Duration	The amount of time in seconds that the agent's status was set to the Presence Status indicated by the Status Name field.
Status End Date	The date and time that the agent logged out of Omni-Channel or changed to another Presence Status.
Status Start Date	The date and time that the agent set the Presence Status.
User	The name of the agent who is signed in to Omni-Channel.

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Field	Definition
User Presence ID	The autogenerated Salesforce ID of the User Presence record.
Alias	The agent's custom name.
Username	The agent's Salesforce username.
Status Name	The name of the Presence Status the agents used to log in to Omni-Channel.

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