

**MiCollab Advanced Messaging
TeamQ®
Call Queue Design Questionnaire
Planning Document**

For version 6.1 and above

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Preface

TeamQ® is an advanced application available for the MiCollab Advanced Messaging (MiCollab AM) system that works in conjunction with the UCConnect™ CEBP (Computer Enabled Business Process) software module.

Using a Windows desktop client and UCConnect call-flow script, TeamQ effectively adds call center style capabilities to the MiCollab AM system. Incoming calls can be queued for a team of agents, and the agents can view the calls and make call handling decisions from their desktop.

The TeamQ Data Link can be used by the TeamQ UCConnect script to validate caller input and retrieve data from external sources for display to agents in the TeamQ Desktop Client. External data sources can include common database servers and custom-written .NET assemblies.

The call flow presented to callers by the TeamQ UCConnect script supports a number of customizable options. To gather pertinent call handling information, the script can ask callers to respond to a series of questions related to the call. The caller responses are then displayed to agents within the desktop client along with other call data. This call flow, along with the teams and agents assigned to handle the calls, is referred to in TeamQ vernacular as a call queue.

This document presents a series of questions used to provide preliminary information for designing and configuring the caller and agent experience while interacting with a TeamQ call queue. Topics covered include caller input elements, agent-accessible hyperlinks, and the incorporation of back-end data access to validate input and provide supplemental information to agents.

The following documents can be consulted for additional information regarding the TeamQ concepts referenced in this document.

- TeamQ Desktop Client Reference; Manage Queues Form section in particular.
- TeamQ Data Link Reference

Customer Information

Customer Organization Name:

[Click here to enter Customer name.](#)

Reseller Company Name:

[Click here to enter Reseller name.](#)

Name of Person Completing Form:

[Click here to enter person name.](#)

Date Form Completed:

[Click here to select a date.](#)

Queue Call Flow Elements

Queue Call Flow Elements

Call flow elements are presented to callers in the fixed order shown below. However, presentation of each element is optional. In order to maintain call records and facilitate callback requests, input is gathered from callers regardless of whether agents are available.

Table 1. Queue Call Flow Elements

Element	Description
Greeting Announcement	Initial announcement heard when callers enter the queue.
Notice Announcement	Additional announcement heard by callers.
Callback Number Input	Gather callback telephone number input from callers.
Identification Input	Gather identification number input from callers
Selection Input	Allow caller to choose from a menu of call-related options.
Custom Number Input	Gather additional multi-digit number input from callers.
Custom Selection Input	Allow caller to choose from an additional menu of options.
Queue Menus Input	Menus allowing callers to choose whether to remain in queue.

Q1 Queue Greeting Announcement

The greeting announcement is the first phrase played upon entering the TeamQ script and can be used to identify and welcome callers to the queue.

☐ Should the caller hear a greeting announcement upon entering the queue?

Choose...

If Yes:

☐ Should the caller be prevented from interrupting playback?

Choose...

☐ What should the greeting announcement say?

Click here to enter greeting announcement verbiage.

Q2 Queue Notice Announcement

The notice phrase is an additional phrase that can be played following the greeting. It can be used to provide additional or special information.

- ☐ Should the caller hear an additional notice announcement after the greeting?

Choose...

If Yes:

- ☐ Should the caller be prevented from interrupting playback?

Choose...

- ☐ What should the greeting announcement say?

Click here to enter notice announcement verbiage.

Q3 Callback Number

Callback number input can be displayed to agents and is also used when callers are allowed to request a callback. It is separate but potentially related to calling party (ANI) data received from the telephone switch integration.

- ☐ Should the caller be prompted to enter a callback telephone number?

Choose...

If Yes:

- ☐ Should the caller always be prompted for a callback number, or only if ANI data is not available?

Choose...

- ☐ What should the callback number prompt say?

(Example: Please enter your ten digit callback telephone number, including area code.)

Click here to enter callback number prompt verbiage.

- ☐ If ANI data is available, should it be presented to the caller as an option?

Choose...

- ☐ Should the input be spoken back to the caller for confirmation?

Choose...

- ☐ Should only certain patterns of input be accepted?

Choose...

If Yes:

- ☐ Explain:

(Example: Only a 10-digit entry that does not start with the digit 1.)

Click here to enter callback number input pattern description.

- ☐ Should a hyperlink be added to the callback number field for agents to use to activate an external program or web page?

Choose...

If Yes: Complete the [Callback Number Link](#) section.

- ☐ Should the callback number be validated against a back-end database and/or used to look up additional data for display to agents?

Choose...

If Yes: Complete the [Callback Number Query](#) section.

Q4 Identification Number

Identification number input can be used to get a multi-digit entry from callers, ostensibly for the purpose of identifying the caller.

- ☐ Should the caller be prompted to enter an identification number?

Choose...

If Yes:

- ☐ What should the identification number prompt say?

(Example: Please enter your account number, followed by the pound sign.)

Click here to enter identification number prompt verbiage.

- ☐ Should the input be spoken back to the caller for confirmation?

Choose...

- ☐ Should only certain patterns of input be accepted?

Choose...

If Yes:

- ☐ Explain:

(Example: Six digit entry starting with the digit 1 or 2.)

Click here to enter identification number input pattern description.

- ☐ Should a hyperlink be added to the identification number field for agents to use to activate an external program or web page?

Choose...

If Yes: Complete the [Identification Link](#) section.

- ☐ Should the identification number be validated against a back-end database and/or used to look up additional data for display to agents?

Choose...

If Yes: Complete the [Identification Query](#) section.

Q5 Selection

Selection input can be used to offer callers a multiple choice menu of options in order to identify a reason or category for the call, or to further identify the caller. Input can be confirmed by repeating the digit the caller entered or a custom phrase describing the choice.

- ☐ Should the caller be prompted to select from a menu of available options?

Choose...

If Yes:

- ☐ Which digits should be available for callers to select?

0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

- ☐ What should the selection menu prompt say?

(Example: For option A, press one. For option B, press two. Otherwise, press three.)

Click here to enter selection prompt verbiage.

- ☐ Should the choice be spoken back to the caller for confirmation?

Choose...

If Yes:

- ☐ Speak the chosen digit or a descriptive phrase?

Choose...

- ☐ Should agents see the menu digit or descriptive text in the calls grid?

Choose...

If Text:

- ☐ Specify for each menu option:

(Example: 1=Option A. 2=Option B.)

Click here to enter selection display text descriptions.

- ☐ Should call priority be adjusted based on the selected menu option?

Choose...

If Yes:

- ☐ Specify the priority value for each desired menu option:

0: #	1: #	2: #	3: #	4: #	5: #	6: #	7: #	8: #	9: #
------	------	------	------	------	------	------	------	------	------

- ☐ Should a hyperlink be added to the selection field for agents to use to activate an external program or web page?

Choose...

If Yes: Complete the [Selection Link](#) section.

- ☐ Should the selection be validated against a back-end database and/or used to look up additional data for display to agents?

Choose...

If **Yes**: Complete the [Selection Query](#) section.

Q6 Custom Number

Custom number input can be used to get an additional multi-digit entry from callers in order to provide more information related to the subject of the call.

- ☐ Should the caller be prompted to enter an additional multi-digit number?

Choose...

If **Yes**:

- ☐ What should the custom number prompt say?

(Example: Please enter your account number, followed by the pound sign.)

Click here to enter custom number prompt verbiage.

- ☐ Should the input be spoken back to the caller for confirmation?

Choose...

- ☐ Should only certain patterns of input be accepted?

Choose...

If **Yes**:

- ☐ Explain:

(Example: Six digit entry starting with the digit 1 or 2.)

Click here to enter custom number input pattern description.

- ☐ Should a hyperlink be added to the custom number field for agents to use to activate an external program or web page?

Choose...

If **Yes**: Complete the [Custom Number Link](#) section.

- ☐ Should the custom number be validated against a back-end database and/or used to look up additional data for display to agents?

Choose...

If **Yes**: Complete the [Custom Number Query](#) section.

Q7 Custom Selection

Custom selection input can be used to offer callers an additional multiple choice menu of options in order to identify a reason or category for the call, or to further identify the caller. Input can be confirmed by repeating the digit the caller entered or a custom phrase describing the choice.

- ☐ Should the caller be prompted to select from an additional menu of available options?

Choose...

If Yes:

- ☐ Which digits should be available for callers to select?

0	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7	<input type="checkbox"/>	8	<input type="checkbox"/>	9	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------

- ☐ What should the custom selection menu prompt say?

(Example: For the first choice, press one. For the second choice, press 9.)

Click here to enter custom selection prompt verbiage.

- ☐ Should the choice be spoken back to the caller for confirmation?

Choose...

If Yes:

- ☐ Speak the chosen digit or a descriptive phrase?

Choose...

- ☐ Should agents see the menu digit or descriptive text in the calls grid?

Choose...

If Text:

- ☐ Specify for each menu option:

(Example: 1=Option A. 2=Option B.)

Click here to enter selection display text descriptions.

- ☐ Should call priority be adjusted based on the selected menu option?

Choose...

If Yes:

- ☐ Specify the priority value for each desired menu option:

0: 1: 2: 3: 4: 5: 6: 7: 8: 9:

- ☐ Should a hyperlink be added to the custom selection field for agents to use to activate an external program or web page?

Choose...

If Yes, complete the [Custom Selection Link](#) section.

- ☐ Should the custom selection be validated against a back-end database and/or used to look up additional data for display to agents?

Choose...

If **Yes**, complete the [Custom Selection Query](#) section.

Q8 Queue Menus

Queue menus can be presented to callers before being placed into queue for a team and also at regular intervals while waiting in queue. As part of the menu presentation, callers can be informed of their position in queue and estimated wait time. Available menu options include:

Digit	Description
1	Hold for an agent
2	Leave a voice message
3	Request a callback
4	Exit the queue

- ☐ Should callers be presented with an initial menu of options?

Choose...

If **Yes**: Complete the [Q8.1 Initial Menu](#) section.

- ☐ Should callers be presented with a menu of options at regular intervals while waiting in queue?

Choose...

If **Yes**:

- ☐ At what time interval, in seconds, should the menu be presented?

Specify...

Complete the [Q8.2 Timeout Menu](#) section.

- ☐ What is the maximum amount of time, in seconds, that callers should be allowed to wait in queue?

Specify...

(**NOTE**: Must be a multiple of the above interval, if specified.)

Q8.1 Initial Menu

The initial menu is used to provide callers with a menu of available options prior to being placed in queue for an agent.

- ☐ Should callers hear their pending position in queue prior to selecting a menu option?

Choose...

- ☐ Should callers hear the estimated wait time prior to selecting a menu option?

Choose...

- ☐ Which menu options should be presented to callers?

☐ Queue for Agent

☐ Leave Message

☐ Request Callback

☐ Exit Queue

- ☐ Should callers be placed in queue by default if a selection is not made?

Choose...

- ☐ What should the initial menu prompt say?

(Example: To hold for a representative, press 1. To return to the previous menu, press the star key.)

Click here to enter initial menu prompt verbiage.

Q8.2 Timeout Menu

The timeout menu is used to provide callers with a menu of available options at regular intervals while waiting in queue for an agent.

- ☐ Should callers hear their pending position in queue prior to selecting a menu option?

Choose...

- ☐ Should callers hear the estimated wait time prior to selecting a menu option?

Choose...

- ☐ Which menu options should be presented to callers?

☐ Queue for Agent

☐ Leave Message

☐ Request Callback

☐ Exit Queue

- ☐ Should callers be placed in queue by default if a selection is not made?

Choose...

- ☐ What should the timeout menu prompt say?

(Example: Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1 or remain on the line. To request a callback, press 3. To return to the previous menu, press the star key.)

Click here to enter timeout menu prompt verbiage.

Q9 Overflow to Another Team

Queues are configured with a primary team and can also be configured with an overflow team. Callers can be redirected to the overflow team based on current conditions in the call queue.

- ☐ Should calls overflow from a primary team to a backup team under certain circumstances?

Choose...

If Yes:

- ☐ Should calls overflow when there are no agents signed into the primary team?

Choose...

- ☐ Should calls overflow if the current wait time exceeds a certain value?

Choose...

If Yes:

- ☐ Specify the wait time value in seconds.

Specify...

- ☐ Should calls overflow based on the number of calls waiting in queue for the primary team?

Choose...

If Yes:

- ☐ Specify the number of calls waiting threshold value.

Specify...

- ☐ Should the call priority value be adjusted when the call is redirected to the overflow team?

Choose...

If Yes:

- ☐ Specify the call priority value.

Specify...

Q10 Incomplete Call Scenarios

Incomplete call scenarios apply to situations where callers cannot be placed in queue or are removed from queue prior to being connected to an agent. The actions available for these scenarios include:

- **Message** Leave a voice message in a subscriber mailbox. Can be the mailbox for the target TeamQ team or a different mailbox.
- **Callback** Request a return call from a TeamQ team. Request can be directed to the target TeamQ team or a different team.
- **Transfer** Transfer the call to another extension.
- **Menu** Return to a menu containing further call processing options.

Q10.1 No Agents Signed In

- ☐ What action should be taken if there are no agents signed into the team, or all agents sign out while the caller is waiting in queue?

Choose...

- ☐ Action Notes:

(Example: Leave a message in the after-hours support mailbox.)

Click here to enter action notes.

Q10.2 Maximum Wait Time

- ☐ What action should be taken if the caller has been waiting in queue for the maximum allowable wait time?

Choose...

(**NOTE:** Maximum allowable wait time is a factor of the Timeout Menu interval and iterations. See [Q8 Queue Menus](#).)

- ☐ Action Notes:

(Example: Submit a callback request for the primary team.)

Click here to enter action notes.

Q10.3 Maximum Calls Waiting

- ☐ Should the total number of calls waiting in queue be limited to a maximum value?

Choose...

If **Yes**:

- ☐ Specify the maximum number of calls waiting in queue.

Specify...

- ☐ What action should be taken if the maximum allowable number of calls is already waiting in queue?

Choose...

- ☐ Action Notes:

(Example: Return caller to the company main menu.)

Click here to enter action notes.

Miscellaneous Queue Settings

Hold Audio

- ☐ Should callers hear pre-recorded music or other audio information while waiting in queue?

Choose...

If **Yes**:

- ☐ Describe requirements:

Click here to enter hold audio requirements.

Prompt Format

- ☐ Should prompts be spoken to callers using recorded phrases, text-to-speech, or both?

Choose...

- ☐ If **Phrases** or **Both**, should recording via telephone be available?

Choose...

Input Item Links

Input links are attached to call record data fields and contain a command that can be executed by agents using the TeamQ Desktop Client. Typically, the command is used to display information related to the call using an external program, such as a web browser. Link commands can consist of an Internet address, hyperlink, specific executable program with arguments, or a file with a file type that is registered with Windows on the agent workstation.

Links configured for input items can consist of up to three fields. Only the **Command** field is required.

Table 2. Input Item Link Fields

Field	Description
Command	Complete hyperlink URI or executable file specification.
Display	Value for display in the TeamQ Desktop Client context menu.
Arguments	Arguments supplied to an executable file.

Specific caller input values can be included in links through the use of value substitution labels. The supported value substitution labels are:

Table 3. Input Item Link Value Substitution Labels

Substitution Label	Description
^CallingParty	Calling party data (i.e. ANI) received for the call.
^CallbackNumber	Callback number input value.
^Identification	Identification input value.
^Selection	Selection input value.
^User0	User Field 0 input value.
^User1	User Field 1 input value.

Example: Web URI Link

This example demonstrates making a call to a secure web service and providing the caller's identification number as a parameter in the URI query string. The link will be displayed as "Customer Lookup" to agents.

Command	<input type="text" value="https://mywebservice.com?ID=^Identification"/>
Display	<input type="text" value="Customer Lookup"/>

Example: Executable File Link

This example demonstrates executing a locally resident executable program and passing the caller's callback number as a command-line parameter. The link will be displayed as "Phone Lookup" to agents.

Command	<input type="text" value="C:\Utilities\MyProgram.exe"/>
Display	<input type="text" value="Phone Lookup"/>
Arguments	<input type="text" value="^CallbackNumber"/>

Callback Number Link

Command	<input type="text" value="Click here to enter web URI or executable file name."/>
Display	<input type="text" value="Click here to enter display text."/>
Arguments	<input type="text" value="Click here to enter executable file arguments."/>

Identification Link

Command	<input type="text" value="Click here to enter web URI or executable file name."/>
Display	<input type="text" value="Click here to enter display text."/>
Arguments	<input type="text" value="Click here to enter executable file arguments."/>

Selection Link

Option 0

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 1

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 2

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 3

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 4

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 5

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 6	Command	<input type="text" value="Click here to enter web URI or executable file name."/>
	Display	<input type="text" value="Click here to enter display text."/>
	Arguments	<input type="text" value="Click here to enter executable file arguments."/>

Option 7	Command	<input type="text" value="Click here to enter web URI or executable file name."/>
	Display	<input type="text" value="Click here to enter display text."/>
	Arguments	<input type="text" value="Click here to enter executable file arguments."/>

Option 8	Command	<input type="text" value="Click here to enter web URI or executable file name."/>
	Display	<input type="text" value="Click here to enter display text."/>
	Arguments	<input type="text" value="Click here to enter executable file arguments."/>

Option 9	Command	<input type="text" value="Click here to enter web URI or executable file name."/>
	Display	<input type="text" value="Click here to enter display text."/>
	Arguments	<input type="text" value="Click here to enter executable file arguments."/>

Custom Number Link

Command	<input type="text" value="Click here to enter web URI or executable file name."/>
Display	<input type="text" value="Click here to enter display text."/>
Arguments	<input type="text" value="Click here to enter executable file arguments."/>

Custom Selection Link

Option 0

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 1

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 2

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 3

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 4

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 5

Command

Click here to enter web URI or executable file name.

Display

Click here to enter display text.

Arguments

Click here to enter executable file arguments.

Option 6	Command	Click here to enter web URI or executable file name.
	Display	Click here to enter display text.
	Arguments	Click here to enter executable file arguments.

Option 7	Command	Click here to enter web URI or executable file name.
	Display	Click here to enter display text.
	Arguments	Click here to enter executable file arguments.

Option 8	Command	Click here to enter web URI or executable file name.
	Display	Click here to enter display text.
	Arguments	Click here to enter executable file arguments.

Option 9	Command	Click here to enter web URI or executable file name.
	Display	Click here to enter display text.
	Arguments	Click here to enter executable file arguments.

Input Item Data Queries

The TeamQ Data Link can be used by the TeamQ UConnect script to validate caller input and retrieve data from external sources for display to agents in the TeamQ Desktop Client. The *TeamQ Data Link Reference* guide contains additional, detailed information.

Data from external sources can be displayed to agents in a cell of a TeamQ call record, and can also be attached to call records as Input Item Links that appear in the context-menu for the call. In addition, the priority value assigned to a call can be changed in order to alter the position in queue of a call.

External data sources supported include common database servers and custom-written .NET assemblies (a .NET assembly is also commonly referred to as a "DLL"). In either case, the TeamQ UConnect script uses query parameters to define the data exchange specifics and how the data is presented to TeamQ agents.

In addition to caller input values, the following call attribute values can be used as query parameters:

Table 4. Call Attribute Values

Call Attribute Values
Called party (DNIS)
Calling party (ANI, extension, mailbox)
Queue ID
Call priority
Team ID

Input Item Query Type

□ What type of queries will be utilized, database or assembly?

Choose...

- If **Database**, continue to provide connection and query information in applicable sections below.
- If **Assembly**, contact developer for tailored assistance.

Database Connection

The following questions relate to basic database connectivity. Additional details will be required for final configuration. Multiple database connections can be supported simultaneously if needed.

- ☐ What type of database connection will be required?

Choose...

- ☐ If **ODBC** or **OLE DB**, specify driver or provider information:

(Example: MySQL OLE DB provider)

Click here to enter ODBC driver or OLE DB provider information.

- ☐ If **Other**, describe:

Click here to enter database connection requirements.

- ☐ Will the connection use a database account or Windows credentials for security?

Choose...

- ☐ Enter other pertinent database information, if any:

Click here to enter other pertinent database connection or interaction information.

Callback Number Query

The callback number query applies to the [Q3.Callback Number](#) input element.

- ☐ Will the query be implemented as a stored procedure or a query language statement?

Choose...

- ☐ Will the query be used for input validation?

Choose...

- ☐ Will the query be used to retrieve data for display to agents?

Choose...

If Yes:

- ☐ Explain the data to be retrieved.

(Example: Query will be used to retrieve sales region based on area code.)

Click here to enter description of retrieved data.

- ☐ Should the retrieved data replace the caller input in the same agent display field or be displayed in a different agent display field?

Choose...

- ☐ Will the query return any data to be used in constructing input item links?

Choose...

If Yes:

☐ Explain:

(Example: Link to internal sales web site.)

Click here to enter input item link description.

☐ Will the query results be used to alter the priority of the call?

Choose...

☐ Will the query require multiple input parameters?

Choose...

If Yes:

☐ Explain:

(Example: Callback number, calling party and queue ID.)

Click here to enter query parameter requirements.

Identification Query

The identification query applies to the [Q4 Identification Number](#) input element.

☐ Will the query be implemented as a stored procedure or a query language statement?

Choose...

☐ Will the query be used for input validation?

Choose...

☐ Will the query be used to retrieve data for display to agents?

Choose...

If Yes:

☐ Explain the data to be retrieved.

(Example: Query will be used to retrieve account record.)

Click here to enter description of retrieved data.

☐ Should the retrieved data replace the caller input in the same agent display field or be displayed in a different agent display field?

Choose...

☐ Will the query return any data to be used in constructing input item links?

Choose...

If Yes:

☐ Explain:

(Example: Link to internal account web page.)

Click here to enter input item link description.

☐ Will the query results be used to alter the priority of the call?

Choose...

☐ Will the query require multiple input parameters?

Choose...

If Yes:

☐ Explain:

(Example: Identification number and calling party.)

Click here to enter query parameter requirements.

Selection Query

The selection query applies to the [Q5.Selection](#) input element.

☐ Will the query be implemented as a stored procedure or a query language statement?

Choose...

☐ Will the query be used for input validation?

Choose...

☐ Will the query be used to retrieve data for display to agents?

Choose...

If Yes:

☐ Explain the data to be retrieved.

(Example: Query will be used to retrieve issue number based on selection.)

Click here to enter description of retrieved data.

☐ Should the retrieved data replace the caller input in the same agent display field or be displayed in a different agent display field?

Choose...

☐ Will the query return any data to be used in constructing input item links?

Choose...

If Yes:

☐ Explain:

(Example: Link to internal support web site.)

Click here to enter input item link description.

☐ Will the query results be used to alter the priority of the call?

Choose...

☐ Will the query require multiple input parameters?

Choose...

If Yes:

☐ Explain:

(Example: Selection and custom selection.)

Click here to enter query parameter requirements.

Custom Number Query

The custom number query applies to the [Q6 Custom Number](#) input element.

☐ Will the query be implemented as a stored procedure or a query language statement?

Choose...

☐ Will the query be used for input validation?

Choose...

☐ Will the query be used to retrieve data for display to agents?

Choose...

If Yes:

☐ Explain the data to be retrieved.

(Example: Query will be used to retrieve description based on number entered.)

Click here to enter description of retrieved data.

☐ Should the retrieved data replace the caller input in the same agent display field or be displayed in a different agent display field?

Choose...

☐ Will the query return any data to be used in constructing input item links?

Choose...

If Yes:

☐ Explain:

(Example: Link to internal company web site.)

Click here to enter input item link description.

☐ Will the query results be used to alter the priority of the call?

Choose...

☐ Will the query require multiple input parameters?

Choose...

If Yes:

☐ Explain:

(Example: Custom number and team ID.)

Click here to enter query parameter requirements.

Custom Selection Query

The custom selection query applies to the [Q7 Custom Selection](#) input element.

- ☐ Will the query be implemented as a stored procedure or a query language statement? Choose...
- ☐ Will the query be used for input validation? Choose...
- ☐ Will the query be used to retrieve data for display to agents? Choose...

If Yes:

- ☐ Explain the data to be retrieved.

(Example: Query will be used to retrieve product name based on selection.)

Click here to enter description of retrieved data.

- ☐ Should the retrieved data replace the caller input in the same agent display field or be displayed in a different agent display field? Choose...
- ☐ Will the query return any data to be used in constructing input item links? Choose...

If Yes:

- ☐ Explain:

(Example: Link to product version web page.)

Click here to enter input item link description.

- ☐ Will the query results be used to alter the priority of the call? Choose...
- ☐ Will the query require multiple input parameters? Choose...

If Yes:

- ☐ Explain:

(Example: Custom selection and queue ID.)

Click here to enter query parameter requirements.

Additional Instructions

(Blank space provided below for additional notes and instructions.)