

ABSTRACT

An agent allocation method, comprising: collecting history service data of each agent; collecting classification statistics about the collected history service data of each agent according to different user levels of services, and calculating agent skill values of each agent corresponding to the different user levels; classifying agent skill values, corresponding to a same user level, of all agents into an agent skill value group, determining an agent queue corresponding to each user level in sequence according to the priority of the user level, and identifying each determined agent queue using an agent queue skill level; determining an agent queue skill level rank corresponding to each user level according to the agent skill value groups; and searching for idle agents in order according to the corresponding agent queue skill level rank in response to agent service requests sent by user terminals of different user levels.