

ABSTRACT

The application provides an exclusive agent pool allocation method, wherein the method comprises the following steps: Step 01 of collecting business data of agents; Step 02 of grouping agents according to the business data of the agents and forming multiple exclusive agent pools; Step 03 of calculating business skill values of agents according to the business data of the agents and classifying priorities of the agents; Step 04 of classifying priorities of agent pools according to the business data of the exclusive agent pools; Step 05 of allocating calling user to the corresponding agent in the exclusive agent pool according to predetermined allocation strategy. The method solves the matching of the user and the agent in the region and the business level, and allocates the agent resource according to the priority of the business skill, and realizes the high match between the business skill of the agent and the business handled by the user, and improves the pertinence and effectiveness of the agent service and promotes the satisfaction of the users.

[Figure 1]