

ABSTRACT

A method of agent allocation includes collecting historical service data of each of agents; performing classified counting of the collected historical service data of each of the agents according to different user levels being served, calculating agent skill values of each of the agents corresponding to the different user levels; counting the agent skill values of all agents corresponding to a same user level as an agent skill value group, successively determining agent queues corresponding to each of the user levels according to priorities of user levels, labeling each of the determined agent queues with an agent queue skill level; determining a ranking of agent queue skill levels corresponding to each of the user levels according to the agent skill value group, wherein in the ranking of agent queue skill levels, the agent queue skill level to which the agent queue having a correspondence relation with the user level is directed is a first agent queue skill level ranked at a first place; and finding an idle agent orderly according to the corresponding ranking of agent queue skill levels in response to agent service requests transmitted by user terminals of different user levels.