

TELECOMMUNICATION TRAFFIC ALLOCATION METHOD AND APPARATUS, AND ELECTRONIC DEVICE

ABSTRACT OF THE DISCLOSURE

Implementations of the present specification provide a telecommunication traffic allocation method and apparatus, and an electronic device. The method includes: determining a customer service agent that meets a response need of a traffic request, including: in response to that the traffic request is an audio interaction request or a video interaction request and that a customer service agent is currently processing an audio interaction or a video interaction, determining that the customer service agent does not meet the response need of the traffic request; in response to that the customer service agent is currently processing neither an audio interaction nor a video interaction, and that a processing volume corresponding to a text interaction being processed by the customer service agent does not exceed a first processing volume upper limit, determining that the customer service agent meets the response need of the traffic request; and allocating telecommunication traffic corresponding to the traffic request to a customer service agent that meets the response need. In the method according to an implementation of the present specification, the unified allocation of audio interactions, video interactions, and text interactions can be implemented, thereby improving the efficiency of customer service traffic processing, reducing the amount of customer service human resources occupied by a remote customer service, and reducing operating costs of the remote customer service.

Fig. 1