

20 Routing, WFM, QM

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Pro tips

? Unified routing has two stages on its overview page: classification, then assignment. A voice workstream is push mode only.

? A short-term forecast on the forecasting overview is 15-minute intervals for a horizon of up to six weeks (42 days). A long-term forecast is daily, up to three years (1,096 days).

Interview traps

? Using a quality score or a forecast for employment decisions. Both pages say not to.

? Treating the Dynamics recording announcement and a Teams compliance-recording policy as one switch.

Cheat sheet

Classify rules and ML models add information

Assign highest capacity, round robin, least active

Voice queue least active is the default on that page

Forecast volume and AHT, then capacity, then shifts

Quality indicators score, guardrails do not

Not for compensation, seniority, or rewards

Facts in the long lessons were checked 14 October 2026. This sheet is a memory aid.

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