Call Routing and Handling

This section defines what happens once a call is answered, ensuring that it is properly managed and directed within the system.

- **Routing to Agents**
  Determines how calls are assigned to available agents, ensuring efficient distribution based on availability or predefined rules.
- **IVR Integration (if applicable)**
  Allows calls to pass through an Interactive Voice Response system, where callers can select options before being connected to an agent.
- **Voicemail Handling**
  Defines how voicemail interactions are managed, including detection, recording, or appropriate follow-up actions.
- **Call Transfer Rules**
  Establishes how and when calls can be transferred between agents or departments, ensuring proper handling of customer needs.

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