

Contact - Contact Centre Analytics and Agent Management

The iCALL suite Contact module delivers valuable business intelligence and staff modelling for contact centres as well as providing management tools for agents and supervisors.

Contact centre for iPECS

The contact module of the iCALL suite is an upgrade to the report module, enabling you to monitor, manage and control informal and formal contact centres.

What is an informal contact centre?

- Do you take orders over the phone?
- Do you make sales calls?
- Do you offer telephone support?
- Do staff undertake credit control by phone?

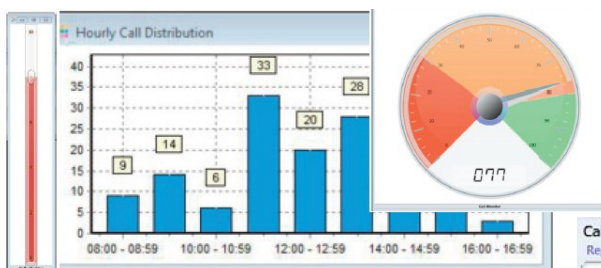
If the answer is 'yes' to any of these questions, you have an informal contact centre, no matter how many calls are handled each day.

Contact centre reporting

Functionality in addition to that of the report module includes:

- Agent Workflow/Group analytics
Contact Centre reporting provides up to the minute agent and group analytics. ACD group analytics deliver queue and call statistics by group.
Agent workflow analytics provides summary and detailed information on each availability status and punctuality based on first message of the day.
- ACD group wallboard widget
The ACD group wallboard widget allows 10 group performance parameters to be displayed continually in real-time for any group on a supervisor or agent's desktop, or on large screens for everyone to see. This is an essential tool for any contact centre environment, providing real-time statistics..

- ACD group view
This enables supervisors to see the status of their agents (available/unavailable or on DND). This provides a clear view of how many agents are available to take calls at any given time.
- Agent analytics
This provides information by agent:
 - Number and duration of inbound and outbound calls
 - Available time
 - Time on DND.
- Contact centre modelling
Review past performance and use "what if" calculations to forward plan the number of agents and times of day you want them to work.
You can plan using different numbers of agents or different volumes of calls to ensure you are working with the optimum number of people. You can also change parameters such as wrap-up time to achieve SLAs.



Call Centre Modelling

Report Period: 14/11/2012

Workflow Settings

Service Levels
Set your target response time: 20 (20 sec)
Set your target service level: 90 (90 %)

Call Handling Time
Set your target Wrap-up time: 150 (150 sec)
Adjust your average call duration: 81 (81 sec)

Agents/Calls
Adjust your number of agents: 20 (20 Agents)
Adjust your total calls: 140 (140 Calls)

Hourly Call Profile

Period	Calls	Avg. Talk Time	%
08:00 - 08:59	7	00:00:20	
09:00 - 09:59	149	00:01:39	94%
10:00 - 10:59	140	00:01:21	89%
11:00 - 11:59	104	00:01:34	80%
12:00 - 12:59	133	00:01:13	94%
13:00 - 13:59	99	00:01:20	82%
14:00 - 14:59	125	00:01:26	79%
15:00 - 15:59	91	00:01:27	87%
16:00 - 16:59	157	00:01:34	100%
17:00 - 17:59	107	00:01:00	68%
18:00 - 18:59	20	00:00:42	
19:00 - 19:59	1	00:00:24	
20:00 - 20:59	1	00:00:24	

Staffing Profile

Agents	Agent busy (%)	Immediate answer (%)	Service level (%)	Avg s
20	89.83	45.53	54.32	61.87
22	81.66	72.56	80.65	15.71
24	74.86	87.44	92.55	4.80
26	69.10	94.82	97.41	1.48
28	64.16	98.08	99.19	0.44

Observations

- * Optimum number of agents required: 24
- * Average speed of answering the calls (at optimum agents): 4.80
- * Service level achieved (at optimum agents): 92.55
- * Percentage of calls that will be answered immediately: 87.44
- * Percentage of time that agents will be busy on phone or on wrap-up:

Managing agents

In addition to contact centre reporting, the contact centre supervisor plug-in comprises of 6 elements that can be selectively displayed on an agents desktop: Group View, Current Calls, Group Log-in, Call Preview, Dial and ACD Group Wallboard.

Collectively these features enable contact centres to speed up connection, eradicate dialing errors and benefit from screen popping to speed up data entry and minimise data searches. As a result more informed callers leads to less repetition and vastly improved customer service, contributing to increased customer retention and loyalty.

■ Group View

Group view allows you to see the status of each agent in the group, i.e. whether they are logged in / logged out, including reason, on DND, on extended wrap up and on a call.

You are able to see:

- How long the agent has been in their current status
- Reason code for availability status
- Who they are on the phone to and how long for (by CLI or dialled number)

■ Current Calls

Viewing your call history for inbound, outbound, internal and transferred calls has never been easier. You can filter the call history, redial numbers, add notes and if you have call recordings you can playback and email recordings..

■ Group Log-in

This module allows you to set the log-in status of your group / groups. You can also easily activate your DND (Do Not Disturb) and extended wrap-up features.

■ Call Preview

This appears when a call is delivered to your extension, you can click on it to answer the call. Caller information is displayed if available in your directory.

■ Dial

Enter a number to dial, click to dial, select / copy a number to the clipboard to automatically dial or dial from your directory.

■ ACD Group Wallboard

The wallboard module shows "live" calls waiting for ACD groups and personal statistics such as hourly traffic and call type distribution.

Agent and supervisor functionality

Each "seat" can be set at point of installation as either an agent or supervisor. Supervisors can control an agent's status by logging them in / out and can monitor their calls using the system barge facility. An agent can only control their own status but they can see their colleagues' status using the presence tab.

