

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 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?

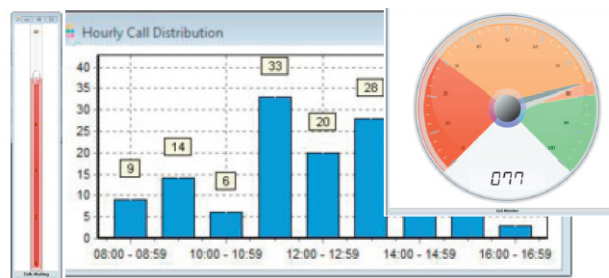
If the answer is 'yes' to any of these questions, you have an informal contact centre, no matter how many calls are handled each day.

Contact centre reporting

Functionality in addition to that of the report module includes:

Agent and 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

ACD group view 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

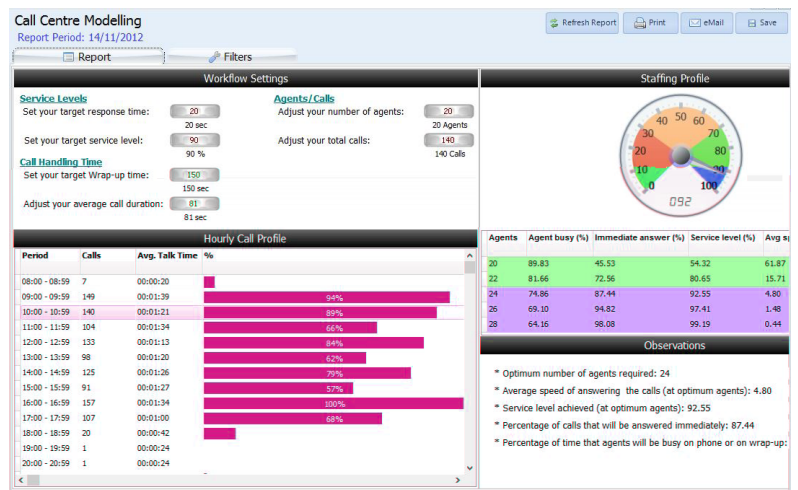
Agent analytics provides information by agent:

- 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.



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 dialling 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. 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.

Call Preview

Call preview 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 your 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.

Features overview

The **contact** module is an upgrade to **report**, enhancing features to include:

Contact centre reporting	✓
Contact centre staff modelling	✓
Agent availability status & group analysis	✓
Agent activity reporting	✓
Cradle to grave reporting	✓
UCD group reporting at call detail level	✓
Bounce reporting	✓
UCD group calls queuing and longest queue time now	✓
UCD group wallboard	✓
Reporting on agent activity by UCD group	✓
Agent busy reporting	✓
Control agent status from supervisor	✓*
Agent call status (on a call, ringing)	✓*
Duration in status	✓*
Personal wallboard	✓*
Change group availability using reason codes	✓*
Click to dial	✓*
Call preview (CLI, DDI, DDI name)	✓*
Personal call history	✓*
Active status control (DND, Group Calls)	✓*
Absent message reporting (reason code/availability)	✓*
CRM integration	✓**
Fully integrated with all icall suite modules	✓

Please note: iPECS TAPI license is required.

* Requires contact centre supervisor plug-in & agent licenses

** Requires professional services

MINIMUM SYSTEM REQUIREMENTS

Dedicated dual core PC running 3.0GHz or faster
Windows XP / 7 / 8 Professional, Vista Business, Server 2008
4GB RAM, 2GB hard disk free space (single partition)