

Contact centre analytics and agent management

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

Business analytics for contact centres

This module focuses on your informal or formal contact centre; to monitor, manage and control. Features of the report module are enhanced by the contact centre supervisor license:

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 reports

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.

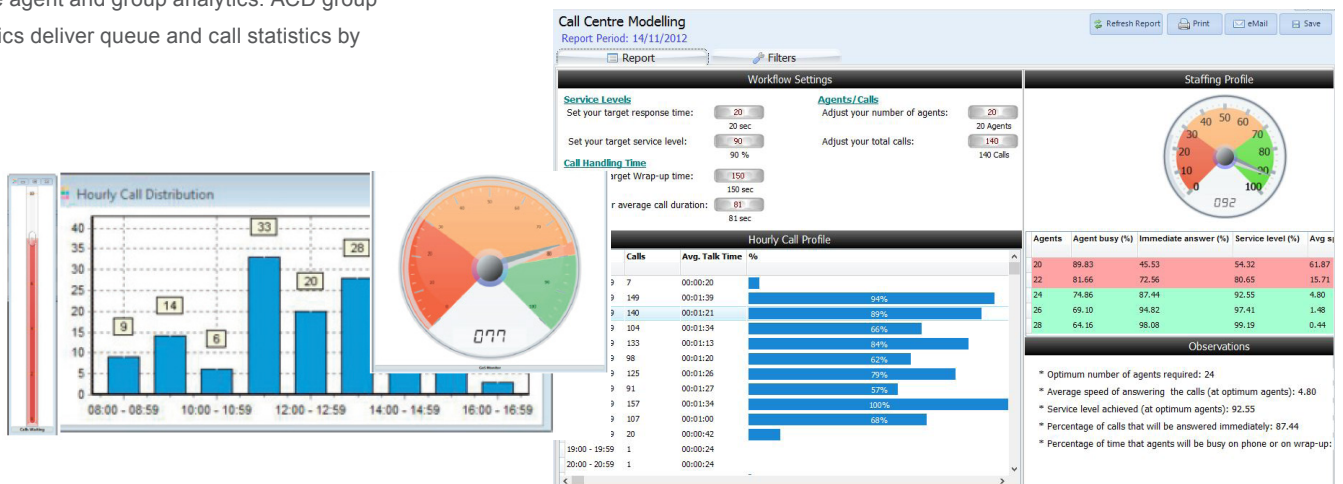
Agent analytics

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

The Connect Server Pro enables supervisors to see live agent activity (group view, current calls, group log-in and ACD group wallboard). Contact Centre Agent licenses display relevant call details on their desktop for call preview, call control, call history and database integration.

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.



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