

# Call center module use case

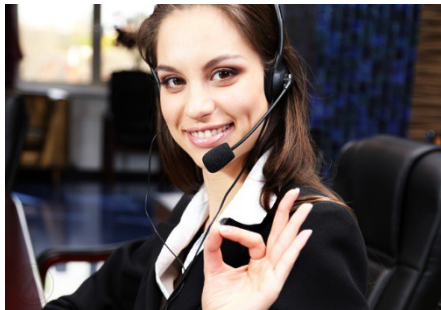
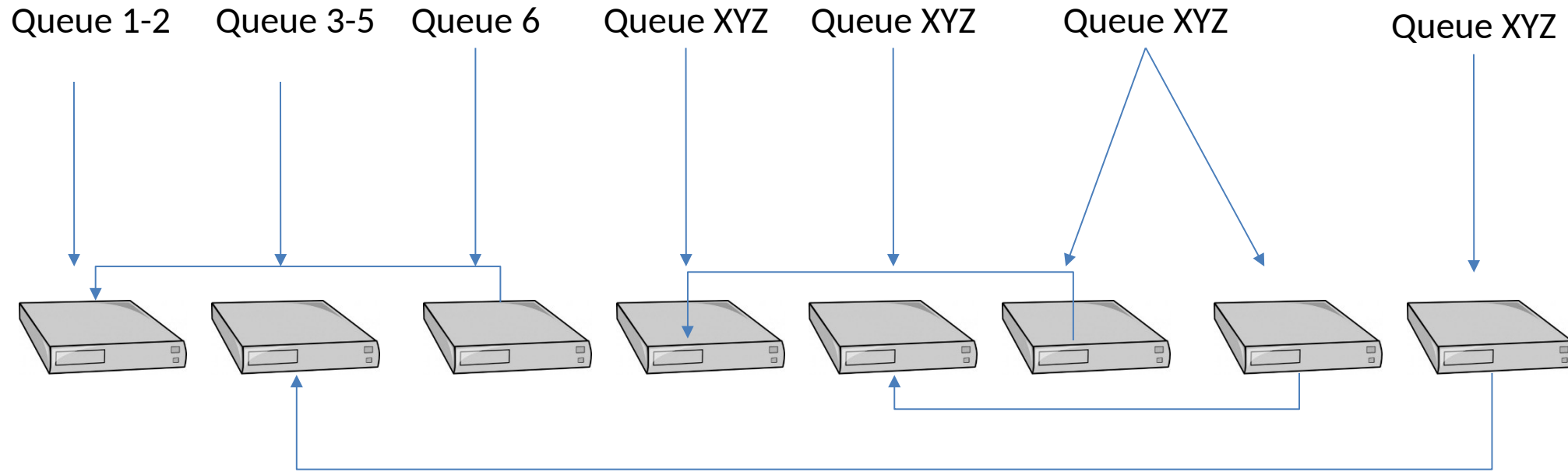
# Network telecom / CNSI

- ISP
- MVNO
- Voip provider
- Call center integrator

# End client situation

- Eight call centers
- 10-16k calls per day
- Low quality of service
- 20+ Queues
- Work stressed supervisors and operators
- No global resource management
- 350 operators
- Unequal client distribution

# The problem

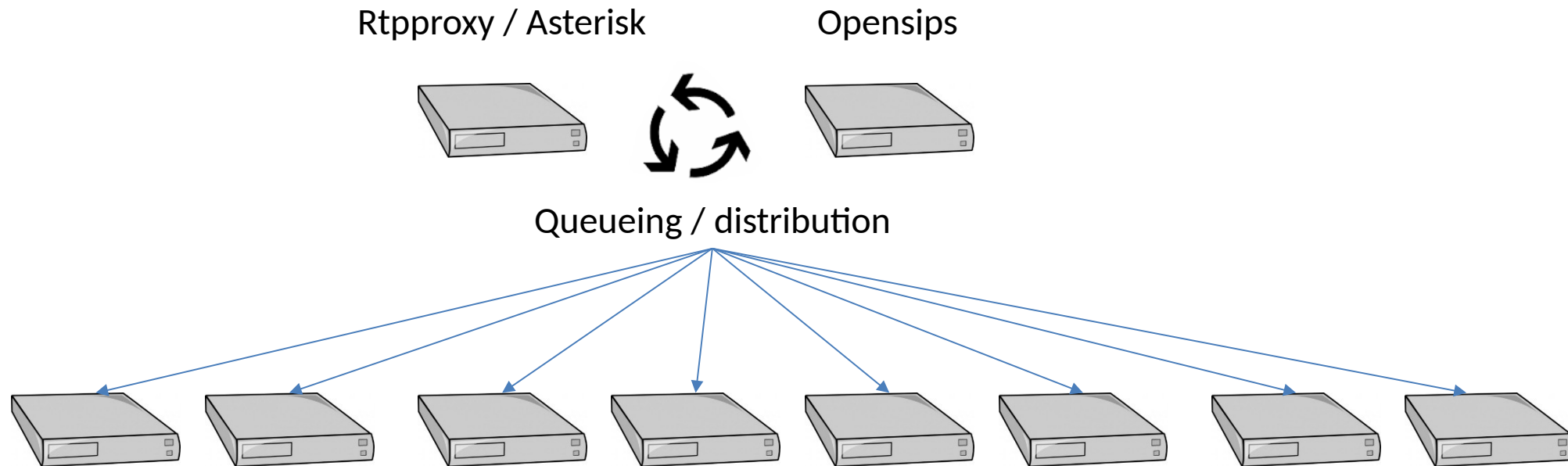


50%

50%



# Client « La poste » Call-center solution



Average waiting time -20%

Number of answered calls + 10%

# Management interface realtime Queues



- Skills management
  - Statistics
  - Reports
  - Activities
  - Dialer
  - Call management
  - Options
  - CSV Exports
  - Recordings
- Global
  - Queues
  - Families
  - Callcenters
  - Operators
  - Teams

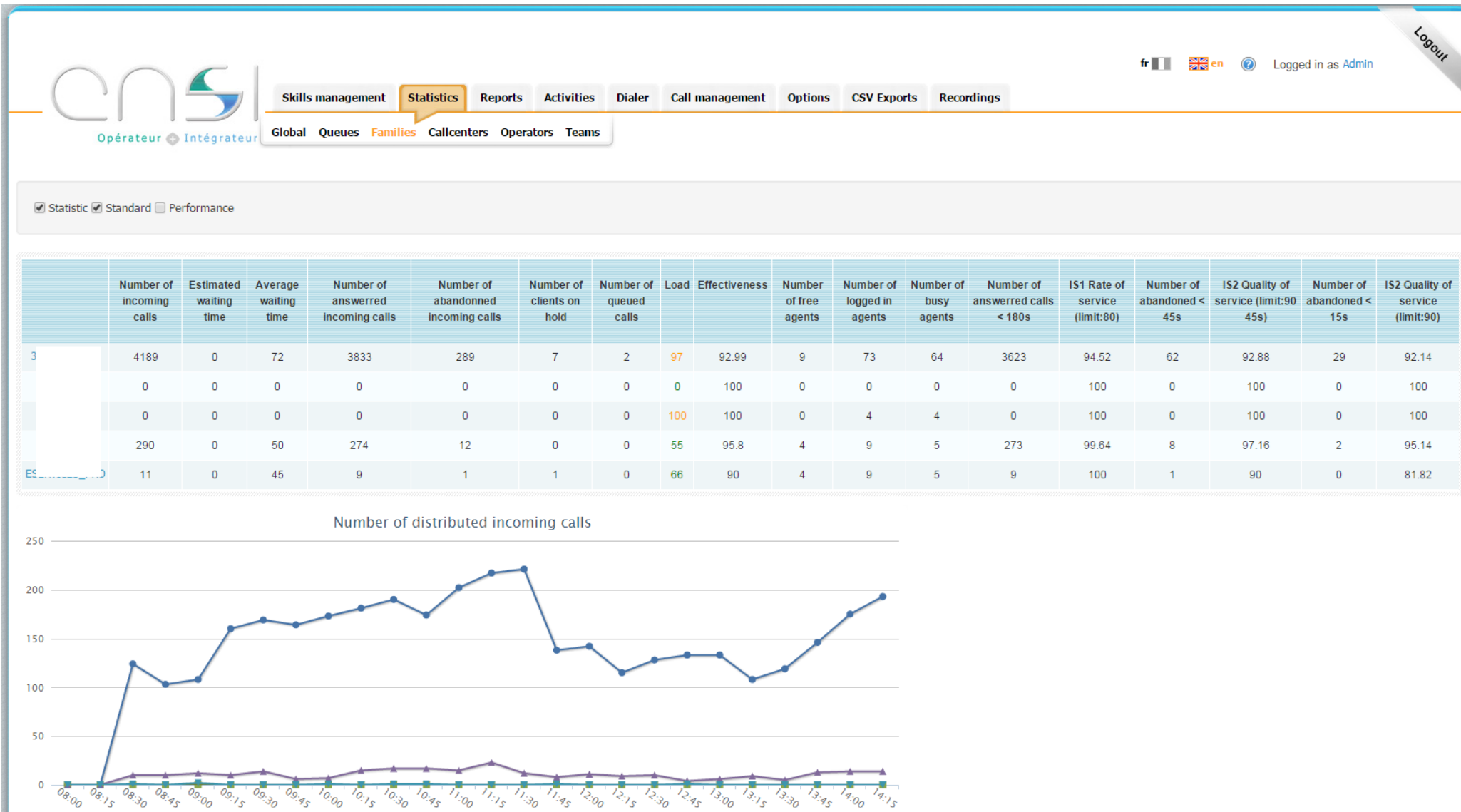
fr  en  ? Logged in as Admin

Logout

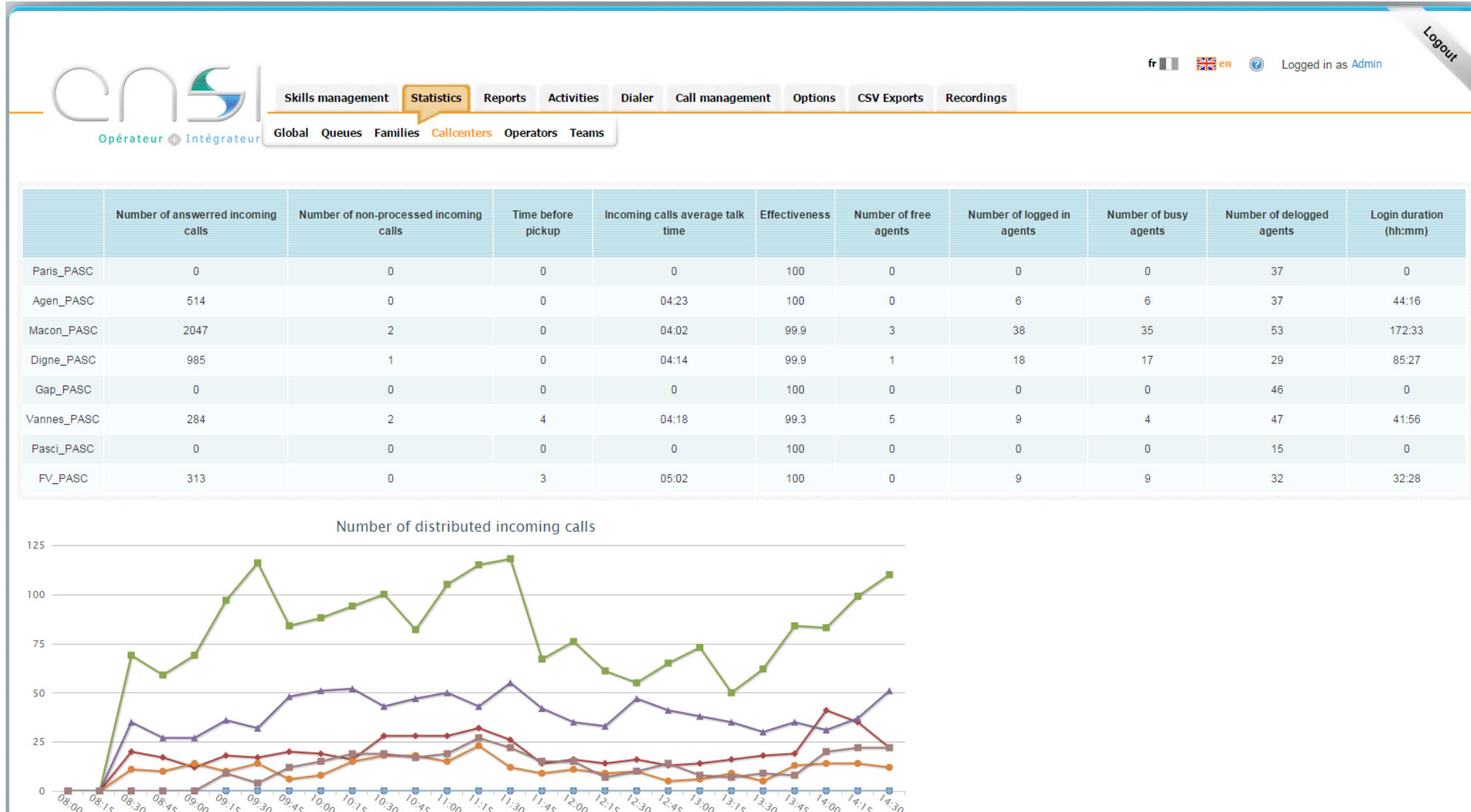
Statistic  Standard  Performance

	Number of incoming calls	Estimated waiting time	Average waiting time	Number of answered incoming calls	Number of abandoned incoming calls	Number of clients on hold	Number of queued calls	Load	Effectiveness	Number of free agents	Number of logged in agents	Number of busy agents	Number of answered calls < 180s	IS1 Rate of service (limit:80)	Number of abandoned < 45s	IS2 Quality of service (limit:90 45s)	Number of abandoned < 15s	IS2 Quality of service (limit:90)
	921	0	75	856	47	0	0	94	94.8	4	73	69	808	94.39	11	94.07	3	93.25
Dis	143	0	49	132	8	1	0	60	94.29	5	10	5	132	100	7	97.06	1	92.96
Tran	66	0	11	65	1	0	0	50	98.48	5	10	5	65	100	1	100	1	100
	10	0	89	7	1	0	0	44	87.5	5	9	4	7	100	0	70	0	70
	317	0	5	308	1	0	0	94	99.68	4	70	66	308	100	1	97.47	1	97.47
	558	0	72	502	51	1	0	96	90.78	4	75	71	477	95.02	14	92.28	5	90.78
Bo	14	0	49	14	0	0	0	50	100	5	10	5	14	100	0	100	0	100
	250	0	83	237	11	0	0	93	95.56	4	64	60	220	92.83	1	95.18	0	94.8

# Management interface realtime Families



# Management interface realtime Callcenters





# Management interface realtime Agents

## Macon\_PASC

ID	Operator Name	Team	Time before pickup	Number of answered incoming calls	Number of abandoned incoming calls	Effectiveness	Online Status	Average talk time	Login duration (hh:mm)
							Disconnect all		
77109	LAPOR	Macon 1	0	38	0	100	online	04:09	03:11
77110	JANIA	Macon 2	0	37	0	100	online	05:38	04:11
77111	FEUTEL	Macon 3	0	29	0	100	offline	03:58	02:19
77113	RICHAF	Macon 1	0	40	0	100	offline	04:19	03:22
77114	DARFEU	Macon 3	0	28	0	100	offline	03:36	02:13
77115	DIDIER	Macon 1	0	47	0	100	offline	03:33	03:31
77116	MAUR	Macon 2	0	30	0	100	online	04:34	02:56
77117	TAVIC	Macon 3	0	27	0	100	offline	03:36	02:04
77118	DAGON	Macon 4	0	41	0	100	offline	03:17	02:51
77119	CHEVAL	Macon 2	0	35	0	100	online	03:46	02:58
77120	ALTER	Macon 5	0	46	0	100	online	02:49	02:38
77121	BERTRA	Macon 3	0	0	0	0	offline	0	0
77122	BRIDE	Macon 2	0	40	0	100	online	03:37	03:08
77123	FLEUF	Macon 5	0	35	0	100	offline	04:38	03:08
77124	HERIJ	Macon 3	0	18	0	100	offline	02:58	01:07
77125	LECH	Macon 3	0	19	0	100	offline	06:17	02:15
77126	BRESSI	Macon 4	0	0	0	0	offline	0	0

# Management interface reports Callcenters

Custom period:

[Export to csv](#)

	Number of distributed incoming calls	Number of answered incoming calls	Number of non-processed incoming calls	Time before abandon	Time before pickup	Number of logged in agents	Incoming calls average talk time	Total duration of calls	Effectiveness	Number of outgoing transferred calls	Login duration
Paris_PASC	0	0	0	0		0	0	0	100	0	0
Agen_PASC	2211	2211	0	0	0.03	2.97	04:22	161:26:09	100	0	07:14:05
Macon_PASC	5853	5843	7	01:04	0.03	8.01	04:12	409:57:04	99.88	0	19:22:18
Digne_PASC	3236	3234	0	0	0.03	4.72	04:26	239:43:53	100	0	11:13:37
Gap_PASC	0	0	0	0		0.05	0	0	100	0	00:03:12
Vannes_PASC	971	969	2	00:41	4.41	2.4	04:33	73:31:31	99.79	0	06:04:38
Pasci_PASC	0	0	0	0		0	0	0	100	0	0
FV_PASC	1182	1173	3	01:34	3.25	2.12	05:30	107:38:02	99.74	0	05:04:16

[Export to csv](#)

	Callcenter	Number of distributed incoming calls	Number of answered incoming calls	Number of non-processed incoming calls	Time before abandon	Time before pickup	Number of logged in agents	Incoming calls average talk time	Total duration of calls	Effectiveness	Number of outgoing transferred calls	Login duration
19.04.2015	Agen_PASC	0	0	0	0	0	0	0	0	100	0	0
20.04.2015	Agen_PASC	1125	1125	0	0	0.03	7.7	04:29	84:08:56	100	0	03:21:20
21.04.2015	Agen_PASC	1086	1086	0	0	0.03	7.43	04:16	77:17:13	100	0	03:16:45
Total	Agen_PASC	2211	2211	0	0	0.06	15.13	08:45	161:26:09	300	0	07:14:05
Average	Agen_PASC	737	737	0	0	0.02	5.04	02:55	53:48:43	100	0	02:12:41

# Management interface reports Families

Custom period:

Statistic  Standard  Performance

	Number of distributed incoming calls	Number of answered incoming calls	Number of abandoned incoming calls	Number of incoming calls	Time before abandon	Calls sent out	Total talk time	Number of free agents	Number of logged in agents	Average time before pickup	Incoming calls average talk time (mm:ss)	Effectiveness	Incoming calls load	Number of clients on hold	Number of answered calls < 180s	IS1 Rate of service (limit:80)	Number of abandoned < 45s	IS2 Quality of service (limit:90 45s)	Number of abandoned < 15s	IS2 Quality of service (limit:90)	Login duration
Jourier	12469	12448	1669	14117	02:44	4224	917:58:51	1.8	29.79	0.33	04:25	88.18	79.82	10.84	11303	90.8	229	89.63	100	88.81	41:11:53
SCI	0	0	0	0	0	0	0	0	0	0	0	100	0	0	0	100	0	100	0	100	0
CE	13	13	4	17	03:20	0	00:46:17	0.17	3.09	0	03:33	76.47	56.64	0.03	12	92.31	0	76.47	0	76.47	04:12:01
VICES	934	932	58	990	02:33	0	70:24:19	1.87	4.01	4.42	04:31	94.14	52.78	0.53	884	94.85	11	95.2	8	94.91	06:04:38
ES_PRO	37	37	5	42	01:02	0	03:07:12	1.87	4.01	4.19	05:03	88.1	37.19	0.03	37	100	4	97.37	2	92.5	06:04:38

	Family	Number of distributed incoming calls	Number of answered incoming calls	Number of abandoned incoming calls	Number of incoming calls	Time before abandon	Calls sent out	Total talk time	Number of free agents	Number of logged in agents	Average time before pickup	Incoming calls average talk time (mm:ss)	Effectiveness	Incoming calls load	Number of clients on hold	Number of answered calls < 180s	IS1 Rate of service (limit:80)	Number of abandoned < 45s	IS2 Quality of service (limit:90 45s)	Number of abandoned < 15s	IS2 Quality of service (limit:90)	Login duration	
20.04.2015	3	Jourier	6491	6480	883	7363	02:59	2245	483:53:05	2	46.57	0.32	04:28	88.01	124.09	15.68	5980	92.28	121	89.48	51	88.62	21:12:57
21.04.2015	3	Jourier	5978	5968	786	6754	02:26	1979	434:05:46	3.47	44.06	0.35	04:21	88.36	118.77	17.3	5323	89.19	108	89.8	49	89.01	19:22:55

# Management interface reports Agents

Macon\_PASC ↻ ▼

Export to csv

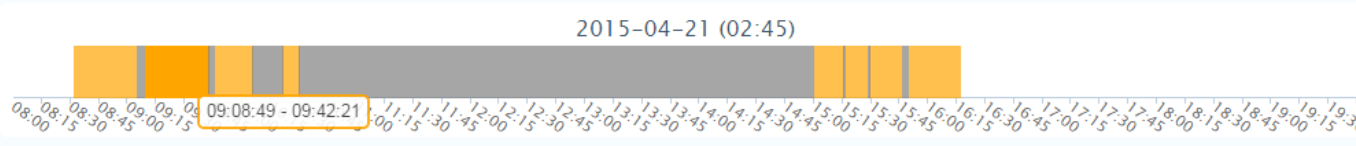
ID	Operator Name	Team	Number of distributed incoming calls	Number of answered incoming calls	Number of abandoned incoming calls	Effectiveness	Time before pickup	Incoming calls average talk time	Number of outgoing transferred calls	Login duration
77109	LAPORTE Denis	Macon 1	34	34	0	100	0.03	03:58	0	00:02:45

Number	Logged in time	Logged out time	Duration	Logout reason
1	2015-04-21 08:31:59	2015-04-21 09:04:42	00:00:32	normal logout
2	2015-04-21 09:08:49	2015-04-21 09:42:21	00:00:33	normal logout
3	2015-04-21 09:45:25	2015-04-21 10:04:54	00:00:19	normal logout
4	2015-04-21 10:21:15	2015-04-21 10:29:53	00:00:08	normal logout
5	2015-04-21 14:59:49	2015-04-21 15:15:30	00:00:15	normal logout
6	2015-04-21 15:16:47	2015-04-21 15:28:09	00:00:11	normal logout
7	2015-04-21 15:29:12	2015-04-21 15:46:27	00:00:17	normal logout
8	2015-04-21 15:49:38	2015-04-21 16:16:39	00:00:27	normal logout

2015-04-21 (02:45)



77110	JANIAUD Henri	Macon 2	38	38	0	100	0.03	04:36	0	00:03:20
77111	FEUTELAIS Franck	Macon 3	39	39	0	100	0.05	05:09	0	00:03:59
77113	RICHARD Viviane	Macon 1	52	52	0	100	0	03:51	0	00:04:10

# Management interface Skills

36 \_ ECLA

**General Pool**

Paris\_PASC   Macon\_PASC   Digne\_PASC   Gap\_PASC

Vannes\_PASC   Pasci\_PASC   FV\_PASC

ID	Operator Name	Online	Calls
77204	SUPPORT UN		0
77205	SUPPORT DEUX		0
77182	Poste Formation		0
77202	SAN MIGUEL Emile		0
70418	MOCHOLI Christian		9
70423	SAUVE Marie-José	●	31
70431	PLOVIE Danielle		18
70433	CALERO Myriam		35
70443	SIAUD Veronique		0
70444	VIGNERON Jean-Pierre		0

**This Queue**

Paris\_PASC   Agen\_PASC   Macon\_PASC   Digne\_PASC

Gap\_PASC   FV\_PASC

ID	Operator Name	Online	Calls
4709	GALAN DREULLE Sylvie		0
4722	LAPOUGE Jean Jacques		39
4734	VAN MULLEM Michel		0
4732	VERSTRAETE Isabelle		0
4707	BOUFLOUS Habiba		0
4708	CARAIRE Marilynne		30
4710	GALARET Gilles		0
4712	LARRIEU Janine	●	43
4713	MESTRE Marie Carmen		0
4714	SEM Jeanne	●	4

\_Eservices

ert Produits en Ligne

oste

ert de Enseigne

# Management interface Call management

## Dissuasion



Queue Name	Max simultaneous clients on hold	Audio file	Actions
..._RECLA	<input type="text" value="6"/>	Diss3631_PUB	Start
..._Eservices	<input type="text" value="4"/>	Diss_Eservices_PUB	Start
Tran...roduits en Ligne	<input type="text" value="1"/>	ACD_ATTENTE+DISSUASION	Start
...giposte	<input type="text" value="1"/>	ACD_ATTENTE+DISSUASION	Start































## Transfer

Queue Name	Call transfer percent	Partner
...LA	<input type="text" value="50"/>	B2S-SC
...vices	<input type="text" value="0"/>	B2S-CO
Tran... en Ligne	<input type="text" value="0"/>	B2S-CO
...	<input type="text" value="0"/>	B2S-CO
T...seigne	<input type="text" value="0"/>	B2S-CO
...	<input type="text" value="50"/>	B2S-SC
...MBRE	<input type="text" value="0"/>	B2S-CO
...	<input type="text" value="50"/>	B2S-CO

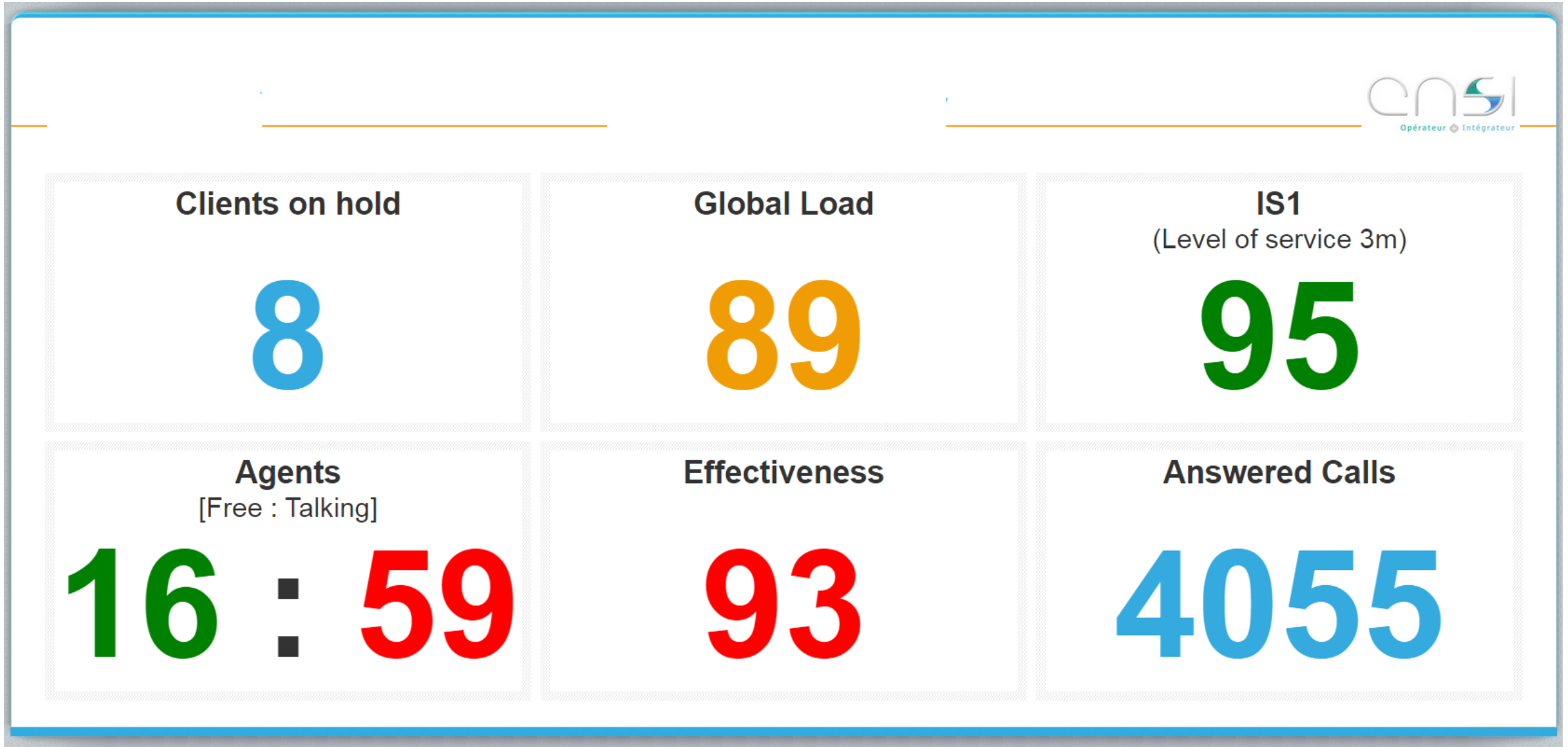
# Recordings

ID	Operator Name	Recordings	Callcenter	Actions
7035	SERHANE Souad	15	Paris_PASC	schedule recording <input type="button" value="Start"/>

	Caller-ID	Start Date	Call Duration	Size	Action
<input type="checkbox"/>	095:	2014-10-23 17:20:38	269	262.90KB	 
<input type="checkbox"/>	025:	2014-10-23 17:17:29	156	152.51KB	 
<input type="checkbox"/>	013:	2014-10-23 17:12:37	198	194.48KB	 
<input type="checkbox"/>	065:	2014-10-23 17:01:12	622	607.36KB	 
<input type="checkbox"/>	095:	2014-10-23 16:46:47	434	423.21KB	 
<input type="checkbox"/>	3314	2014-10-23 16:43:22	317	308.74KB	 
<input type="checkbox"/>	3327	2014-10-23 16:33:47	535	523.97KB	 
<input type="checkbox"/>	3368	2014-10-23 16:22:16	515	503.09KB	 
<input type="checkbox"/>	069:	2014-10-23 16:15:58	382	372.23KB	 
<input type="checkbox"/>	3366	2014-10-23 16:12:45	249	243.49KB	 
<input type="checkbox"/>	038:	2014-10-23 16:08:45	214	208.20KB	 
<input type="checkbox"/>	047:	2014-10-23 16:06:41	48	46.48KB	 
<input type="checkbox"/>	095:	2014-10-23 16:02:41	158	154.27KB	 
<input type="checkbox"/>	068:	2014-10-23 15:56:34	306	299.46KB	 
<input type="checkbox"/>	024:	2014-10-23 15:52:26	143	139.85KB	 

# Call center motivation screen





# Last two years of use stats

- 8m+ calls served
- Opensips never crashed
- Better resources planning
- Happy customer

Questions ?