

Call center module use case

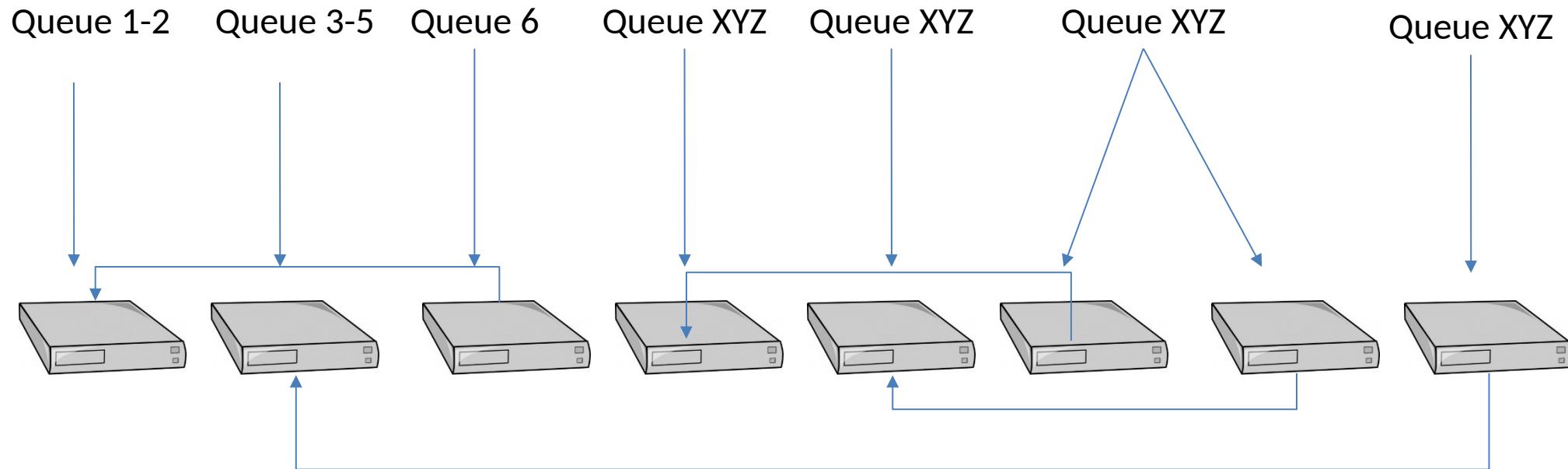
Networth telecom / CNSI

- 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

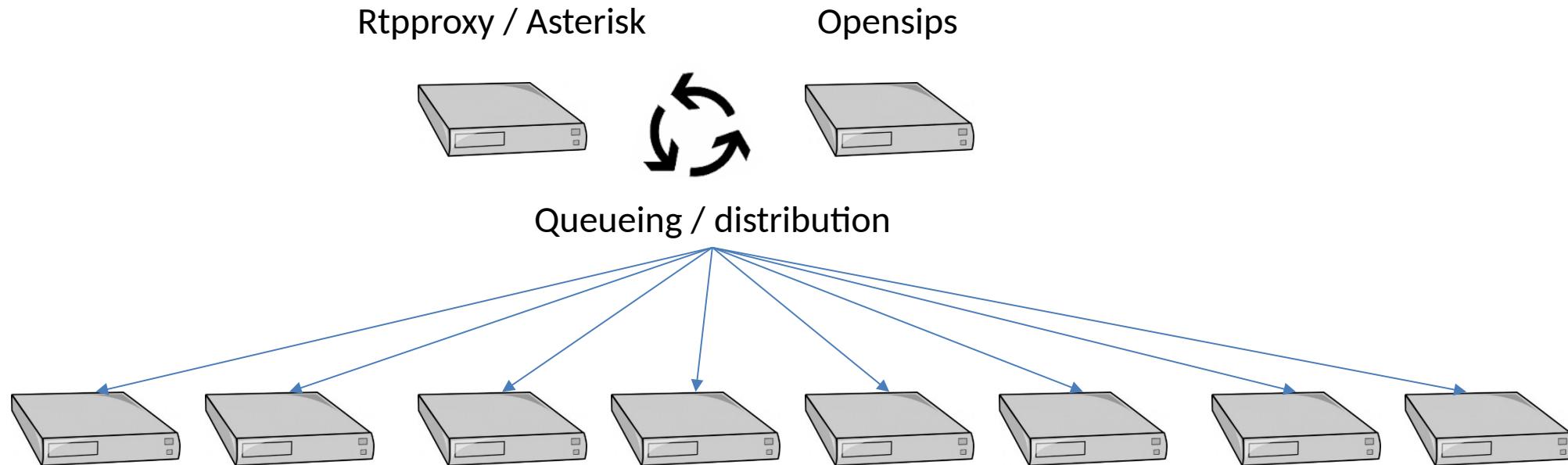


50%



50%

Client « La poste » Call-center solution



Average waiting time -20%

Number of answered calls + 10%

Management interface realtime Queues

 Opérateur + Intégrateur

[Skills management](#)
Statistics
[Reports](#)
[Activities](#)
[Dialer](#)
[Call management](#)
[Options](#)
[CSV Exports](#)
[Recordings](#)

[fr](#)

[en](#)

Logged in as Admin
Logout

Global
[Queues](#)
[Families](#)
[Callcenters](#)
[Operators](#)
[Teams](#)

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)	Number of abandoned < 15s	IS2 Quality of service (limit:90)
1	921	0	75	856	47	0	0	94	94.8	4	73	69	808	94.39	11	94.07	3	93.25
2	143	0	49	132	8	1	0	60	94.29	5	10	5	132	100	7	97.06	1	92.96
3	66	0	11	65	1	0	0	50	98.48	5	10	5	65	100	1	100	1	100
4	10	0	89	7	1	0	0	44	87.5	5	9	4	7	100	0	70	0	70
5	317	0	5	308	1	0	0	94	99.68	4	70	66	308	100	1	97.47	1	97.47
6	558	0	72	502	51	1	0	96	90.78	4	75	71	477	95.02	14	92.28	5	90.78
7	14	0	49	14	0	0	0	50	100	5	10	5	14	100	0	100	0	100
8	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

Logout

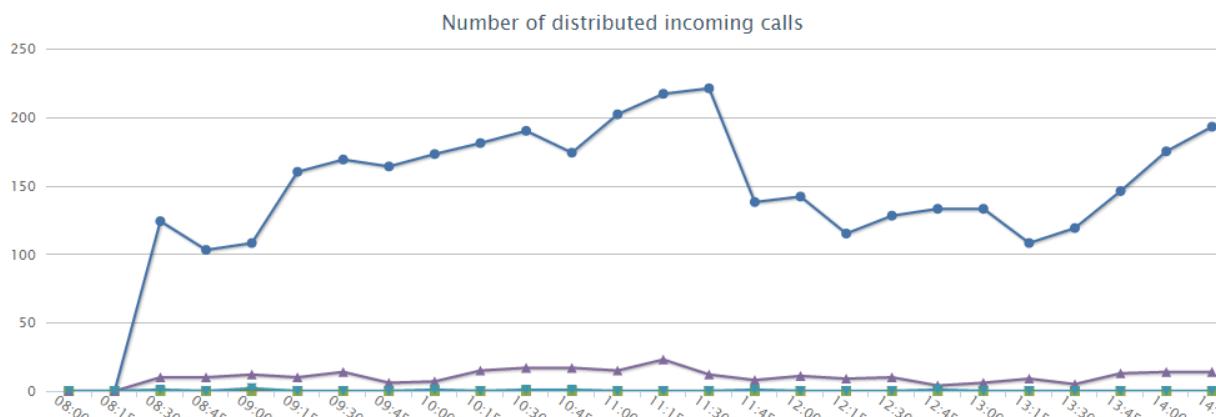
ENSI Opérateur Intégrateur

Skills management Statistics Reports Activities Dialer Call management Options CSV Exports Recordings

Statistic Standard Performance

	Number of incoming calls	Estimated waiting time	Average waiting time	Number of answered incoming calls	Number of abandonned 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)	Number of abandoned < 15s	IS2 Quality of service (limit:90)
3	4189	0	72	3833	289	7	2	97	92.99	9	73	64	3623	94.52	62	92.88	29	92.14
	0	0	0	0	0	0	0	0	100	0	0	0	0	100	0	100	0	100
	0	0	0	0	0	0	0	100	100	0	4	4	0	100	0	100	0	100
	290	0	50	274	12	0	0	55	95.8	4	9	5	273	99.64	8	97.16	2	95.14
ES	11	0	45	9	1	1	0	66	90	4	9	5	9	100	1	90	0	81.82

Number of distributed incoming calls



Time	Value
08:00	0
08:15	125
08:30	100
08:45	110
09:00	105
09:15	160
09:30	170
09:45	165
10:00	175
10:15	180
10:30	190
10:45	175
11:00	200
11:15	215
11:30	220
11:45	140
12:00	135
12:15	115
12:30	130
12:45	135
13:00	130
13:15	105
13:30	120
13:45	150
14:00	175
14:15	195

Management interface realtime Callcenters

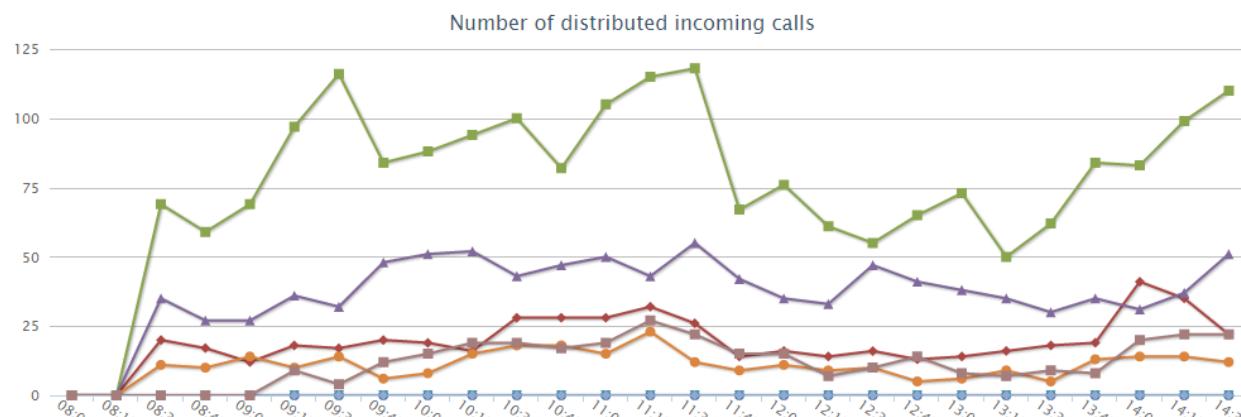
ENSI
Opérateur + Intégrateur
fr
 en
 Logout

Skills management
Statistics
Reports
Activities
Dialer
Call management
Options
CSV Exports
Recordings

Global
Queues
Families
Callcenters
Operators
Teams

	Number of answered incoming calls	Number of non-processed incoming calls	Time before pickup	Incoming calls average talk time	Effectiveness	Number of free agents	Number of logged in agents	Number of busy agents	Number of delogged agents	Login duration (hh:mm)
Paris_PASC	0	0	0	0	100	0	0	0	37	0
Agen_PASC	514	0	0	04:23	100	0	6	6	37	44:16
Macon_PASC	2047	2	0	04:02	99.9	3	38	35	53	172:33
Digne_PASC	985	1	0	04:14	99.9	1	18	17	29	85:27
Gap_PASC	0	0	0	0	100	0	0	0	46	0
Vannes_PASC	284	2	4	04:18	99.3	5	9	4	47	41:56
Pasci_PASC	0	0	0	0	100	0	0	0	15	0
FV_PASC	313	0	3	05:02	100	0	9	9	32	32:28

Number of distributed incoming calls



The chart displays the number of distributed incoming calls per 15-minute interval from 08:00 to 14:30. The Y-axis ranges from 0 to 125. Multiple series are shown in different colors (green, purple, red, orange) representing different call centers. The green series shows the highest volume, peaking around 115 at 11:30. The purple series follows, peaking around 55 at 10:00. The red and orange series show lower volumes, generally staying below 50 throughout the period.

Time	Paris_PASC (Green)	Agen_PASC (Purple)	Macon_PASC (Red)	Digne_PASC (Orange)
08:00	0	0	0	0
08:15	70	35	20	15
08:30	110	40	25	20
08:45	85	30	20	15
09:00	90	35	25	20
09:15	100	45	30	25
09:30	120	50	35	30
09:45	80	45	30	25
10:00	85	50	35	20
10:15	95	55	40	25
10:30	100	50	35	20
10:45	85	45	30	15
11:00	105	50	35	20
11:15	115	45	40	25
11:30	120	55	45	30
11:45	70	40	35	20
12:00	80	35	30	15
12:15	65	30	25	15
12:30	55	40	20	15
12:45	70	35	15	10
13:00	75	30	15	10
13:15	60	35	15	10
13:30	55	30	15	10
13:45	80	35	20	15
14:00	90	30	40	20
14:15	100	35	35	25
14:30	110	50	30	20

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	RICHAR	Macon 1	0	40	0	100	offline	04:19	03:22		
77114	DARFEUJ	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	FLEUR	Macon 5	0	35	0	100	offline	04:38	03:08		
77124	HERI	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	BRESS	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 abandonned 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
Courier	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 abandonned 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	irrier	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	irrier	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
<hr/>										
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						
<hr/>										
2015-04-21 (02:45)										
 08:00 / 08:15 / 08:30 / 08:45 / 09:00 / 09:15 / 09:42:21										
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

ECLA

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

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	GALARDET Gilles		0
4712	LARRIEU Janine		43
4713	MESTRE Marie Carmen		0
4714	SEM Jeanne		4

Eservices

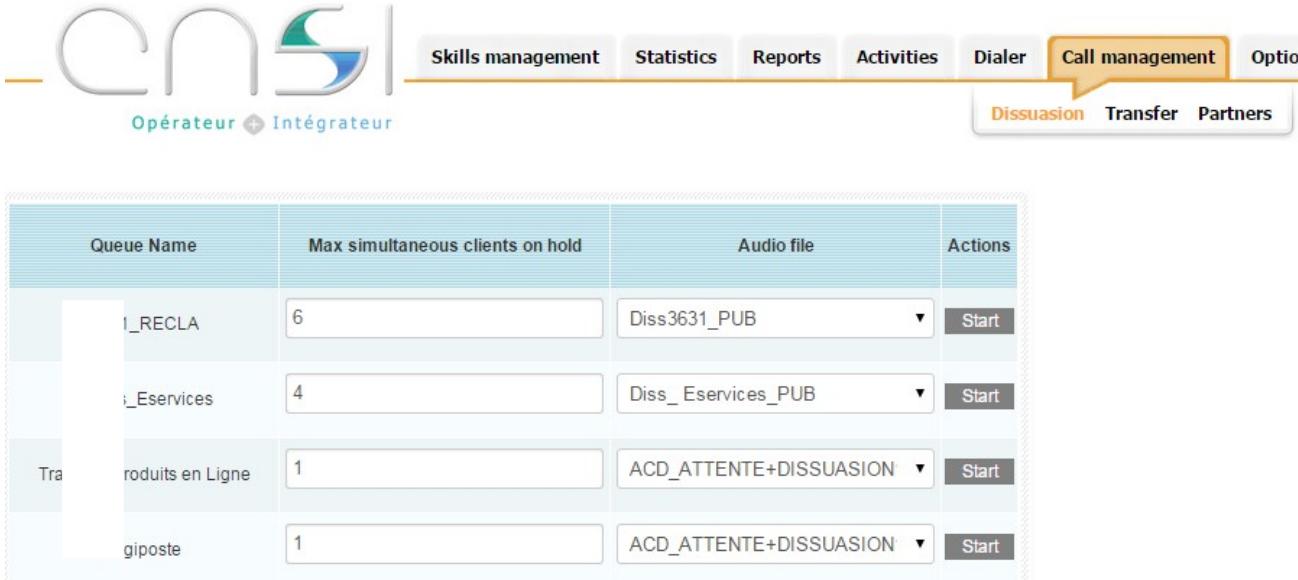
Sort Produits en Ligne

Poste

Sort de Enseigne

Management interface Call management

Dissuasion



The screenshot shows the ENSI Management Interface with the 'Call management' tab selected. Below it, three sub-tabs are visible: 'Dissuasion' (highlighted), 'Transfer', and 'Partners'. The main area displays a table for managing call queues:

Queue Name	Max simultaneous clients on hold	Audio file	Actions
I_RECLA	6	Diss3631_PUB	<input type="button" value="Start"/>
i_Eservices	4	Diss_Eservices_PUB	<input type="button" value="Start"/>
Produits en Ligne	1	ACD_ATTENTE+DISSUASION	<input type="button" value="Start"/>
Giposte	1	ACD_ATTENTE+DISSUASION	<input type="button" value="Start"/>

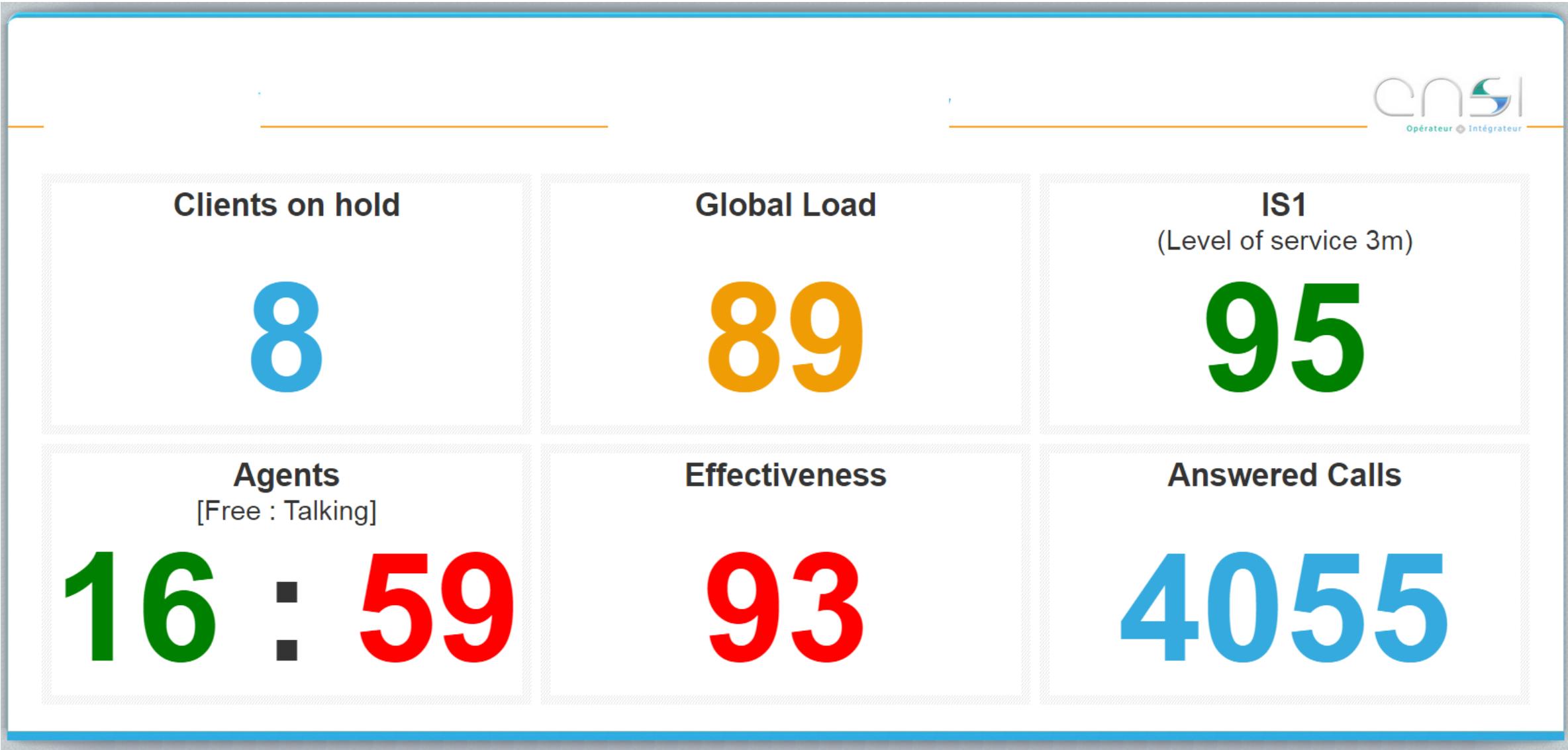
Transfer

Queue Name	Call transfer percent	Partner
LA	50	B2S-SC
vices	0	B2S-CO
en Ligne	0	B2S-CO
e	0	B2S-CO
enseigne	0	B2S-CO
o	50	B2S-SC
MIRE	0	B2S-CO
	50	B2S-CO

Recordings

ID	Operator Name	Recordings	Callcenter	Actions	
				schedule recording	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"/> 0680	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 ?