Call center module use case
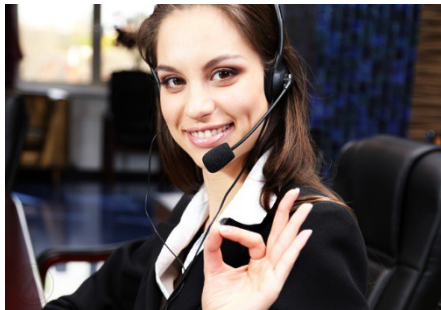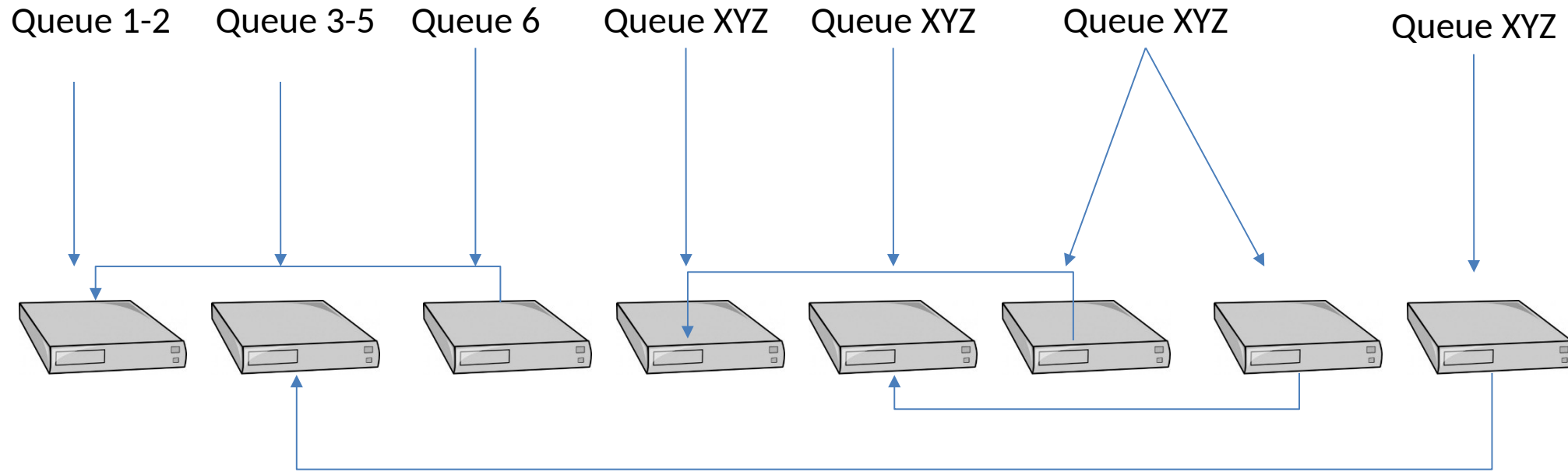
Networth telecom / CNSI

- 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
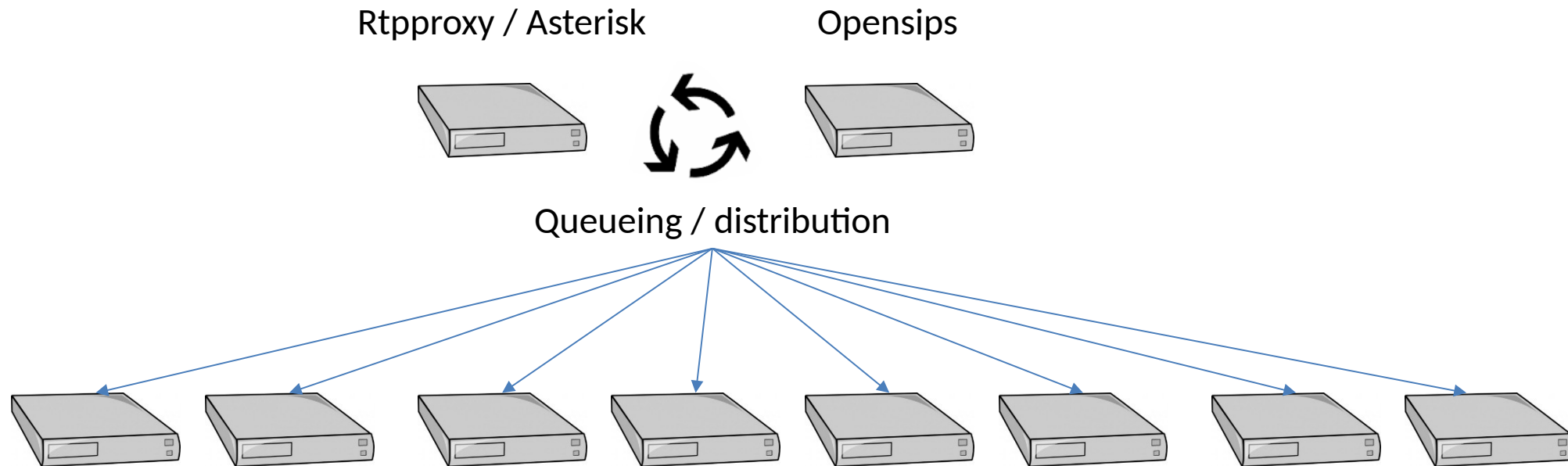- Unequal client distribution

The problem

Queue 1-2   Queue 3-5   Queue 6   Queue XYZ   Queue XYZ   Queue XYZ   Queue XYZ

50%   50%

Client « La poste » Call-center solution

Rtpproxy / Asterisk   Opensips

Queueing / distribution

Average waiting time -20%

Number of answered calls + 10%

Management interface realtime Queues

fr | | | en | Logged in as Admin

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

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 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 answerred 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)
3	921	0	75	856	47	0	0	94	94.8	4	73	69	808	94.39	11	94.07	3	93.25
Di...s	143	0	49	132	8	1	0	60	94.29	5	10	5	132	100	7	97.06	1	92.96
Tran...en	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...E	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
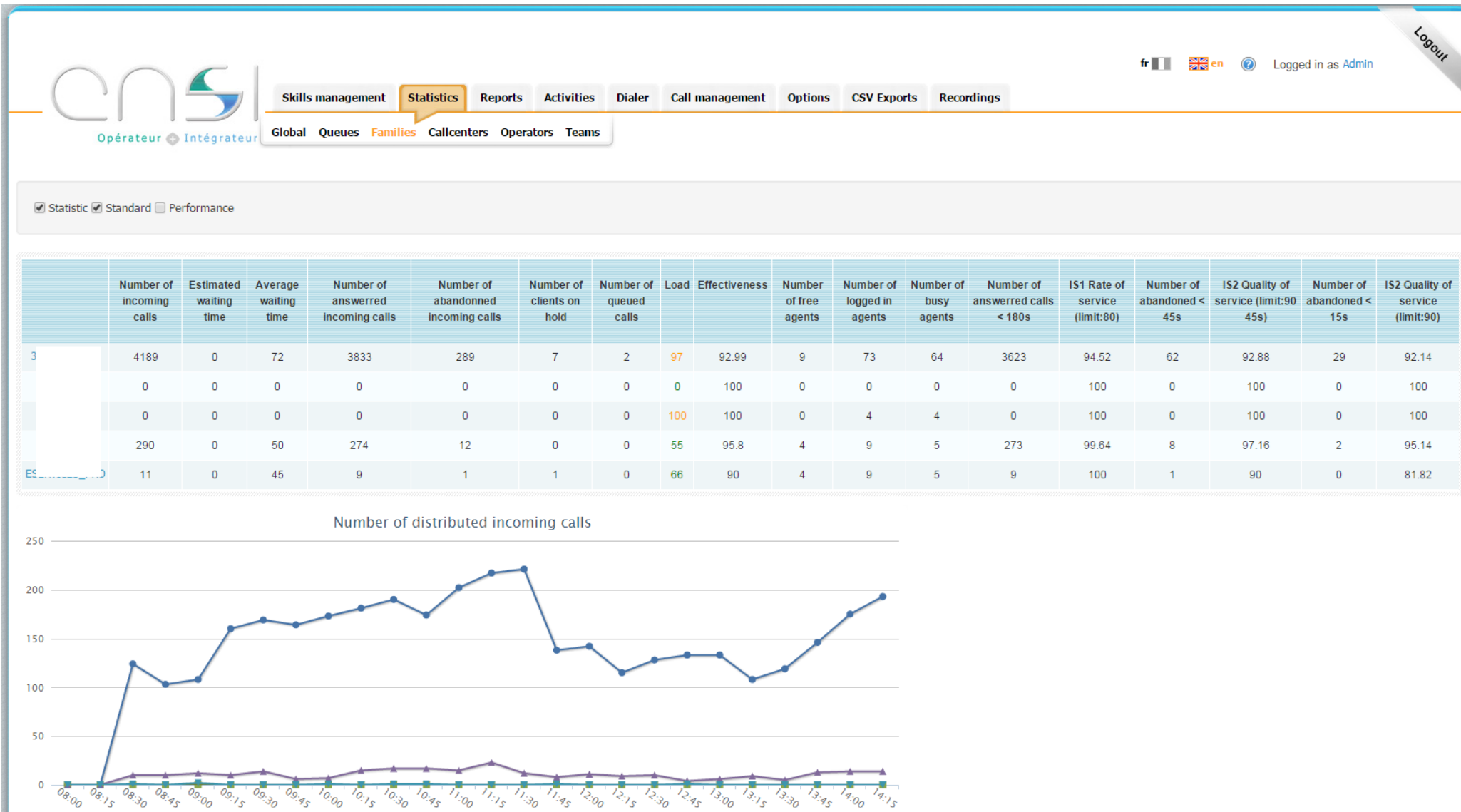
Management interface realtime Callcenters
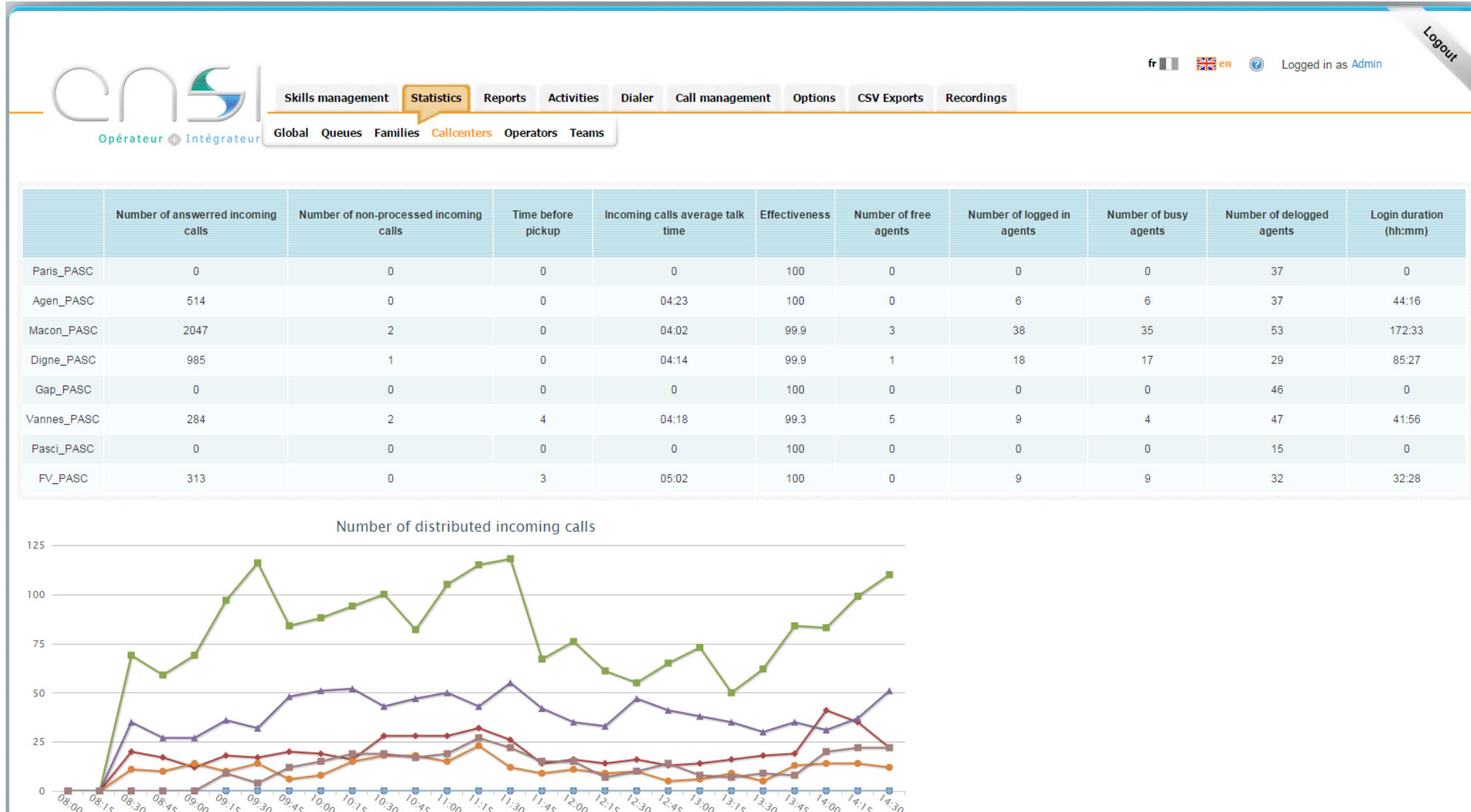
Management interface realtime Agents

Macon_PASC

ID	Operator Name	Team	Time before pickup	Number of answerred incoming calls	Number of abandoned incoming calls	Effectiveness	Online Status Disconnect all	Average talk time	Login duration (hh:mm)
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	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	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

Export to csv

	Number of distributed incoming calls	Number of answerred 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 answerred 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: | 20 Apr 2015 | 08:00 ▼ | 21 Apr 2015 | 19:30 ▼ | Submit

☑ Statistic ☑ Standard ☐ Performance

Export to csv

	Number of distributed incoming calls	Number of answerred 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 answerred 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
ourrier	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

Export to csv

	Family	Number of distributed incoming calls	Number of answerred 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 answerred 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

Management interface Skills

Management interface Call management

Dissuasion

Transfer

Recordings

ID	Operator Name	Recordings	Callcenter	Actions
7035	SERHANE Souad	15	Paris_PASC	schedule recording Start

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

Select all Delete

Call center motivation screen
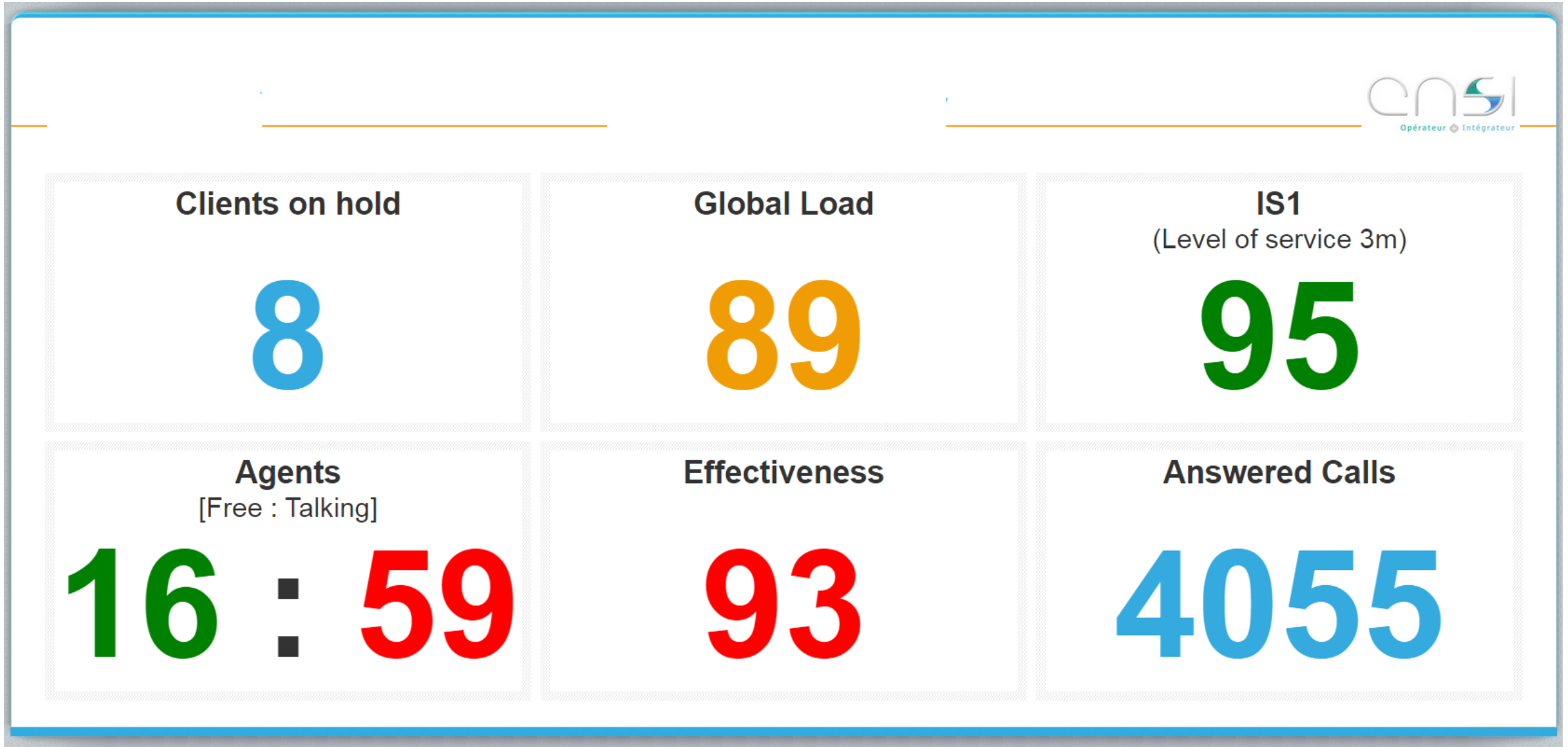
Last two years of use stats

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

Questions ?