computel d.o.o.

Solutions for demanding communication environments

Call Center Manager

-Report criteri										
	a:									
Agent Name:		C All		Since: 1.4.2009		Until:	.2009	•		
Agent G	roup:									
Agent Extension:			C Incoming		C Agent Extension		Compute	Center Man 5.0.53 S		
From	0 💌 to 24 💌	by 60 min 💌	C Ou	tgoing	C Trunk I				Reset Cri	teria
Call Center D	ata	C Statistics		(1		
Call Records		Calls/Time Duration/Time (min) Average Dur./Time (s)			Calls/Ag.IDs Duration/Ag.IDs (min)		Waiting (min) Waiting (%)		Custom 1 Custom 2	
				Du						
				Ave	erage Dur./Ag.ID	ls(s)	Waiting (s)		Custom 3	
Date	Agent Name	Agent ID	Group ID	Agent Ex	ten: Log ON	Log OFF	Time Logge	c Unavaliable	Working	
01.04.2009	sonjak	100	440	100	07:27:12	15:29:58	08:02:46	02:47:43	00:01:23	7
01.04.2009	jozicah	101	440	101	07:29:18	15:29:33	08:00:15	01:02:40	00:17:53	1
01.04.2009	matejas	103	440	103	07:32:55	15:28:03	07:55:08	01:11:38	04:03:56	5
01.04.2009	natasam	108	440	102	07:33:14	15:30:02	07:56:48	00:44:35	01:47:41	6
02.04.2009	sonjak	100	440	100	07:26:30	15:28:09	08:01:39	05:01:47	00:00:54	7
02.04.2009	jozicah	101	440	101	07:30:58	15:28:24	07:57:26	00:33:50	00:45:25	5
02.04.2009	matejas	103	440	103	07:32:56	15:24:35	07:51:39	02:58:52	02:53:41	0
02.04.2009	natasam	108	440	102	07:36:50	15:27:00	07:50:10	01:28:31	02:25:58	E
03.04.2009	jozicah	101	440	101	07:28:52	15:28:09	07:59:17	04:23:53	00:01:20	1
03.04.2009	sonjak	100	440	100	07:29:29	15:29:09	07:59:40	03:04:25	00:01:12	1
03.04.2009	matejas	103	440	103	07:32:18	15:28:08	07:55:50	01:25:46	04:51:03	2
03.04.2009	natasam	108	440	102	07:33:13	16:31:03	08:57:50	06:54:12	00:00:19	5
06.04.2009	sonjak	100	440	100	07:30:30	15:28:20	07:57:50	03:09:13	00:01:15	1
06.04.2009	jozicah	101	440	101	07:30:52	15:29:36	07:58:44	02:31:54	02:37:55	8
06.04.2009	matejas	103	440	103	07:34:36	15:28:09	07:53:33	00:39:15	03:37:05	7
06.04.2009	natasam	108	440	102	07:41:02	15:29:46	07:48:44	01:36:02	00:02:10	2

Call Center Manager (CCManager) is a program designed for call center's history statistics overview. It allows insight into occupancy of: incoming lines, agents, agent groups, work stations. The manager can survey called and caller phone numbers list. The program creates reports on quality of the inbound service measured in average call queue waiting period for - large collection of data overviews, sorted by the calls of a selected period of time.

On the basis of CCManager overviews, the manager of the call center can decide on call center working hours, the number of agents needed in the given timeframe of a day, a week or a year. The manager can check for the efficiency of his decisions and the productivity of the call center operators by looking into data such as number of calls accepted, missed and logged in, availability and work times. Export to Excel allows the call center manager to easily create charts and further calculations over the data. Here he/ she can also create a final report for the executive management.

Advantages:

- centralized insight of overall call center business processes,
- easy handling,
- many different criteria,
- export to Excel support of each individual overview,
- high data quality due to the gather of data directly from the communications server,
- easy data preparation for further statistical analysis,
- a handy tool for business decision making over a call center.

Contact Us:

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