

Supervisor Tools

The point of a contact centre is to make a business more efficient – take more calls with fewer people and give better service to customers.

This can only be achieved by understanding the workload and its distribution over time. Having this information is essential to justifying the contact centre, but it also needs to be in a format that is clear and easy to understand.

Ctalk contact centre system provides both real-time and historical information for supervisors to ensure their staff are working effectively.

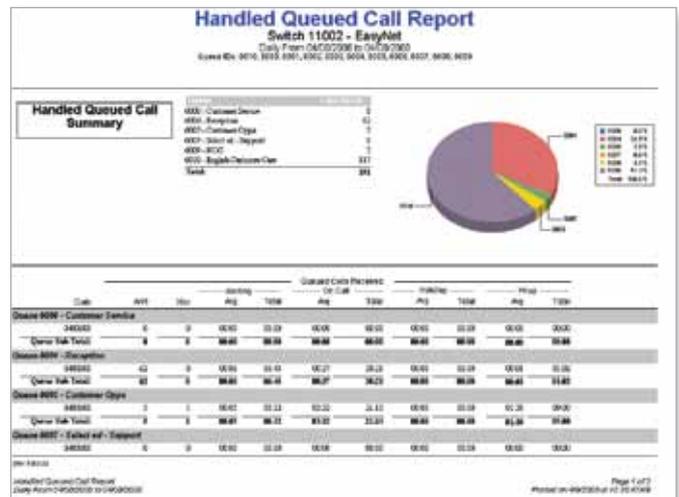
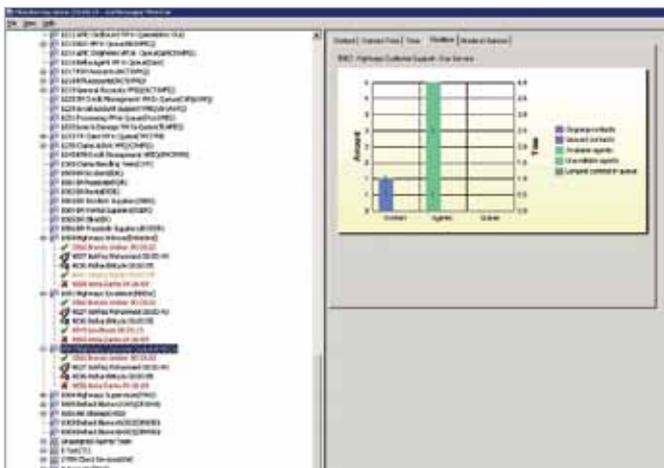
Real-time monitoring

Viewing the status of all queues, agents and contacts in real-time allows managers to ensure the contact centre is running smoothly. Drilling down and comparing agents to their peers shows who is performing and who is not. Analysis of trends throughout the day can identify short term peaks, busy times and gaps in resource, all in a graphical, intuitive display.

Historical reporting and analysis

Ctalk contact centre system provides substantial detailed information through its reporting package. With hundreds of reports in the standard reporting suite, most reporting needs are covered. All information is exportable making it simple to manipulate and customise reports for presentation to management or clients.

All data and events are stored for historical reporting. Longer term trends, peaks, busy times, resource gaps can all be identified and tracked. Ctalk contact centre system reports are friendly and easy to use. Use of graphs, charts and tables allow easy comparison of data and situations. Data can be drilled down to minute levels to analyse incidents or circumstances.



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Automate response to critical situations

The Graphical Workflow Designer is used to create your unique workflow to handle contacts in the way you want. Data from the reports and monitoring will allow you to hone and evolve your configuration.

Workflow also allows you to automate reactions to situations without requiring physical action. For example, allocating additional users to a queue when the queue size increases.

If you know what your reaction would be, you can automate it; thus freeing up supervisors when times get really busy.

Real-time Visibility

See all users and queues at a glance in one display. React to unusual circumstances – or see the workflow react for you and monitor the results.

Distributed Working

Wherever a worker is, the supervisor can see their status, progress and activity. Having a distributed workforce at home or spread around disparate offices is no more challenging than a single office.

Analyse and Improve

Reports can analyse all aspects of contact centre performance. Queues, Teams, Agents and contacts can be viewed to identify trends, and improve efficiency.

Proactive Control Anywhere

You can control your agents' status, send messages and compare performance in real time. Ctalk gives you visibility, versatility and control.

Automated Scheduled Purging

Data is automatically purged from the database at intervals depending on the granularity of the data. Information is consolidated into daily, weekly and monthly statistics for long term storage.

Open Standards

All data is stored in a MS SQL database. The schema is available to customers to enhance, embed or customise reports.

Examples of use:

- A booking office can identify which agents are taking the most calls of a similar type
- A telesales company can identify which agents are spending longest on each call and compare this to sales figures
- A busy contact centre can identify when customers are calling, and when staff are available
- A seasonal business can link the call centre statistics to their workforce management system to calculate ideal staffing levels
- A utilities company can monitor how the system copes automatically with unexpected demand
- A company with home workers can view their activity and performance in real time and compare their productivity

Contact us

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