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Manage Your Contact Center's Performance Using an ACD Analysis Tool

Contact centers are some of the most difficult operations to effectively manage. Your callers expect to be dealt with quickly and efficiently and your staff need to be effectively managed every hour of every day. Even small changes can have a large impact on efficiency and there are inevitably numerous questions you do not have answers for. Are calls being answered quickly enough? What are your staffing requirements? What is the difference between your expected and actual call volumes? How long do callers spend on hold? How long do agents spend doing post-call activities? How are your trunk routes, agents, and queues performing? Are there alarming trends developing that you are unaware of?

How Are Your Queues Performing? Poor performance means your customers may be waiting in the queue for a long time, and will likely be unhappy by the time their call is answered. With Contact Center reporting software you can view queue performance on an hourly, daily, monthly or yearly basis to identify the source of any inefficiencies.

How Are Your Call Takers & Positions Performing? In your call center everything comes down to how well your call takers are performing. You want to ensure you're adequately staffed and that individual call taker performance is meeting your requirements. Contact Center reporting software can show you the optimum staffing for different times of the day, how long agents are doing post-call activities, and more. Queue performance and call taker performance can be monitored on an hourly, daily, monthly or yearly basis.

Are There Any Alarming Trends Developing? What is the difference between your expected and actual call volumes? If fewer calls are being answered now than a month ago, how would you know? Equipment could be malfunctioning, calls could be getting routed incorrectly, or call takers could have insufficient training. How long are callers spending on hold? You need to know if hold times are increasing because your customers are likely getting frustrated. Additionally, trunk issues can be difficult to identify without reporting software because inbound callers cannot tell you their call was dropped or they encountered an all-busy instance if their calls never reach you. Contact Center reporting software allows you to identify trends before they lead to customer dissatisfaction.

What Can I Report On? Contact Center reporting software allows you to report on split, virtual DN, agent, queue and trunk route performance and more (depending on PBX type), broken down with hourly, daily, monthly or yearly totals. These reports can be customized and automatically sent out in a variety of formats (HTML, Excel, etc.) on daily, weekly or monthly intervals. Departments can be set up in the software to group related queues, trunk routes and virtual DNs to ease reporting.

How Flexible & Secure Is The Software? Contact Center reporting software comes with both client and web-based interfaces that can be used simultaneously. Fully configurable user accounts additionally allow administrators to selectively allow or deny individual users access to certain sites and functionalities of the software.