

Call Centre Manager 4.0



Call Centre Manager is a sophisticated tool for optimising the performance of any Ericsson Call Centre solution.

Real-time information on the call centre is presented in a user friendly Windows environment for daily monitoring. Historical reports provide a basis for work force scheduling, performance appraisals and enhanced business planning – all to provide prompt and efficient service to the call centre customers.

MD110 Call Centre is an integrated solution consisting of Call Distribution packages to route

calls. Call Centre Manager is used for administrating and maintaining the operation.

The MD110 Call Centre is complemented with Call Centre Assistant, a call control and feature-rich desktop application for the call centre user.

Managing the call centre

Call Centre Manager (CCM) is the heart of the MD110 Call Centre management offering. It presents and stores information about the call distribution resources and services provided by the call centre. CCM provides the call centre manager and supervisor with a sophisticated tool to insure that the call centre resources are optimized. It monitors and maintains the call centre efficiency and thereby enhancing customer service.

CCM offers full control of the daily call centre business by closely monitoring all activities. Call centre performance statistics, presented in report format, provide valuable input for short and long term planning. Business plans based on reliable and accurate information result in better planning, better control and better business.

CCM is designed with a true client/server architecture. The CCM server is connected to the MD110 PBX to receive call information events. CCM client computers can be connected to the server via a standard LAN.



The ACD Groups window displays current status of either all groups or specified groups. For each ACD group, the number of ready, multi-member busy (i.e. busy on another line) and busy agents is displayed as well as the number of calls in queue the current longest wait time that a call has been in the queue and service level. Values are displayed both numerically and graphically.



There are two ways in Call Centre Manager to create a report:

- Generate a historical report immediately using the report generation dialogue
- Schedule a report for future generation. Any of the standard reports can be generated and saved as a file or sent as e-mail. They can thereafter be post-processed in e.g. Excel.

Multiple MD110 PBX's networks can be monitored by one CCM server providing a total view of call centre activity.

CCM runs on the Microsoft Windows NT operating system and uses a Microsoft SQL Server to store data in an open relational database.

Call Centre Manager

Real Time Presentation

Real time information of ACD Groups, ANCD Groups, Agent Groups and individual Agents is presented in a Windows environment.

Summary information can be displayed as the combined information for all ACD/ANCD and Agent groups the user has read access to.

ACD Groups

For ACD Groups information on current status of members – available (ready, MMB or busy), unavailable, unmanned – and queue – current, maximum, occupancy is presented. Performance information is also available for the specific interval on service level, number of calls – offered, lost and answered – and average times for waiting, handling and time to abandon.

ANCD Groups

All real time information available for the ACD groups are also available for the ANCD groups. The equivalence of Members in ACD groups are Satellite Members.

Agent Group

For Agent Groups real-time information on logged on agents and current status for available members is shown along with current number of calls.

Agents

For Individual Agents the extension Extension Manager number is presented along with information on current status, log on time and total unavailable time.

Alarm

CCM allows the user to define thresholds and set alarms to signal when these thresholds have been exceeded. The call centre manager will be alerted by a change in colour of the threshold value on the real-time display, a written message and optionally, an alarm will sound and a red bell icon will blink.

Customised environment

CCM allows for each user to customise the working environment by defining the real-time screen-layers to display the information most relevant to the individual. Each layout can be saved and easily retrieved from any computer in the network.

Report Generation

Reports can be generated for ACD Groups, ANCD groups, Agent Groups, Agents and Call Qualification Codes for specified time and date intervals. The collected data can be printed immediately or sent to a file. CCM also supports scheduling of reports to be printed or saved at a later time.

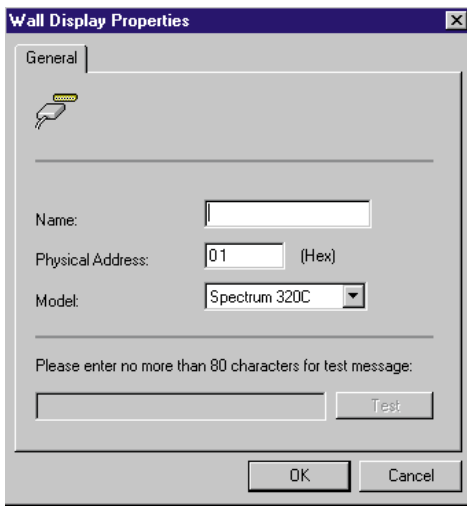
Reports saved as files will be stored in (a) Comma Separated Value (CSV) format which allows the files to be further manipulated in external spread sheet applications or (b) HyperText Mark Language (HTML) format which allows the files to be viewed by any web browser. All CCM data is stored in an open relational database making it easily accessible by any ODBC compliant tool for further processing.

Reports

- ACD Groups
 - Abandoned Calls
 - Call Distribution
 - Call Flow
 - Call Qualification Usage
 - Forecasting Information
 - Inbound Calls
 - Overflowed Calls
 - Performance
 - Queue Information
 - Rejected Calls

- RVA Congestion
- Service Response
- Summary

- Agent Group
 - Activity
 - Availability
 - Call Allocation
 - Performance
 - Summary
 - Time Allocation
- Agent
 - Activity
 - Availability
 - Call Allocation
 - Call Distribution
 - Performance
 - Time Allocation
- ANCD Group
 - Overflowed Calls
 - Rejected Calls
- Dialed Number
 - Call Flow
- Call Qualification Code
 - Individual usage



Call Centre Manager lets the supervisor broadcast text messages, combined with real-time information on external wall displays.



Wall display

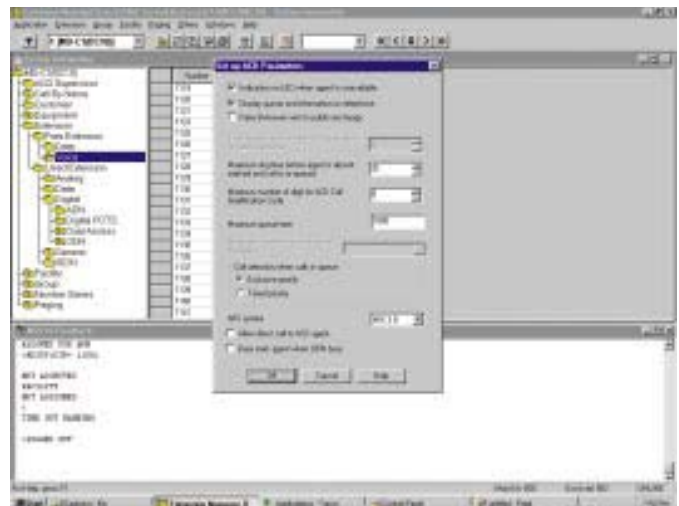
Wall Display

Text messages, combined with real-time information about the call centre, can be sent to external wall displays, giving the call centre manager or supervisor a means to broadcast messages to all agents in the call centre. The messages can be displayed immediately, scheduled for a later time, or scheduled to be displayed daily. CCM supports up to three different colours to be used when presenting the message on any of the single- or two-line wall displays.

System Administration

Each individual CCM user account can be tailored to have the right to monitor and control subsets of the complete call centre down to the level of specific Agent Groups and/or ACD Groups.

CCM also allows the user to perform database maintenance, including backing up, deleting and loading of report data as well as a backing up restoring of configuration data, and database expansion through a user-friendly graphical interface.



Extension Manager

Extension Manager

D.N.A. Extension Manager addresses the configuration of extensions and facility data of the MD110 PBX. Extension Manager is intended for the PBX system or network manager doing day to day operations like moving telephone instruments, enabling facilities and programming key assignments.

The application automatically tracks both free and used extension data as well as feature and group information. Performing moves, adds and changes is simply a matter of dragging features and parameters and dropping onto data fields in dialogue boxes.

Extension Manager also provides call centre managers with integrated support for managing all ACD specific features. A series of easy to understand plain text questions simplifies configuration tasks such as:

- Set-up and modify ACD agents and telephones
- Create, edit and delete ACD groups
- Assign, move or delete ACD members to ACD groups
- Assign/remove RVA messages
- Assign/remove overflow destinations
- Set ACD queue parameters.

The following additional com-

mands are available for full support for the Automatic Network Call Distribution (ANCD):

- Node initiation and removal
- Information channel initiation and removal
- Communication initiation and removal
- Communication test
- Group initiation and removal
- Satellite group initiation, change and removal
- Group member initiation, change and removal
- Group traffic initiation and removal

All ACD management functions can be scheduled for later processing. Parameters can be performed in the recurring batch, a batch that can be scheduled for later iterative processing.

Extension Manager is a Windows NT application taking advantage of a graphical user interface for ease of use and it is a true multi-user application allowing multiple sessions to be opened towards one or several MD110 PBX nodes. The telecom administrator defines the extensions and abbreviated numbers to be accessed and controlled by the call centre manager in a data pool.

The common D.N.A. database ensures that each Extension Manager client, as well as the

MD110 PBX, is continuously updated and informed about the actions performed from other computers in the network and that configuration data is synchronized for all standard telecom as well as ACD resources.

For more information about Extension Manager see EN/LZT 102 2356

Technical Specifications

Call Centre Manager 4.0

Hardware

PC, server or stand-alone installation

- Windows NT compatible PC
 - Pentium II, 200 MHz processor minimum
 - 1 Gbyte HD with 20 Mbyte of free disk space
 - 64 Mbyte RAM
- Network interface card

PC, client installation

- Windows NT compatible PC
 - Pentium 133 MHz minimum
 - 150 Mbyte HD
 - 32 Mbyte RAM
- Monitor, high resolution, 256 colours
- Network interface card

Software

- Microsoft Windows NT 4.0 Service Pack 5
- Microsoft SQL Server 7.0 or Microsoft Access 7.0

Compatibility

Call Centre Manager 4.0 is compatible with MD110 software releases BC 9 and onward.

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