

Panasonic TDA: Call Centre Case Study using Fidelity by Jusan



Project Summary:

Caja 18 de Septiembre, Santiago de Chile

Private medical insurance provider

Small Call centre answering 700 calls per day

Comms Situation: Panasonic TDA 200, with 50 Extensions

12 agents to answer incoming calls

Features required

Screen POP of client details

Wall board: Showing

Waiting Calls

Calls on Hold

Longest waiting calls etc.

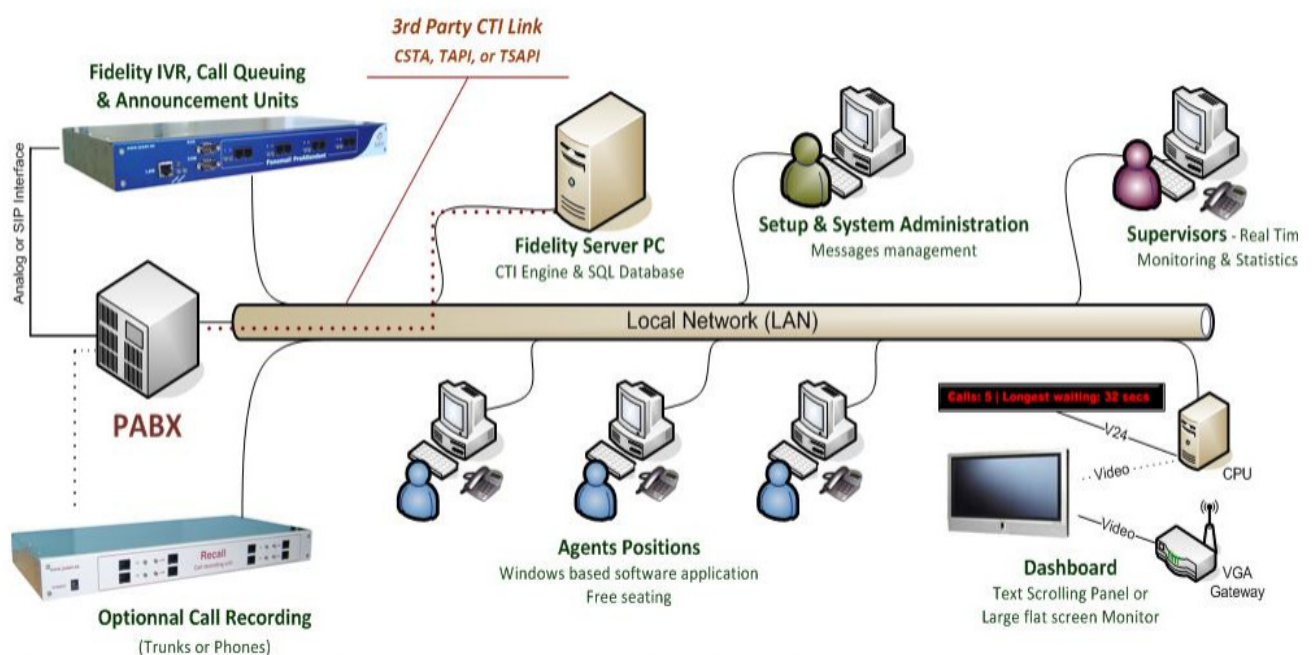
IVR allowing callers to select options which direct calls to dedicated agent.

Integration to: Customer CRM/ERP.

Why Fidelity?

Fidelity met all requirements for standard call center with advanced IVR

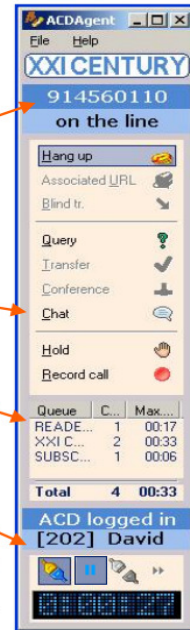
And integration with existing agent pop-up



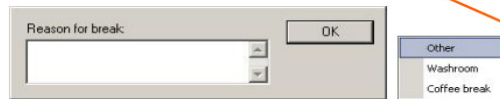
Agent pop-up screen:

For login, pauses, call + queue info.

- Called party name (queue name), caller's number.
- A "chat" text messaging service is available between each agent and the relevant supervisor/s
- The number of calls on hold in the queues to which the agent belongs, and the longest waiting time
- Login & logout, start & stop pauses (pause type), cancel wrap-times etc



When on pause, the reason for the pause and even an additional comment may be entered



Full statistics + reports module

Period: From 06/07/2009 to 12/07/2009
 From: 00:00:00 To: 23:59:59
 Schedule: 08:00:00 to 18:00:00

14/07/2009 12:48

System calls summary

	ATTENDED				NOT ATTENDED												
	Time	Total	Attended	%	Waiting time				Welcome Msg.		On Hold						
					<60	<120	<180	>180	Missed	%	Calls	%	Calls	%	<60	<120	<180
08:00	98	75	76.53	74	1	0	0	23	23.47	23	23.47	0	00.00	0	0	0	0
09:00	297	266	89.56	232	25	7	2	31	10.44	22	07.41	9	03.03	4	4	1	0
10:00	374	316	84.49	283													
11:00	352	282	80.11	246													
12:00	175	147	84.00	125													
13:00	175	150	85.71	128													
14:00	69	55	79.71	47													
15:00	45	40	88.89	34													
16:00	35	32	91.43	31													
17:00	65	58	89.23	47													
18:00	51	45	88.24	44													
19:00	37	33	89.19	29													
TOTAL	1773	1499	84.55	1320													

Period: From 12/06/2005 to 12/07/2005
 From: 00:00:00 To: 23:59:59
 Schedule: 08:00:00 to 18:00:00

	T. Registered	T. Available	T. On Hold	T. Missed	T. Attended	%
Ann Turner	100:56:04	39				
Adam Jones	98:05:43	70				
Administrator	30:57:42	21				
Brian Forbes	00:00:00	00				
Carol Roberts	143:47:54	63				
David Anderson	00:00:00	24				
Danielle Brown	121:27:16	91				
Eilinn Aherne	00:39:57	00:00:50	2.09 %	00:51:25	100 %	
Frances Peterson	83:26:18	00:12:11	0.24 %	00:50:26	1.01 %	
Gavin Stuart	148:08:10	34:51:05	23.53 %	50:34:19	44.64 %	
Helen Smith	100:44:25	13:07:37	13.03 %	27:44:59	31.67 %	
James Ivers	100:10:28	09:33:55	9.55 %	42:35:38	47.01 %	
Jane Adams	86:19:58	13:57:12	21.04 %	09:09:07	17.47 %	
Louise Henderson	118:24:38	62:02:09	52.39 %	22:47:18	40.42 %	
Paul Potter	105:56:14	11:52:52	11.22 %	22:34:15	24.00 %	
Philip Stevenson	132:16:10	122:12:07	92.39 %	11:45:14	100 %	

System traffic hour by hour

16/07/2005 from 08:00:00 to 18:00:00