Call center data

Functional Requirement Document

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**Introduction:-**

A call center is **a centralized department that handles inbound and outbound calls from current and potential customers**. Call centers are located either within an organization or outsourced to another company that specializes in handling calls. This is three months data collection from one call center.

# Execuitive Summary:-

* **Purpose** of Document:-

The objective of this document is to describe the technical design of the Call center data Analysis project –This document serves as a model for Building solutions to meet the customer requirement as documented in Call center user requirement specification. These reports are key to helping you to understand your contact centre demand, highlighting how many inbound and outbound calls are made over a specified period of time.

However, these reports may not only show your inbound and outbound demand, but also how many internal calls are made to other departments.

**Business Requirement :-**. This is three months data collection from one call center. It contain Qualitative Details and Quantitative Details.

## Following are the requirements

|  |
| --- |
| Metric |
| Calls Handled |
| Avg Handle Time (or AHT) |
| Transfer % |
| Offer % |
| Accept % |
| Applied % |
| Breakage |
| Applied Per Call % |
| Callback within 2 Days % |

Key Deliverable

• Documents

• Reports and Dashboards

• Application

Qualitative Details:-(Dimenssions)

1. Agents
2. Team Leaders

Quantitative Details:-(Measures)

1.CALLS

2. CALLS\_WITH\_OFFER

3. CALLS\_WITH\_ACCEPT

4. CALLS\_OFFER\_APPLIED

5. CALL\_REGEN\_MULTI

6. TRANSFERS\_MULTI

7. APPLIED\_PER\_CALL\_MULTI

8. BREAKAGE\_MULTI

**Data Sources with Structure :-**

**Fact Table :-** It contain following Column.

1.YR\_MO

2.CALL\_DATE

3.AGENT\_ID

3.TEAM\_LEAD\_ID

4.CALL\_CENTER

5.CALLS

6.HANDLE\_TIME

7.CALL\_REGEN

8.CALLS\_WITH\_OFFER

9.CALLS\_WITH\_ACCEPT

10.CALLS\_OFFER\_APPLIED

11.TRANSFERS

12.AHT\_MULTI

13.CALL\_REGEN\_MULTI

14.TRANSFERS\_MULTI

15.APPLIED\_PER\_CALL\_MULTI

16.BREAKAGE\_MULTI

**Dimension Table:-**

**1.Agent:-**

|  |  |
| --- | --- |
| AGENT\_ID |  |

AGENT\_NAME

**2.Team Leaders:-** TEAM\_LEAD\_NAME

TEAM\_LEAD\_ID

**Kpi Or Key Insights:-**

|  |  |
| --- | --- |
| Metric | Definition |
| Calls Handled | Inbound call taken by an agent |
| Avg Handle Time (or AHT) | Average time to complete a call |
| Transfer % | Percent of calls that resulted in a transfer out |
| Offer % | Percent of offers made on a call |
| Accept % | Percent of accepts on offers made |
| Applied % | Percent of applieds on accepted offers |
| Breakage | Percent of calls where an offer was not applied |
| Applied Per Call % | Percent of calls that had an applied offer |
| Callback within 2 Days % | Percent of calls where customer called back within 48 hours |
|  |  |
| Total Calls | Total Number Of Calls. |
|  |  |
| Total Call Received | Total Number of Call Received |
|  |  |
| Calls With Accepts | Total Number of Call Accepted |
|  |  |
| %Winnerson, Aceona | Percent of Call for Winnerson, Aceona |
|  |  |
| %Oferten, Quinton | Percent of Call for Oferten, Quinton |
|  |  |
| %Jimson, Bill | Percent of Call for Jimson, Bill |
|  |  |
| Total Call Transfers | Total Number of Call Transfered |
|  |  |
| Total agents | Total Number of Agents |
|  |  |
| Top 10 Call Accepted | Top 10 Call Accepted By Agents |
|  |  |
| Total Call handle By Winnerson, Aceona | Total Number of Call Handle By Winnerson, Aceona |
|  |  |
| Total Call handle By Oferten, Quinton | Total Number of Call handle By Oferten, Quinton |
|  |  |
| Total Call handle By Jimson, Bill | Total Number of Call handle By Jimson, Bill |

**Data Source :-**

1.Microsoft Excel.

2.Oracle Database.

**Functional Requirement :-**