VIBE

**High Level Plan**

Phase 1:

Login page

Reports with customisable displays and graphical reports

Thresholds against data reports

Alerts (design only)

Transcriptions with simple back-end for demo only.

Sentiment scoring – in simple back-end

Tags

Group tags (design only)

Agent set up with self population

Wallboard x 1 – showing tag level information

Exception wallboard x 1 – to show maximum scores

Two extra bits of numerical data into database

Back end admin to manage customer set up – simple system for demo

Phase 2:

Additional wallboards

Scheduling wallboards display (wallboard builder)

Hide button for ‘deleting’ records

Alerts (functionality)

Voice file transcription admin tool for agents to use

Group Tags (functionality)

Complete back-end set up

Hints & tips etc

Phase 3:

API for wallboards

Invoicing & Billing

**General Design**

Should be designed so can also be used on tablet and smartphone

**Login Page**

with password reset. And the agent can set a personal ‘question/answer’ which they can use if they forget password. Goes to ...

**Reports with customisable display page.**

Four quadrants, each with the ability to display data or graphs. This will be set per user, and remembered by the system. It can be changed at any stage. Each quadrant will have the ability to go into reporting or wallboards and bring back the information. The quadrants can be expanded into full page if required to turn them from graphical reports to wallboards. Each report will be able to be drilled down to the raw data by clicking on the graphical report.

Type of graphical reports:

* Number of surveys completed in a set period by set division – eg day, per hour or month, per day
* Overall score over a set period by set division
* Individual question scores by set period by set division
* Number of incomplete surveys – showing the different points of failure on the same graph
* No of maximum scores, number of low threshold calls
* Percentage surveys vs number of calls (need link through avaya etc)
* Word clouds from transcriptions
* Sentiment graphs
* NPS, AI, VOC type measurements
* Agent celebration when a maximum is reached (can this include something on the agent screen as well?)
* Time of day info, peak periods etc
* Comparison graphs – per day, time period, week, etc etc
* Percentage with transcriptions

We would also have targets/sla's that would be entered against graphical reports, so that performance against target would be shown, which will be a more dynamic way of showing data. Graphical displays will include colour pickers and the ability to upload a logo.

Have standardised reports that can have as many data columns as required.

The system will also allow scheduling of wallboard display, so that different wallboards can be rotated in a display.

There will be the ability to set thresholds against all data fields, to show records that exceed the threshold in a different colour, for easy viewing

There would be a ‘hide’ data button for administrator use only. This would be a search screen that would find and then remove the records into a separate store, where they would not be counted towards the totals, but would be able to be reported on and would never be deleted. Examples would be test calls. When hiding a call, a reason will need to be given.

There will be a ‘review’ button where a record can have text added to explain why it was a particular score or why the agents made the comments. Reviewed entries will be shown differently.

**Data section.**

This will not exist as will be incorporated in reports.

**Alerts & Thresholds**

An easy to use alert/threshold builder to send alerts and key information when the threshold is breached.

**Transcriptions & Voice**

All voice files will be transcribed as part of the system, all included in the price. Transcriptions will be completed within 6 hours for free, or additional costs will mean within 1 hour transcribing. Don’t think ‘free’ is correct – very low cost – eg 5p per transcription, will make it unlikely that companies will refuse, but will cover costs

As part of the reporting we will need to display the voice file and transcription if comments left and also include the length of the recording. The record will change to ‘played’ when it has been played – so reporting will be able to show just new recordings or all. There will also be a sentiment column with six scores – very positive, positive, mutual, negative, very negative and part negative part positive

**Hierarchy**

We will use tags that allow for more flexible sorting – both standard tags (eg sales) and custom tags. Multiple tags can be selected and we can have tag groups

**Agent Set Up**

Each agent will have a name, email address, team, security level. Sounds, video and photos will be able to be uploaded. Login and password will be created and a PIN added. The system will help by autopopulating the next record, including the same email stem and the next Pin in the range – all data can be overwritten. Autopopulating can be turned off.

**Wallboards**

Wallboards are included in the graphical reporting. However, we will include an API for any user who wants to create their own graphical reports/wallboards.

We will create a wallboard builder which will combine different single wallboard views into a slideshow. Each wallboard will have preferences that can be selected.

We would also have exception wallboards that would pop up at given times or for given thresholds. They would be organised in the same way.

Ref Gallereo gallery

**Transcription System**

Initially English only transcription but need to be able to expand to different languages. Need an MVP model. Collect recordings, give them an ID, upload them to the database. When agent logs in, show the next available recording and fields to transcribe into together with a field for sentiment score. Have a log of total transcriptions and the amount of recording time accrued. Download transcribed records and sentiment score into the system and display via the reporting engine.

There is a lot of opportunity with transcription included, because the customer can be more easily asked for detailed information. For example, the survey can ask the question ‘ please say the reason you called us today’, which will give insight into feedback vs reasons for calling. Because the survey will be bespoke, we can ask for any kind of information. The system will need to be able to differentiate between the different fields, and transcribers will require different fields

**Actual Surveys**

Build with five outlets for recording the comments to ensure the right recording is linked with the correct record. Include professional recording from day 1 – average cost around £75 although will be reduced over time because of reusing files. Get some standard questions recorded so we can repeat. Find one man and one woman – any other voice would be chargeable.

Users will be able to record PIN and two other pieces of numerical data which will be held in the database – eg account number/transaction number

There will need to be an admin system, to set up a customer and their hierarchies. As most of the set up will be by the customer in the front end, the back end admin needs to be simple and quick/easy to use.

**Extras**

On every page there would be a ‘suggestion’ button for users – so that any suggestions that users have on improving the service to the customer would be recorded. There would also be a ‘report issues’ button for logging problems with the survey. This information would be logged and available to VIBE staff

There would also be a ‘calendar’ page, that would enable users to load up details of what is happening in the contact centre – for example billing days or new launches or staff shortages. This will enable the call centre to understand what impact these kind of occasions have on the scores and the comments.

We will not offer a trial but will have no contract (just 60 day terms) to attract new customers. Also offer long term contracts if customer is happy to have a reduced/waived set up fee.

We will look to offer a geofix to route calls to the system and therefore give an automated survey. A small cost will be levied for this.

We will need to establish a way to link the call centre output reports and the survey data to remove the need to enter PIN details.

**Pricing**

We need to be able to attract smaller customers as well as larger ones – there are hundreds or thousands of businesses that could use this system but with a price tag of thousands they won’t use it. So by having a standard version and an enterprise version, we can differentiate in some way