



CALL CENTER

This call center solution will be used for servicing customers' by handling complaints, providing general company information and providing follow up to company's customers. The solution contains two parts, the first part handle and manages all calls and agents operations including logging report. The second part is for logging customers' requests and complaints (CRM Part). The CRM part manages all requests and complaints escalations.

1.1 Call and Agent Handling Part

Provides all details reports of all received call in the system including missed call, dropped calls and answered calls. This part shows the agent status and agent details report. This includes calls received by each agent, shift mechanism and other related.






Alice | Individual agents
QueueMetrics
call center monitor

Active calls for agent Alice

Agent/200: Agent is currently logged on queues 200

Reload nowLog onLog offAdd MemberRemove MemberPauseUnpauseDial

Entering at	Waiting	Talking	Caller ID	Queue	URL	Status	Transfer to	Outcome
02/19 - 10:15:37	0:03	0:09	104	Outbound 100	-	Terminated		
02/19 - 10:15:25	-	-	104	Outbound 100	-			
02/19 - 10:14:57	-	-	104	Outbound 100	-			

Queue

AGAW related info

Sales Inbound ACL:0:05 Q:0:00 WR:0:00 #C:0 CPH:20,0 OCPH:20,0 SPH:10,0 OC%:0% CO%:0%

Call DetailsSignal ProblemUnusedSecretary

In order to maintain session information, this page will reload automatically

Sample Calls for Agent

Answered calls

All calls:	
N. calls answered by operators:	1,277
Average call length:	60.0 s.
Min call length:	0:20
Max call length:	2:30
Total call length:	21.3 H
Average call waiting time:	13.3 s.
Min waiting time:	0:10
Max waiting time:	0:20
Total waiting time:	4.7 H

Calls fully within the given time interval:	
N. calls answered by operators:	1,276
Average call length:	60.0 s.
Min call length:	0:20
Max call length:	2:30
Total call length:	21.3 H
Average call waiting time:	13.3 s.
Min waiting time:	0:10
Max waiting time:	0:20
Total waiting time:	4.7 H

Agents on queue

Agent	N. Calls	...
John Doe (101)	213	16.7%
Mike Boo (102)	425	33.3%
agent/103	213	16.7%
agent/104	426	33.4%

Export as...

Sample Call Report


Demo Admin | Administrator


[Home](#)
[Answered](#)
[Ans.Dt](#)
[Unans.](#)
[Unans.Dt](#)
[Area](#)
[Att.](#)
[Day](#)
[Hr.](#)
[DOW](#)

All Reports » Answered calls

Report Details:

Atomic queue(s) considered: 00 All

Period start date: December 04 2012, 11:15

Period end date: March 04 2013, 11:15

Total calls processed: 25

Multi-stint calls joined together: 8

52.0% ans / 48.0% unans



All calls

All calls:	
N. calls answered by operators:	13

Sample General Report with PDF and XLS option

1.2 CRM Part

CRM parts will be used for managing all customer queries from the ticket creation to ticket closing. An **agent** creates a ticket for each customer query and he or she sets tickets status to open or closed depending on customer request type. Then an agent **supervisor** decides whether a ticket have to be escalated or closed. The system provides a detail report for customer queries on which admin can query or filters different reports with respect to time or any proposed filter options.

The advantageous of this CRM is that can be customized to meet exact customers' requirements. We assure our client that this will exactly be a solution to his business.

Search...

Q

Home

Contacts

Tickets

Test Popup

Test Mail

logout

New Call

Caller registrations

First Name

Example Denis

Middle Name

Enter text

Last Name

Enter text

Gender

Male

Female

Mobile

2557575796

Customer Registrations Forms

New Ticket

Product Type

Education Loan Requirements

Complaint Category

Loan Requirements

Amount

Enter Amount

Description

Resolutions

Status

--Select Status--



Save

Cancel

Sample New Ticket Form


Call


[Refresh](#) [Close](#)


Caller Info

[Attend Call](#) [Recent Tickets](#)

Caller: **Sedia Nasson Chembula**

 +255764417034

 Second mobile number

 Njombe

Sample Customer on a Call

Search...

Q

Home

Contacts

Tickets

Users


Reports

Control Panel

Test Mail

logout


Dashboard



87

Inbound Calls!


[View Details](#)



19

Open Tickets!


[View Details](#)



63

Closed Tickets!

[View Details](#)

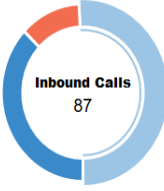


0

Due Tickets!








[View Details](#)

Quick Reports




Inbound Calls
87


Agents Panel

Agent Name	No of Tickets
 Kyomo Kyomo	0
 Salome Mwisama	2
 Joyce Mwangakala	2
 Rosemary Kanjagalle	34
 Ester Shakanya	21
 Amina Bakari	0
 Bupe Mwaiseje	24


Open and Closed Panel


Today

 Open Tickets


 Inbound Calls

Yesterday

 Open Tickets

 Inbound Calls

This Week

 Open Tickets

Admin Dashboard

Search...

Q

Home

Contacts

Tickets

Users

Reports

Inbound Call Report

Open Complaints

Assigned Complaints

Attended Complaints

Open or InProgress Complaints

Control Panel

Test Mail

Complaints

Start Date

End Date

Query

Excel

Show 10 entries

Search:

S/N	Received Date	Customer Name	Product Type	Branch	Mobile	TicketNo	Status	Complaint details	Action
1	2016-11-04	Rutta Josih	General Information	Tarime	+255759787819	FINCA000082	Open	Customer from the group facebook with 6 members tarime finished their loan since 14/10/2016 but no any progress to have a loan, their CRO was on le SPV called Wasanda told order to give them another have to give him some amount of money	<div>Assign</div> <div>Attend</div> <div>Edit</div> <div>Delete</div>
2	2016-11-04	Mary Mgonja	Business Loan	Ilala	+255784188066	FINCA000080	Open	Was promised to be visited 2 weeks have passed but not visited by cro todote.	

Open Ticket Escalation Option