Software Tools used in a World Class Call Center

Ken Meier

Mgr., TAC Operations SGI/CRI

5/8/97

Call Center Tools

◆ Webster's Definition of Tool:
 – Aids in accomplishing a task.
 – Something used in performing an operation.
 – Necessary in the practice of one's vocation.
 – A means to an end.

Types of Call Center Tools

◆ Phone Tools

◆ Call Tracking Tools

◆ Search Tools

◆ Communication Tools

◆ Logistics(parts) Tools

◆ Virtual Call Centers

◆ Web Tools

Phone Tools

- Aspect/AT&T/Intecom
  - IVR Call Transfers
  - ACD statistics
  - Agent status
  - Agent statistics
    - Length of calls
    - # of calls
    - time in phone queue
  - Total calls handled/total calls abandoned

Phone Tools(con't)

◆ Phone Features
- – Conferencing,messaging,forwarding,etc.

◆ Headsets

◆ Pagers

Call Tracking Tools

◆ Our most important tool !!

◆ Clarify,Quintus,Scopus,

  – customer information

  – contract information

  – configuration information

  – problem/service information

  – metrics

  – ownership/escalation/status

◆ CQ--Queue management tool

Search Engine Tools

◆ Full-text search and retrival applications
  – invaluable tool for call center engineers
◆ Oasis(SGI)
  – Cases,Bug Reports,Source code,Bulletins
◆ Pages(Cray)
    ❖ 45 separate collections
    ❖ rank hits by date,collections,weight

Communication Tools

◆ Email
  – Chatty pagers

◆ Xconf
  – Online Call Center communications

◆ Hey, Rpost
  – Workstation to Workstation

◆ TEAMWORK, TEAMWORK,TEAMW...

Logistics Tools

◆ Ordering parts for customers online
  – Use call tracking tool Clarify

◆ Parts Web Pages
  – #'s, Part queries, Part status/family
  – Logistic reports of many kinds.
  – UPS/FEDEX part shipment tracking.

Virtual Call Center's

◆ Cray's two sites--Atlanta and Eagan.

◆ Tools we used:

– Phone application from Genesys

◆ runs on Sun Servers

◆ Visual agent status on everyone's workstation at both sites

◆ Call routing based on skill set's

◆ Integration with call tracking tool

◆ Utilization of personnel in multiple sites for one purpose.

WEB Tools

◆ Man Page Browser

– Search SGI manuals by software areas

◆ On-line Documentation

– Technical Digests--Pipeline,NPI's,CRSB's,
FIB's,FN's.

◆ FAQ's Web Pages

– Software Engineering, Patches, PC/Apple
Connectivity,etc.

WEB Tools(cont.)

◆ Call Center HOME pages on the WEB.
  – Department/Business Procedures

  – Expertise

  – Schedules

  – Key Phone Numbers

  – Tools of the trade\

  – Trouble Shooting Guides

  – etc.......

WEB Tools(cont.)

- ◆ Clarify WEB Browser
  - – Log cases, find cases, cases by office.
- ◆ Locators
  - – Pagers, Swat Teams, RTS's, Managers,everyone else.
- ◆ TAC Look-up Scripts
  - – zipcode--find city/state/branch manager
  - – area code--find city/state

WEB Tools(cont.)

◆ Catlook

 – Search tool to help in case categorization

◆ Patchworks

 – explain/facilitate the production of patches

◆ Patchviewer

 – view patches that are ready for customers

Call Center Tools Wrap-up

◆ What can tools do for your Call Center?
   – Increase *accuracy* of support delivered
   – Increase *speed* of support delivered
   – Increase *productivity* of support delivered
   – Increase *job satisfaction* of support personnel
   – Increased *customer satisfaction*!
   – Lastly, tools give you the opportunity to be a
      World Class!!