

Vision 80/20 Contact Center

Complete solution for agents and administrators/teamleaders

Vision 80/20 Contact center ties local and global agents together. It is easy to use and cost effective for e.g. customer service, and support departments.

A user friendly solution that gives a short learning curve for new agents

Vision 80/20 Contact is a complete web based solution for organizations requiring an all-in-one contact center solution. The system has all the necessary functionality and is developed to be easy to install, use and administrate.

The system is administrated by the customer, no prior knowledge is needed. The system comes with functions for recording different voice messages, handling call distribution, creating queues and agents.

The team leader and administrator also have access to detailed statistics in order to do follow ups and staff planning.

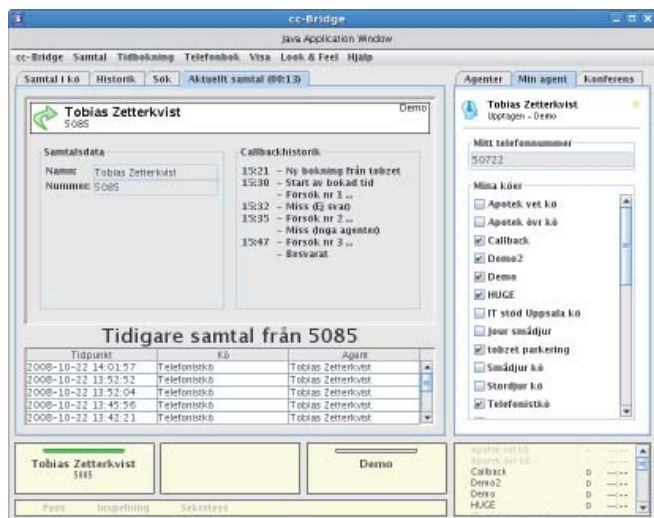
Web based agent client

When an agent logs in, he can see his available queue and can then select which queues he wants to log in to.

There is also information about which agents are logged in to the different queues and the status for each agent - free, busy, wrap up or paused.

There is also information about the calls in queue and call history for each number showing the last 10 calls and which of the agents that answered the call.

There is also a call history for each agent showing incoming and outgoing calls.



Web user client displaying queues, call formation and call history.

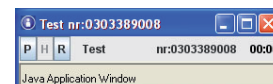
Quick facts

- Phone and PBX independent
- Agents can be located local or global
- All that is needed is a phone and computer with a web browser
- Complete statistics for taking correct action
- Easy to administrate
- Short learning curve for agents
- E-mail in queue
- Skilled based routing
- Give privileges to other departments or groups

The agent can easily transfer calls by using a number or name.

The phone books are divided in to three levels; shared, per queue and per agent. If a person is registered in any of the phone books, information about them i.e. organization and name will be displayed for the agent when they call.

Mini: The mini-interface allows agents to work with other tasks on the screen while still having information about ongoing and incoming calls.



E-mail in queue: e-mails are placed in queue and are answered via the agent client. All e-mail conversations including attachments are saved.

Recording: There is a function for recording of ongoing calls; this can be used for e.g. confirmations, education or evaluation.

Booked call-back

Persons calling the contact center can choose at what time they want to get a call-back. If the desired time is not available, they will be offered the next available time.

The agents also have the possibility to book a time slot when a customer wants to get a call-back. All time slots for call-back are set up by the administrator.

System set-up

The administrators or teamleaders can easily set-up queues and add agents to queues, set wrap-up times, call distribution etc. Administrators can also give privileges to other departments or groups. Each department or group can then do their own recordings, set opening hours and see their own statistics.

Statistics

There are three levels of statistic; queue statistic, general and individual statistic for agents. The statistics provide the basic data for how to staff and manage the contact center to make it work as effectively as possible.

The statistics shows: load, waiting times, number of transferred calls, average call time, service level etc.

Example: Number of transferred calls: if there are too many, it can mean that agents do not have the right skills regarding certain questions.

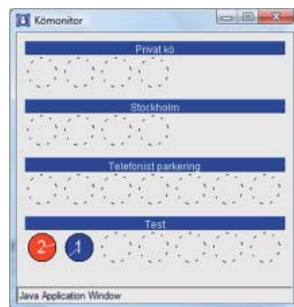
Ko	Faktura	Ny kund	Ovrigt	Totalt
Totalt antal samtal				
Öppnande och öppnande samtal	992	545	809	2447
Mottagna samtal och förskickade				
Antal mottagna samtal 0-9 sek	295	295	223	895
Antal mottagna samtal 10-19 sek	72	76	76	224
Antal mottagna samtal 20-29 sek	31	23	31	85
Antal mottagna samtal 30-59 sek	85	62	85	232
Antal mottagna samtal 1-2 min	152	65	103	320
Antal mottagna samtal 3-5 min	105	59	82	245
Antal mottagna samtal 6-10 min	134	78	95	308
Antal mottagna samtal > 5 min	104	49	55	209
Antal mottagna samtal Totalt	900	518	700	2318
Förskickade samtal och förskickade				
Antal förskickade samtal 0-9 sek	3	4	10	17
Antal förskickade samtal 10-19 sek	4	2	6	12
Antal förskickade samtal 20-29 sek	3	1	2	6
Antal förskickade samtal 30-59 sek	6	2	9	17
Antal förskickade samtal 1-2 min	10	6	9	25
Antal förskickade samtal 3-5 min	8	6	9	23
Antal förskickade samtal 6-10 min	5	5	12	23
Antal förskickade samtal > 5 min	3	1	2	6
Totalt antal förskickade samtal	42	28	59	129
Förskickade förskickade på avstängning				
Antal avstängda samtal för utgå	42	28	59	129
Överflyttade samtal				
Antal manuellt överflyttade	4	1	4	9
Agenter				
Antal aktiva	17	7	7	31
Skickade				
Mottagna meddel. löst	00:01:55	00:01:31	00:01:34	00:01:42
Förskickade meddel. löst	00:01:50	00:01:55	00:01:41	00:01:47
Mottagna meddel. löst	00:01:55	00:01:15	00:01:18	00:01:18
Förskickade meddel. löst	00:01:12	00:00:39	00:00:31	00:00:12
Agent data				
Medelantal agenter	4,2	4,2	4,2	4,2
Andel av inloggad tid som ledig i %	35	35	35	35
Andel av inloggad tid i samtal i %	15	15	9	12
Andel av inloggad tid som pausad i %	19	15	22	19
Sammanfattning				
Medelantal agenter	4,2	4,2	4,2	4,2
Andel av inloggad tid som ledig i %	35	35	35	35
Andel av inloggad tid i samtal i %	15	15	9	12
Andel av inloggad tid som pausad i %	19	15	22	19
Sammanfattning				
Medelantal agenter	4,2	4,2	4,2	4,2
Andel av inloggad tid som ledig i %	35	35	35	35
Andel av inloggad tid i samtal i %	15	15	9	12
Andel av inloggad tid som pausad i %	19	15	22	19

The administrator client displays statistics.

Queue and agent monitor

All agents can view a queue and agent monitor via the agent client. The monitor shows status for the queues and agents and the current waiting time for each queue.

This is a valuable tool for team leaders that can e.g. display the monitors on a big screen to be on top of the current situation, to be able to take correct action.



Queue and agent monitor

Skill based routing

Queues can be set up to direct calls to different agents depending on their particular skills.

Example: Agent 1 and 2 are logged in to take calls from queue A and B. Agent no. 3 is log in to take calls from queue A, B, and C but prioritize calls coming from queue C.

Integration to other IT-system

It is easy to integrate Vision 80/20 Contact center to e.g. ticket management systems. This integration gives fast response to questions from customers. The ticket log is displayed for the agent when taking an incoming call. Contact Visionutveckling for further information.

If you have Vision 80/20's Presence and Activity Management system, there is integration available via the user client.

About Visionutveckling

Visionutveckling provides easy to use, all in one solutions for data- and telecommunications. All the solutions can be customers placed or hosted.

Our solutions are used by companies and organizations who demand the highest levels of service, availability and profitability. We are market leaders in Scandinavia with offices in Stockholm, Stenungsund, Malmö. Copenhagen and Oslo. The first deliveries of our PAM system and operator tool Vision 80/20 were made in May 2002. Now we have over 1300 satisfied customers, and are growing at a stable 20% a year.

Solutions from Visionutveckling:

- Presence and Availability Management
- Attendant client, web user client, mobile user client
- Integratoin to: Calendar, MS OCS, AD/LDAP, CRM
- Auto Attendant
- Contact center: inbound/outbound
- Spoken presence, voice mail
- Visit Management, Resource Management
- Statistics and Invoice Management

Alla solutions are easy to use, install and administrate. They are also based on open protocol which means that they are easy to integrate with other IT-systems.

For more information, please visit www.visionutveckling.se.