



Intelligent call centre management

An important means of increasing productivity and profitability is the implementation of an automatic call distribution (ACD) system. In companies with a high volume of incoming telephone calls, economic success is heavily dependent on how quickly customers can get in touch with you. Telephone contact with customers is therefore a top priority.

Often a high volume of incoming calls means a percentage of those calls will be either not answered or engaged. With an ACD system in place, otherwise lost calls can be queued and allocated to agents as they become available increasing the number of calls accepted and maximising the use of your resources.

Call volumes, answer times, agent performance and queue activity are all vital information for the efficient operation of any call centre. Real-time information is used to manage resources and queues, while historical reports are used to analyse, plan and promote the call centre.

Calyx® is a powerful reporting tool for your ACD system providing real-time and detailed statistics for optimising customer service. In conjunction with the Siemens HiPath and its high-speed CSTA interface, Calyx® provides supervisors with real-time information on agents, groups, calls and queues as well as a suite of historical reports to display past performance and loading.

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Main features

- real-time snapshots of current queue & call information
- continuous moving chart of queue & call activity
- Real-time agent statistics
- Real-time call status & type
- Display agent's time in current queue
- Dual-level alarm monitoring for threshold & alarm conditions
- Real-time queue statistics including the number of calls, longest waiting time, average answer time, continuous-display graphs for answer times & calls in queue
- Real-time group statistics including the number of agents logged in, available & in wrap-up
- Historical reporting on queue, agent, call & call centre statistics

Monitor agents & groups in real-time . . .

Monitor agents in all queues or monitor agents in individual queues simultaneously. Agents monitors can be customised to display only the information you want to see.

Agent Monitor

Group: ALL EXTENSIONS / AGENTS

EXTENSION	IN	AGENT ID	AGENT NAME	EXT. STATE	AGENT STATE	TIME IN AG STATE	NUMBER
670					Logged Off	00:04:05	
671					Logged Off	00:04:05	
672				Internal Call	Busy	04:51:38	680
673					Logged Off	00:04:05	
674					Logged Off	00:04:05	
675					Logged Off	00:04:05	
678					Logged Off	00:04:05	
679					Internal Answer	00:04:05	
680					Busy	04:51:23	672
681		135	Helen Brown		Available	04:51:41	
682					Logged Off	00:04:05	
683					Logged Off	00:04:05	
684					Logged Off	00:04:05	
685				Ringing	Logged Off	00:04:05	
686					Not Available	04:53:08	
687					Logged Off	00:04:05	
688					Logged Off	00:04:05	
689					Logged Off	00:04:05	
690					Not Available	04:52:54	
691				Outgoing Call	Busy	04:54:06	84438500
692					Logged Off	00:04:05	
693				Outgoing Ringing	Busy	04:51:37	0412848213
694					Logged Off	00:04:05	
695					ACD Call	00:04:21	83935300
696					Logged Off	00:04:05	
697					Logged Off	00:04:05	
698					Available	04:52:13	
699			Sally Keane		Logged Off	00:04:05	
700					Outgoing Call	04:52:48	83844193
701					Logged Off	00:04:05	
702					Logged Off	00:04:05	
703					Logged Off	00:04:05	
704					Logged Off	00:04:05	
705					Logged Off	00:04:05	
706					Logged Off	00:04:05	
707					Logged Off	00:04:05	
708					Logged Off	00:04:05	
709					Logged Off	00:04:05	

Agent Monitor

Group: Q1 CUST/SERVICE

EXTENSION	IN	AGENT ID	AGENT NAME	EXT. STATE	AGENT STATE	TIME IN AG STATE	NUMBER
681		135	Helen Brown		Available	01:15:02	
690		136	Maria Martin		Available	01:04:39	
694		128	Lina Karpelis		Not Available	01:05:15	
697		132	Peter Watson		Available	01:04:03	
698		124		ACD Call	Busy	01:04:20	8345494
701		134	Sally Keane		Not Available	01:05:34	
703		133	Tony Piccoli		Available	01:06:15	

Group Monitor

Agent Statistics

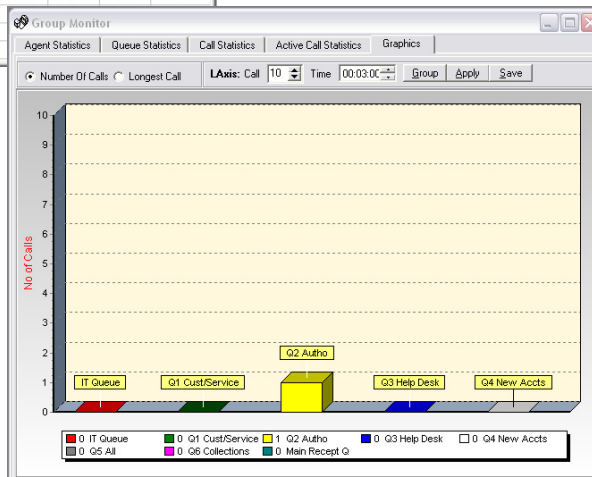
GROUP	AGENT LOGGED IN	AGENT AVAILABLE	AGENT WRAP UP	TIME IN STATE
IT Queue	0	0	0	
Q1 Cust/Service	7	3	0	
Q2 Autho	1	0	0	
Q3 Help Desk	1	1	0	
Q4 New Accts	1	1	0	
Q5 All	1	1	0	
Q6 Collections	0	0	0	
Main Recept Q				

Group Monitor

Queue Statistics

GROUP	GRADE OF SERVICE	SPEED TO ANSWER	TALK TIME	ABANDONED CALLS		OVERFLOW CALLS		CALLS ANALYSED	
				NUMBER	RATE	NUMBER	RATE		
IT Queue	66.7%	00:04	00:21	1	33.3%	00:03	0	0.0%	3
Q1 Cust/Service	100.0%	00:11	01:30	0	0.0%	00:00	0	0.0%	4
Q2 Autho	100.0%	00:02	02:12	0	0.0%	00:00	0	0.0%	3
Q3 Help Desk	100.0%	00:02	02:52	0	0.0%	00:00	0	0.0%	1
Q4 New Accts	100.0%	00:00	00:00	0	0.0%	00:00	0	0.0%	0
Q5 All	100.0%	00:00	00:00	0	0.0%				
Q6 Collections	100.0%	00:00	00:00	0	0.0%				
Main Recept Q	66.7%	00:05	00:23	1	33.3%				

Group monitors provide summaries of agents and queue statistics & a Grade of Service Monitor essential for a call centres's KPI. All queued calls are displayed graphically.



Monitor alerts, active calls & trunk usage . . .

Group	No.Of.Calls	Longest Call	Ave.Waiting	Agents Login	Agents Available	Agents WrapUp
IT Queue	0	0:00:00	0:00:00	1	0	0
Q1 Cust/Service	0	0:00:00	0:00:00	4	2	0
Q2 Autho	1	0:04:34	0:04:34	1	1	0
Q3 Help Desk	0	0:00:00	0:00:00	1	1	0
Q4 New Accts	0	0:00:00	0:00:00	0	0	0
Q5 All	0	0:00:00	0:00:00	0	0	0
Q6 Collections	0	0:00:00	0:00:00	0	0	0
Main Recept Q	0	0:00:00	0:00:00	0	0	0

Server-based alarms provide instant notification of service degradation. Client-side alarms alert agents to potential traffic spikes and inadequate agent coverage.

Display in real-time all calls currently active in the system.

CALL	LOCATION	TRUNK	STATE	NUMBER	STARTED	DURATION	WAITING
28683	Ext:	1879	Outgoing Call		13:49:40	00:28:59	00:00:02
28859	Ext:623;	1805	Outgoing Call	1800637445	14:07:35	00:11:05	00:00:01
28882	Call:28963;	1804	ACD Call	88233687	14:10:23	00:08:17	00:00:01
28922	Ext:721; ACD:800;	1802	ACD Call	0364314265	14:13:30	00:05:06	00:00:05
28927	Call:28958;	1803	ACD Call	83273974	14:14:12	00:04:21	00:00:08
28928	Ext:	1808	Hold	0399539800	14:14:08	00:04:33	00:00:00
28935	Ext:	1832	Non ACD	82271218	14:13:56	00:04:38	00:00:07
28936	Ext:773;	1813	Outgoing Call	0407399434	14:14:15	00:04:10	00:00:16
28948	Ext: ACD:826;	1877	ACD Call	440	14:14:51	00:03:49	00:00:01
28949	Ext:694; ACD:821;	1806	ACD Call	83528890	14:15:15	00:03:24	00:00:02
28950	Ext:625;	1810	Outgoing Call	0407080987	14:14:59	00:03:38	00:00:04
28954	Call:35094;	1866	Non ACD		14:14:46	00:03:45	00:00:10
28957	Ext:686; ACD:823;	1812	ACD Call	0364231533	14:14:53	00:03:45	00:00:03
28958	Call:28927;	1807	Outgoing Call	83826400	14:15:03	00:03:25	00:00:13
28960	Ext:759;	1814	Outgoing Ringing	82547194	14:15:12	-	00:03:29
28963	Call:28882;	1815	Outgoing Call	82034444	14:15:18	00:03:19	00:00:04
28964	Ext:1901;	1831	Non ACD	0395855246	14:15:27	-	00:03:14
28965	Ext:700;	1816	Outgoing Ringing	85252765	14:15:22	-	00:03:19
28967	Ext:751;	1817	Non ACD	82438000	14:15:22	00:03:15	00:00:04
28970	Ext:650;		Initiated		14:15:26	-	00:03:15
35094	Call:28954;	1878	Outgoing Call	114	14:14:46	00:03:45	00:00:10

TRUNK	EXTENSION	AGENT NAME	CALL STATE	TIME	NUMBER	NAME
1801						Trk1801
1802	614		Outgoing Call	12:04:17	0359963428	Trk1802
1803	581	Helen Brown	ACD Call	12:05:59		Trk1803
1804	616		Non ACD	12:03:20	83629820	Trk1804
1805	690	Maria Martin	ACD Call	12:03:42	82034444	Trk1805
1806	665		Outgoing Call	12:03:51	0393873611	Trk1806
1807	693		Outgoing Call	12:04:05	0364314433	Trk1807
1808						Trk1808
1809	708		Outgoing Call	12:04:48	82123224	Trk1809
1810	721	Agent102	Outgoing Call	12:06:01	0383268900	Trk1810
1811						Trk1811
1812						Trk1812
1813						Trk1813
1814						Trk1814
1815						Trk1815
1816						Trk1816
1817						Trk1817
1818						Trk1818
1819						Trk1819
1820						Trk1820
1821						Trk1821
1822						Trk1822
1823						Trk1823
1824						Trk1824
1825						Trk1825
1826						Trk1826
1827						Trk1827
1828						Trk1828
1829						Trk1829
1830						Trk1830
1831	1902		Non ACD	12:06:07	0394014409	Trk1831
1832						Trk1832
1833			Incoming Call	12:04:39	83829870	Trk1833
1834			Incoming Call	12:05:37	0362343615	Trk1834

Calyx's Trunk Monitor displays which trunks are active with calls currently in the system

Virtual wallboards to monitor call centre activity anywhere, any time . . .

Calyx mis Client 4. beta 3. 23

File View Agent Help

Configuration Disconnect Hide Agent View Calls Message Help

Group	No.Of.Calls	Longest Call	Ave.Waiting	Agents Login	Agents Available	Agents WrapUp
IT Queue	0	0:00:00	0:00:00	1	0	0
Q1 Cust/Service	0	0:00:00	0:00:00	4	2	0
Q2 Autho	1	0:09:31	0:09:31	1	1	0
Q3 Help Desk	0	0:00:00	0:00:00	1	1	0
Q4 New Accts	0	0:00:00	0:00:00	0	0	0
Q5 All	0	0:00:00	0:00:00	0	0	0
Q6 Collections	0	0:00:00	0:00:00	0	0	0
Main Recept Q	0	0:00:00	0:00:00	0	0	0

Agent and Extension State: <All>

Extension	Agent ID	Agent Name	Ext. State	Agent State	Time in Agent State	Number
100				Logged Off	00:16:22	
101				Logged Off	00:16:22	
102				Logged Off	00:16:22	
103				Logged Off	00:16:22	
104				Logged Off	00:16:22	
1901			Non ACD	Busy	04:56:03	
1902			Ringing	Logged Off	04:55:14	
1903						
1904						

Server: Patnew.callista.net Calyx DB: C:\Calyx server\NZ

Anyone on your LAN or WAN can view the real-time activity in your call centre via Calyx's virtual wallboards. Call and agent status can be tracked at any time, anywhere by anyone. Audible alarms can be configured to activate when specific alarm and threshold conditions are met.

Configuration

General Sound

Alerts

- No.Of Calls
- Longest Call
- Ave.Wait Time
- No.Of Agent Login
- No.Of Agent Available
- No.Of Agent WrapUp
- Speed to Answer

Wave File

C:\WINDOWS\Media\CHIMES.WAV

Enabled Repeat

Powerful management reports & historical logs . . .

The screenshot displays the 'Log Monitor' application with two overlapping windows. The top window shows a detailed call log with columns for DATE & TIME, EXTENSION, AGENT, GROUP, WAITING, DURATION, NUMBER, TRUNK, CALL TYPE, AB, OF, TRANS, CF, LAST GROUP, and CALL. The bottom window shows an agent status log with columns for DATE & TIME, AGENT, AGENT NAME, EXTENSION, and NEW STATE. A legend on the right side of the bottom window defines states: Not Available (pink), Logged Off (light blue), Available (light green), Busy (yellow), and Work After Call (purple). A 'Visible Columns' panel on the right allows users to toggle various data points.

Calyx stores and displays historical data for calls, agents, groups and alarms. Each log monitor can be configured to display only the data you want to see.

This screenshot shows a summary report for May 2005. The table lists various call groups and their performance metrics.

DATE & TIME	GROUP NAME	LONGEST CALL	NO OF CALLS	ANSWER SPEED	LOGGED AG.	READY AG.	WRAP UP AG.
26 May 2005 13:51:30	Q1 Cust/Service	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:51:30	Q2 Autho	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:51:30	Q3 Help Desk	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:51:30	Q4 New Accts	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:51:30	Q5 All	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:51:30	Q6 Collections	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:51:30	Main Receipt Q	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:51:30	IT Queue	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:56:31	Q1 Cust/Service	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:56:31	Main Receipt Q	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:56:31	Q6 Collections	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:56:31	Q5 All	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:56:31	Q4 New Accts	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:56:31	Q2 Autho	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:56:31	IT Queue	00:00:00	0	00:00:00	0	0	0
26 May 2005 13:56:31	Q3 Help Desk	00:00:00	0	00:00:00	0	0	0
26 May 2005 14:01:32	Q5 All	00:00:00	0	00:00:00	0	0	0
26 May 2005 14:01:32	Q1 Cust/Service	00:00:00	0	00:00:00	0	0	0
26 May 2005 14:01:32	Main Receipt Q	00:00:00	0	00:00:00	0	0	0
26 May 2005 14:01:32	Q6 Collections	00:00:00	0	00:00:00	0	0	0

The screenshot shows an 'Agent Call Performance' report for 'The Callista Group' in the 'Support' department, covering the period from Thursday, 01 Jun 2000 to Friday, 30 Jun 2000. The report includes a table of agent performance and three bar charts.

Agent ID	Agent Name	No of Calls	ACD Calls Total Time	Ave. Time	No Calls	Non ACD Calls Total Time	Ave. Time	No Calls	Outgoing Calls Total Time	Ave. Time
102	Matthew Johns	30	2:37:29	0:05:14	0	0:00:00	0:00:00	36	2:45:30	0:04:35
103	Chris Bailey	10	0:35:17	0:03:31	4	0:11:00	0:02:45	8	0:09:33	0:01:11
104	Ben Williams	9	0:51:54	0:05:46	0	0:00:00	0:00:00	13	0:25:49	0:01:59
105	Wendy Chapel	13	1:27:01	0:05:41	3	0:07:07	0:02:22	19	1:04:58	0:03:25
107	Katie Strachan	18	1:29:28	0:04:58	0	0:00:00	0:00:00	24	0:49:35	0:02:03
108	Zhou Li	41	3:43:57	0:05:27	2	0:08:13	0:04:06	49	3:17:08	0:04:01
109	David Black	38	2:49:11	0:04:27	1	0:04:11	0:04:11	38	3:24:42	0:05:23
110	Ken Carpenter	33	2:05:33	0:03:48	1	0:04:20	0:04:20	19	1:46:10	0:05:35
120	Patricia Funnell	1	0:08:30	0:08:30	0	0:00:00	0:00:00	0	0:00:00	0:00:00
Totals		193	15:48:20	0:04:54	11	0:34:51	0:03:10	206	13:43:25	0:03:59

The three bar charts below the table are: 'No of Non ACD Calls', 'No of Outgoing Calls', and 'No of ACD Calls Answered'. Each chart shows data for agents 102 through 120.

Calyx is shipped with a complete suite of management reports with optional graphing and sophisticated data filtering options.