



## Slican Call Center

MANAGEMENT, ANALYTICS, STATISTICS, CHARTS

### CALL CENTER IN SLICAN NCP SERVERS

Telephone contact is one of the most important communication channels. Continuous efforts to improve the quality of customer service and better communication are important priorities of every company and organization. Minimizing the response time to incoming calls and professional handling of customer needs are important tasks. Slican Call Center improves the work of consultants, provides managers with tools facilitating management and analysis. It supports a large number of incoming and outgoing calls as well as controls the waiting time for connection with a consultant. The call-back is made from the missed calls list. The system creates reports and statistics on an ongoing basis. A consultant can also use MessengerCTI Desktop application which will significantly improve the comfort of his work.

#### The most important information provided by Slican Call Center:

- number of calls with customers in a specific time unit (hour, day, week, month) divided into incoming and outgoing calls and redirected through the queue
- number of contacts ineffective in a specific unit time (abandoned and lost calls)
- number of contacts with customers in a specific time unit successfully completed in the first contact
- call-back to abandoned and missed numbers
- analysis of working time and events of consultants
- schedules of reports distribution (daily, weekly, monthly)
- charts of average waiting time of incoming calls and calls with exceeded SLA (Service Level Agreement) time
- detailed preview of calls and agents event logs and queue connections
- agent event list – numbers to call back together with the logbook

#### Functionality of queues:

- possibility of handling many queues
- announcements about queue position and waiting time
- different scenarios for ringing group
- monitoring functions
- events management
- collecting statistics

#### Example of supervising functions for telephone calls:

- LISTENING-IN ON – listening of conversation
- WHISPER – possibility to talk only in the direction of the consultant
- CALL OVERRIDE – the Manager participates in the consultant's and the client's conversation in both directions



- if you want to improve communication with customers
- and you do not need large solutions, but are you looking for efficient and manageable communication mechanisms for customer service departments
- we have a solution for you – Call Center for NCP servers, which will take care of higher standards of customer service, provide flexible management and provide the necessary data for analysis





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Slican Call Center allows you to create reports based on configured templates. Managers receives predefined different types of reports for detailed configuration, specifying whether it should be report on queue service statistics, agents or their working time. Generated reports sends as an e-mail to Managers according to the created schedule. Additional options allows you to include additional parameters in the analysis, and built-in filter give you detailed as to date, time and queue. Configured reports can be displayed immediately after they have been created. The logs provide information about detailed date on queues, agents and events called by them. Thanks to the analysis you can make evaluate effectiveness of customers service department and reconfigure it.

### From the generated reports, we obtain the following statistics:

- average time for received and missed calls
- maximum waiting times
- talk times: medium and maximum
- maximum number of calls in a queue
- the total number of calls received with the time schedule after which the calls were received
- the total number of calls not answered as abandoned, lost, rejected and forwarded by the queue with the reason given
- procentage and quantitative statistics after exceeding the assumed SLA in relations to all calls
- maximum numer of agents logged into the queue with information about their availability
- charts with statistics visualization



Slican NCP servers offers Call Center (fw 1.12 or higher). The user acquires the rights according with the purchased licences: start licence, for agents and for next waiting calls. Analytical and management functions of CallCenterMAN are integrated. Rights of the Manager are granted by the PBX admin.

**Call-back to all missed or abandoned numbers is simple and effective thanks to the use of a call-back list and the marking of calls as called back.**

Slican CallCenterMAN										
Dziennik oddzwonień										
Data		Pora dnia		Kolejki	Klient lub agent		Typy połączeń			
Od: 2018-11-05		Od: 00 : 00		Wszystkie	Szukaj:		<input checked="" type="checkbox"/> Oddzwonione <input checked="" type="checkbox"/> Odebrane <input checked="" type="checkbox"/> Nieoddzwonione <input checked="" type="checkbox"/> Usunięte			
Do: 2019-02-14		Do: 23 : 59								
<input type="button" value="Filtruj"/> <input type="button" value="Pokaż wszystkie zdarzenia"/> <input type="button" value="Eksport"/>										
Typ	Data	Numer	Kolejka	Nazwa	Numer	Nazwa	Numer	Oddzwonił	Nazwa	Próby oddzwonienia
✓	2019-01-18 13:08:45	555 AAA			1001	Anatol ...	1200	CTS.IP ART1200		- <a href="#">Wiecej</a>
✓	2019-01-18 13:08:41	555 AAA			1007	Wiktor ...	1200	CTS.IP ART1200	1	<a href="#">Wiecej</a>
✗	2019-01-18 13:08:38	555 AAA			1003	wyjście ...				- <a href="#">Wiecej</a>
✗	2019-01-18 13:08:33	555 AAA			1006	VPŚCĄŁ 1006				- <a href="#">Wiecej</a>
✗	2019-01-18 13:08:28	555 AAA			1002	Zygmunt ...				- <a href="#">Wiecej</a>
✓	2019-01-18 13:08:10	555 AAA			1009	Czesław ...	1200	CTS.IP ART1200		- <a href="#">Wiecej</a>
✓	2019-01-18 13:08:02	555 AAA			1015	Felek	1200	CTS.IP ART1200		- <a href="#">Wiecej</a>
↓	2019-01-14 15:39:05	555 AAA			1202	Art 1202				- <a href="#">Wiecej</a>
↓	2019-01-14 10:44:27	555 AAA			523251117	Bydgoszcz				- <a href="#">Wiecej</a>
✓	2019-01-02 15:33:11	555 AAA			1004	Dominika ...	1200	CTS.IP ART1200		- <a href="#">Wiecej</a>
↓	2018-11-26 11:09:33	555 AAA			523251117	Bydgoszcz				- <a href="#">Wiecej</a>
↓	2018-11-16 12:55:55	501	Kolejka CC Marketing		523251142	Bydgoszcz				- <a href="#">Wiecej</a>