# SLICAN

## Application Slican Call Center

**YOUR CUSTOMER SERVICE CENTER**

High quality customer service and efficient communication are the goals of every company and organization. Slican Call Center improves the work of consultants and provides managers with tools that facilitate data management and analysis. **You won't lose any contact again!**

## The Slican Call Center application provides:

+ **efficient handling of incoming traffic and incoming calls organized in queues,**

+ **information about the number of agents and waiting calls,**

+ **a common list of missed calls for all agents - to be called back - with an indication whether the call back was successful,**

+ **shortening the response time to incoming calls,**

### And also:

- transparent reports and statistics
- cost optimization
- clear view of supported queues
- programmable buttons with the current status for a given Agent (logging in/out of the queue and enabling/disabling Agent break)

## Information provided by Slican Call Center:

- number of calls to customers in a specific time unit (hour, day, week, month) divided into incoming, outgoing and redirected calls
- number of unsuccessful contacts in a given unit of time (abandoned calls, lost calls)
- the number of contacts with customers in a given unit of time that were successfully completed in the first contact
- analysis of consultants' working time and events
- report distribution schedules (daily, weekly, monthly)
- charts of average waiting times of incoming queue connections and connections with exceeded SLA (Service Level Agreement) time
- detailed view of agent call and event logs and queue calls
- agent's event list – callback numbers with a log

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## All the features you need:

### Queue features:

- ability to handle multiple queues
- announcements about position in the queue and waiting time
- various calling scenarios
- monitoring functions
- event handling
- collecting statistics

### Call features:

- LISTENING – listening to a conversation
- WHISPER ENTRANCE – the ability to talk only towards the consultant
- THIRD ENTRY – the manager participates in the conversation between the consultant and the client in both directions

### Statistics:

- average time for answered and missed calls
- maximum waiting times
- talk times: average and maximum
- maximum number of connections in the queue
- the total number of calls received along with the distribution of times after which the calls were answered
- total number of calls missed as abandoned, lost, rejected and diverted by the queue with a given reason
- percentage and quantitative statistics after exceeding the assumed SLA for all connections
- the maximum number of agents logged into the queue along with their availability
- charts with visualization of statistics

### Reports:

- predefined report types for statistics on queue call handling, agents and their working time
- creating reports based on configured templates
- sending reports via e-mail according to the schedule
- filtering reports by date, time and queue
- logs allowing you to view detailed data about queue connections, agents and events
- analyzes facilitating the assessment of the department's operating efficiency

### Technical information:

Call Centers offer Slican NCP servers. The user acquires rights to the extent resulting from the purchased licenses: starter licenses, agent licenses and subsequent waiting call licenses. CallCenterMAN's analytical and management functions are integrated. Manager permissions are granted by the headquarters administrator.