

Many companies use live operators to provide a “personal touch,” sending callers a clear message of their importance. For these companies, the operator is a fundamental “touch point” with customers, partners and vendors. Timely access to the operator is a critical first step in providing a positive interaction. If you are investing in console attendants, it is critical that you be able to monitor your console activity to assure the service expectations of your callers are met.

- Operator Availability** – Is there an operator available to cover the peak call volumes? What are the queue times? Are we over or under staffed? If you can’t track this information, you will likely hear from your high demand callers and/or management.
- Operator Productivity** – Are operators spending the majority of their time on business calls or personal calls? Are their call times within expectations? Do you have a mechanism to even track the call volumes to know the production level of your attendants?
- Personal Call Abuse** – What percent of calls are personal calls? How long are operators talking on personal calls? Is there any fraud or abuse happening?
- Console Requirements** – Do you have enough consoles throughout the enterprise? Do you know how to calculate what the optimum number of consoles should be by hour? If your office locations increase or are consolidated, how will that impact the operator consoles?

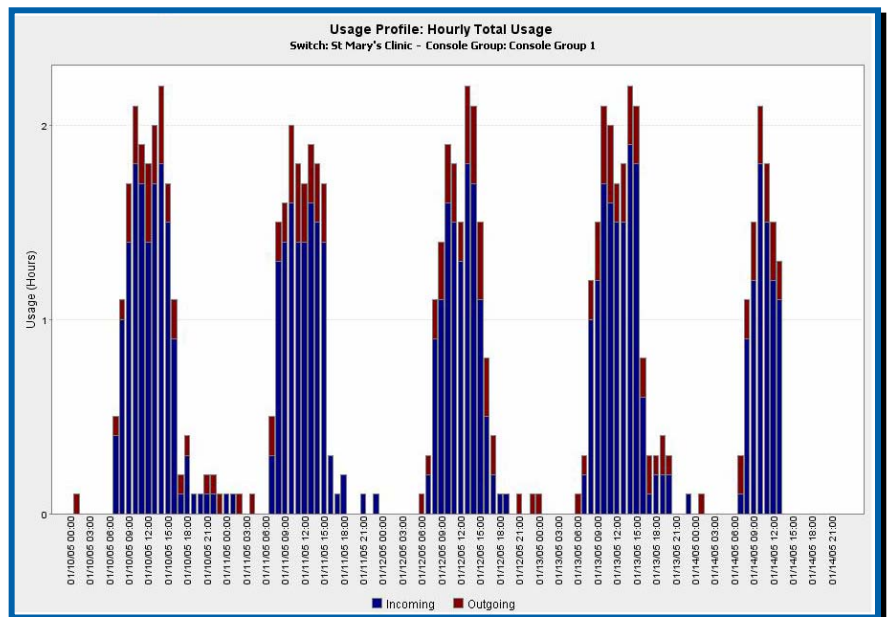
Traffic Analyst Console provides visibility into queue times, call profiles and usage to aid in staff performance evaluations and equipment allocation decisions. What-if modeling goes beyond the current environment and models user-defined forecasted changes in the environment.

RICH INVENTORY OF REPORTS

Traffic Analyst gathers and correlates data to provide a rich inventory of reports for effectively managing operator performance, staff allocation and service levels.

Operator Performance – Traffic Analyst tracks the performance of operators and operator groups every hour of every day. Some of the available statistics include:

- Number of external and internal calls handled
- Average call length for external and internal calls
- Number of outbound calls
- Average call length for outbound calls
- Active hours of console time
- Percent occupancy of console time
- Blocked hours of console time



Hourly Usage Profile Report

The reports and graphs provide key metrics to indicate if your attendants are underutilized, over utilized, meeting company objectives for call times and adhering to policies regarding personal calls.



Staff Allocation – In addition to evaluating operator performance, Traffic Analyst determines if staffing levels are appropriate. Key statistics to drive staffing include:

- Number of calls
- Idle time
- Percent occupancy
- Percent all consoles busy
- Average queue time
- Percent calls abandoned
- Night key time

Service Levels – The console and console group reports provide visibility into service levels – whether you prefer to use percent occupancy, blocked calls, abandoned calls or other metrics.

Reports can be created on-demand via a web browser, printed, e-mailed and scheduled. Reports are available in hourly, daily, weekly and monthly increments.

Console Activity																	For: 05/02/2004 - 05/15/2004	
Date	Handled								Outgoing		Console Time					Consoles Active		
	External		Internal		Personal		Total		Calls	ACL (secs)	Active		Blocked (hrs)					
	Calls	ACL (secs)	Calls	ACL (secs)	Calls	ACL (secs)	Calls	ACL (secs)			Hrs	% Occupancy	Auto	Manual	Total			
Console Group 2																		
05/03/2004	3391	10	24	17	15	23	3430	10	510	6	26.9	39.6	0.0	0.0	0.0	4		
05/04/2004	3351	10	33	25	21	21	3405	10	538	7	27.2	38.6	0.0	0.0	0.0	4		
05/05/2004	3137	11	32	22	23	22	3192	11	552	9	27.4	39.9	0.0	0.0	0.0	4		
05/06/2004	2994	11	35	28	16	22	3045	11	531	9	27.6	37.3	0.0	0.0	0.0	4		
05/07/2004	2486	11	21	31	25	21	2532	11	450	10	32.9	27.7	0.0	0.0	0.0	5		
05/10/2004	3319	10	35	26	20	26	3374	11	469	6	31.9	32.9	0.0	0.0	0.0	5		
05/11/2004	3264	11	49	26	30	31	3343	11	555	8	32.1	35.1	0.0	0.0	0.0	5		
05/12/2004	3219	10	29	20	27	24	3275	11	585	10	32.8	34.9	0.0	0.0	0.0	5		
05/13/2004	3086	11	49	22	18	27	3163	11	579	9	32.5	33.2	0.0	0.0	0.0	5		
2300																		
05/03/2004	693	10	2	11	6	22	691	11	121	10	5.8	39.5	0.0	0.0	0.0	0		
05/04/2004	724	10	6	39	7	22	737	11	87	6	6.9	34.0	0.0	0.0	0.0	0		
05/05/2004	818	11	7	19	7	20	832	11	115	6	6.9	40.1	0.0	0.0	0.0	0		
05/06/2004	628	11	4	39	5	30	637	11	87	9	6.9	31.1	0.0	0.0	0.0	0		
05/07/2004	530	10	2	25	6	33	538	11	107	9	6.2	30.1	0.0	0.0	0.0	0		
05/10/2004	629	10	8	19	10	16	647	11	75	7	5.2	38.9	0.0	0.0	0.0	0		
05/11/2004	633	11	4	30	7	20	644	11	95	5	7.0	30.9	0.0	0.0	0.0	0		
05/12/2004	552	12	5	20	6	17	563	12	94	5	6.2	31.6	0.0	0.0	0.0	0		
05/13/2004	757	11	8	18	3	14	768	11	124	5	7.0	34.2	0.0	0.0	0.0	0		
2301																		
05/03/2004	1020	10	9	13	2	21	1031	10	167	5	6.8	43.8	0.0	0.0	0.0	0		
05/04/2004	981	10	9	30	4	19	994	10	182	5	6.5	46.1	0.0	0.0	0.0	0		
05/05/2004	852	10	11	23	4	24	867	10	167	9	6.6	42.2	0.0	0.0	0.0	0		
05/06/2004	763	10	14	25	2	9	779	10	118	6	6.8	35.3	0.0	0.0	0.0	0		
05/07/2004	499	13	6	40	4	12	509	13	75	7	6.2	31.7	0.0	0.0	0.0	0		
05/10/2004	901	10	9	30	1	6	911	10	132	7	6.9	39.3	0.0	0.0	0.0	0		
05/11/2004	962	10	13	33	4	22	979	11	160	7	6.5	47.7	0.0	0.0	0.0	0		
05/12/2004	901	10	7	24	5	17	913	10	172	8	6.9	41.1	0.0	0.0	0.0	0		
05/13/2004	424	11	8	21	0	0	432	11	94	11	4.5	32.9	0.0	0.0	0.0	0		

Console Activity Report

WHAT-IF MODELING

As new sales promotions, mergers and acquisitions, disasters or other scenarios affect your business, Traffic Analyst provides a variety of ways to anticipate the impact new call patterns may have on your inbound callers. With Traffic Analyst model the expected performance based on:

- Defining factors for changes in call volume or average call length for inbound or outbound calls
- Adjusting average time before abandon
- Adjusting average answer time
- Using the Erlang B engineering model to determine physical console requirements
- Using the Erlang C engineering model to determine hourly operator personnel requirements

TRAFFIC ANALYST CONSOLE ADVANTAGE

Your consoles are vital to keeping your organization connected to your customers. Monitoring the service levels your callers experience and the effectiveness of your operator team is imperative. By having metrics at your fingertips, you know how to improve performance and therefore reduce complaints. Do you know if your investment in equipment and personnel is actually providing the customer service you expect? Traffic Analyst will tell you!



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