

MicroBX

Call Center Monitor

This add-on is an accessory to our telephone management software MicroBX, and it displays the data required to efficiently run a call center fast and at a glance. During the day the display is refreshed every 30 seconds (pending calls are shown in real-time), and the figures are broken down in slices of 30 minutes.

The user can move lines up or down, change their color and title, and hide them if required.

Details shown are:

- Quality of Service (formula usually tailor-made according to customer's requirements),
- vor all ACD-Groups: Number of calls, total and average duration,
- Wait loop: Number of calls, total and average duration,
- Voice Mail: Number of calls, total and average duration,
- Voice Mail and Wait Loop: Number of calls and percentage above or below pre-settable thresholds,
- Invalid incoming numbers and DDI

Our Call Center Calculator has so far been optimized for Panasonic PABX. The interface can either be the SMDR (serial or LAN), or CSTA(LAN or USB). In the latter case some additional information is available:

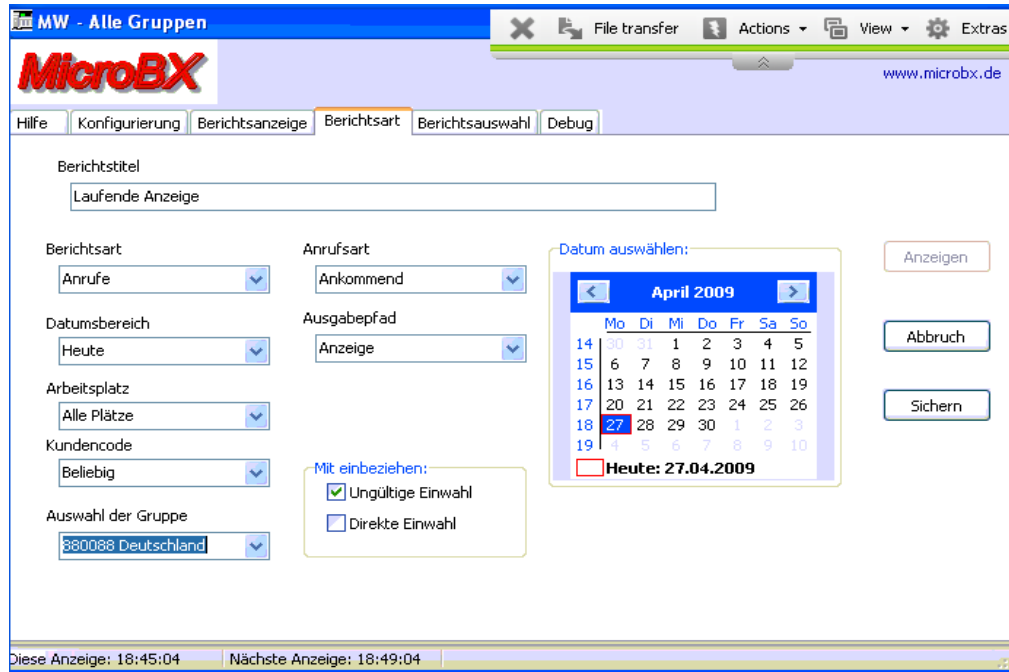
- Overflows between ACD-Groups
- for Outbound Call Centres:
 - Number of different destinations per time,
 - Ring time
 - Destination busy

The following options are provided to improve usability:

- Output on display, printer or as CSV-file,
- Arbitrary date range. In case of 'today', the display is refreshed in regular intervals.
- ACD groups: individual or all
- Agents: individual or all
- Account codes: one or all.

NSI.	Anzahl	%	Dauer	8.0	8.5	9.0	9.5	10.0	10.5	11.0	11.5	12.0	12.5	13.0	13.5	14.0	14.5	15.0	15.5	16.0	16.5	17.0	17.5	
Erreichbarkeit	92%			74%	93%	85%	100%	98%	81%	94%	87%	105%	87%	104%	96%	100%	93%	100%	98%	92%	91%	100%	57%	
Im Wartefeld >20sec	158			14	9	9	7	10	9	4	14	4	6	9	7	8	6	4	5	5	8	6	14	
Anrufsdauer <5sec	14				1	2		1	2	2	2	1				1	1							
Wartefeld <5sec	12				1	1	1		1	3		1	2								2			
Verloren im Wartefeld	41			3	4	5	2		8	5		1	2	1							4		6	
Voice Mail >20sec	1																						1	
Verwertbare VM%	20%																						25%	
Summen aller KS	774							48	49	57	49	54	43	31	26	27	41	43	38	40	37	23	21	28
Ungültige Einwahlen	47							4	4	3	2	1	3	2	5		7	1	5	1		2		
Direkte Einwahlen	23							1	1	1	2	3		2			2	1	3	1	1	1	2	
Summen aller Agenten	711							48	48	46	46	47	45	27	27	26	41	40	38	39	34	21	21	16
Durchschn.Dauer	01:5							02:09	01:52	01:42	01:25	02:06	02:05	01:38	02:43	01:42	01:46	01:46	01:40	02:12	01:44	01:32	01:49	02:31
88 KS Deutschland	728	94	03:17:32	28	38	41	46	49	49	44	54	42	29	25	27	41	43	38	40	33	23	20	18	
Durchschn.Wartzeit	00:16			00:29	00:18	00:15	00:13	00:18	00:13	00:10	00:15	00:11	00:12	00:17	00:17	00:14	00:14	00:12	00:12	00:12	00:15	00:31	01:07	
40 Anrufbeantworter	5	1	01:23																				1	4
Durchschn.Dauer	00:17																					00:11	00:18	
72 Brill, Daniela	80	10	02:03:38	7	3	5	8	6	8	5	7	4			6	3	4	3	6	5				
Durchschn.Dauer	01:33			01:59	01:06	01:34	01:36	01:30	01:11	01:13	01:13	02:02			01:23	02:49	01:07	01:36	01:15	02:16				
81 Maul, Ramona	87	11	02:49:46		6	3	4	4	5	4	6	6	5	1	2	5	4	2	3	5	2	10	10	
Durchschn.Dauer	01:57				02:17	03:30	01:55	02:10	02:09	01:16	02:22	01:15	01:26	01:52	00:54	02:41	01:24	01:23	01:14	01:30	04:21	01:35	02:21	
82 Kraft, Melanie	70	9	01:43:15		4	4	5	5	4	6	5	6	4	1	2	5	3	2	4	6	3	1		
Durchschn.Dauer	01:29				00:54	02:06	01:22	01:51	02:40	01:00	01:15	02:00	01:36	01:28	00:56	01:11	02:02	01:11	01:23	01:13	00:44	01:15		
83 Böttge, Tanja	75	10	02:01:56	6	6	6	6	7	5	4	7	4			3	3	3	2	5	3	4	1		
Durchschn.Dauer	01:38			01:28	01:41	01:40	02:05	01:33	01:40	00:52	01:42	01:16			00:55	01:17	02:06	02:09	01:59	01:31	01:58	01:24		
84 Aller, Juliana	75	10	02:51:21		2	5	4	4	6	4	2	5	4		2	4	4	2	4	5	4	8	6	
Durchschn.Dauer	02:17				02:11	01:43	02:42	01:58	01:32	01:25	03:04	04:28	01:23		03:11	02:56	02:27	02:08	03:20	01:32	01:42	01:48	02:47	
85 Schlögel, Silke	16	2	33:34					1		1	2	3	3	1						1	2			
Durchschn.Dauer	02:06						03:28			00:47	01:23	01:34	00:57	10:59			00:36		04:22		01:14			
86 Borowicz, Susanne	60	8	01:23:05		1	2	3	7	5	6	2	4			4	3	4	2	2	4	5	6		
Durchschn.Dauer	01:23				01:24	00:49	01:49	01:31	00:38	00:41	03:19	01:44			01:47	01:41	01:01	01:54	01:16	01:09	01:28	01:27		
87 Heil, Carina	72	9	02:21:55		5	6	6	4		4	6	5	5			7	4	7	4	6	2	1		
Durchschn.Dauer	01:58				02:08	01:46	02:04	01:47		02:56	02:10	01:41	02:27			01:34	02:31	01:20	01:46	02:26	00:46	02:18		
90 Knauß, Sabrina	23	3	40:52		3	1	2	2	3	3	3	1	1		1	1	1	1						
Durchschn.Dauer	01:47				01:19	01:11	01:31	04:34	01:21	01:13	01:22	04:56	01:13		00:59	00:56	01:30	02:12						
91 Fechenbrenner, Anja	20	3	34:53		2	2		1		1					3		2	2	4	1	2			

Since the Call Center Calculator runs on top of MicroBX which already provides excellent statistical options, we did not include here any Erlang line statistics.



Did we get you interested? Please, visit our web site www.microbx.com
Or give us a call: +49 711 7199 325 (Chris Rutkowski)