

Samsung Contact Centre Reporting

Business analytics for contact centres.

The Samsung Contact Centre Reporting upgrade extends the features of Samsung Business Reporting with the additional functionality below.

ACD Group Wallboard Widget

The ACD group wallboard widget allows 10 group performance parameters to be displayed continually in real-time for any group on a supervisor or agent's desktop, or on large screens for everyone to see. This is an essential tool for any contact centre environment, providing real-time* statistics including:

- Total group calls received, waiting, answered and missed.
- Average / longest / current waiting time.
- Call duration.
- Average ring time.

*Dependent on system configuration, there can be a short delay.

ACD Group View

ACD group view enables supervisors to see the status of their agents (available/unavailable or on DND). This provides a clear view of how many agents are available to take calls at any given time.

Agent Analytics

Agent analytics provides the following information by agent:

- Number and duration of inbound and outbound calls.
- Available time.
- Time on DND.

Contact Centre Modelling

Contact Centre modelling allows you to review past performance and use "what if" calculations to forward plan the number of agents and times of day you want them to work. You can plan using different numbers of agents or different volumes of calls to ensure you are working with the optimum number of people. Additionally you can change parameters such as wrap-up time to achieve SLAs.

Contact Centre Reports

Contact centre reporting provides up to the minute agent and group analytics.

ACD group analytics deliver queue and call statistics by group.

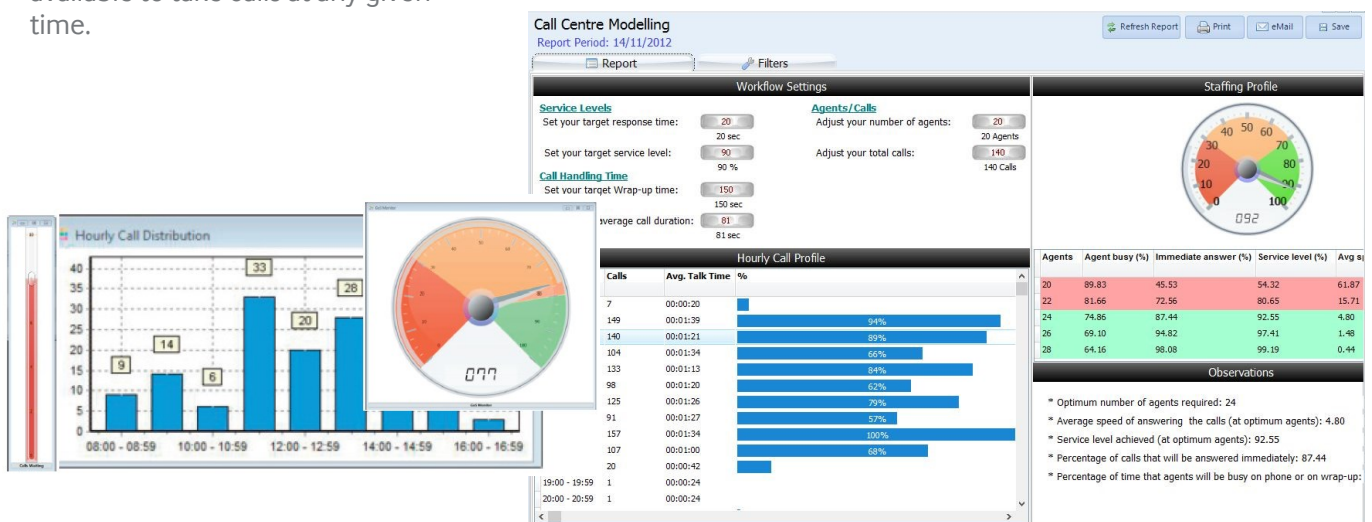
Agent workflow analytics provides summary and detailed information on each availability status and punctuality based on first message of the day.

Contact Centre Agent

Contact centre agent adds functionality through CTI integration facilitating agent and call control. Agents can control their availability status and supervisors can control agents. Please refer to the Samsung Contact Centre Agent leaflet.

Contact Centre Reporting Adds Additional Business Intelligence

Business analytics enhances call reporting by adding intelligent missed call analysis and high level business reporting.



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Features Matrix	Samsung Contact Centre Reporting
Contact centre reporting	Y
Contact centre staff modelling	Y
Agent availability status & group analysis	Y
Agent activity reporting	Y
Cradle to grave reporting	Y
UCD group reporting at call detail level	Y
Bounce reporting	Y
UCD group calls queuing and longest queue time now	Y
UCD group wallboard	Y
Reporting on agent activity by UCD group	Y
Agent busy reporting	Y
Control agent status from supervisor	Y*
Agent call status (on a call, ringing)	Y*
Duration in status	Y*
Personal wallboard	Y*
Change group availability using reason codes	Y*
Active status control (DND, Group Calls)	Y*
Absent message reporting (reason code/availability)	Y*
CRM integration	Y**

* Requires contact centre agent plug-in and agent licenses

** Requires professional services

PBX TAPI license is required

Seamless integration

The Samsung Business Reporting, Contact Centre Reporting, Contact Centre Agent, Automated Dialling and Call Recording modules integrate fully to provide a comprehensive and easy to use suite of business tools to fully manage your business.

Minimum system requirements:

- Dedicated Dual Core PC running 2.0GHz or faster
- Windows XP / 7 / 8 Professional, Vista Business, Server 2008
- 2GB RAM, 900MB Hard Disk Free Space