

QueueMetrics by Loway

Your Way to Asterisk Call Centers management

Feature Overview

A monitoring and reporting system is the most important component of any call center. The fine adjustment and balancing of all internal mechanisms and communication that form the complex ecosystem of a call center relies on the accuracy of numerous measurements and the value of analytical reports. As practice shows, efficient call center management that engages feedback and accurate measurements can boost agents performance by 50-100% or more, while maintaining the clients' satisfaction or even improving it.

Monitoring and detailed reporting of call center performance are the key duties of QueueMetrics.

The whole functional range of QueueMetrics (QM) can be divided into four main categories:

1. **Reports.** Collecting detailed data and generating in-depth analytical reports including over 150 metrics. The system displays reports in a convenient tabular and graphical format.
2. **Call center supervisor page.** Real-time monitoring of call center operations and display of the respective data on 'call center supervisor page'. This information allows to control the current situation and influence agents work.
3. **Icon Agent page.** Interaction with a call center agent via the 'agent page'. It is an agent workstation where he or she can track the incoming calls, connect to assigned queues, disconnect from them for a break, and enter any necessary information regarding the calls using CRM and other applications that would be displayed in the corresponding windows.
4. **Quality assessment .** This feature lets you define a set of metrics to be used for call grading. With it the QA team can grade calls while they're being processed or from historical recordings and run complete reports by queue and by agent.

1. Reports

1.1. Completed calls

QM reports on completed calls display the following data:

- when did the call come in
- who did initiate the call, who did process it and on which queue
- the waiting time before the caller was connected with an agent and the time that the agent needed to process the call
- the number of attempts that the caller has made before being connected
- how (and for what reason) did the call end
- what number was dialed

- what entries did the caller submit in the voice menu
- what was the result of the call
- for how long was the call on-hold after connection with an agent
- which agent the call was transferred to
- And more..

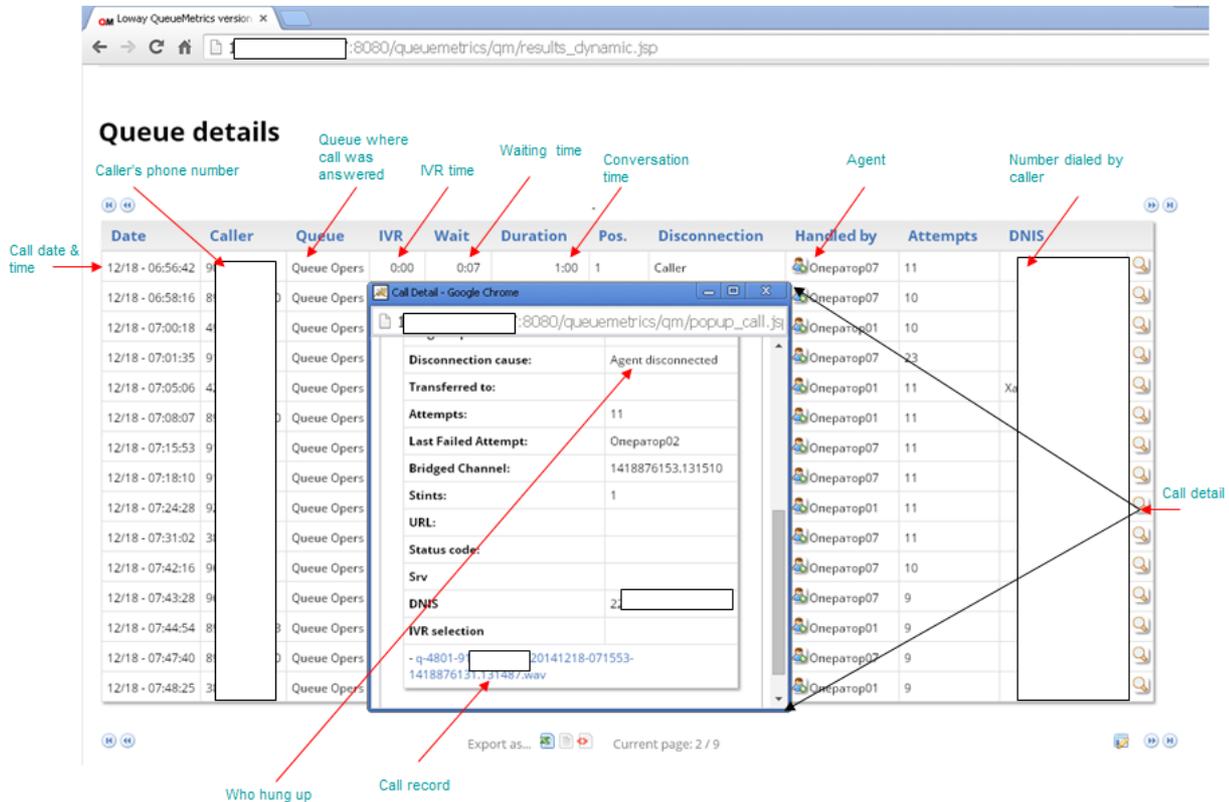


Figure 1

Besides the above mentioned call data, the QM report on failed calls includes information regarding the reason why an agent didn't answer a call: maybe the queue timed on, or a client quit waiting before the agent's answer.

It's also possible to click on a link and listen to a call recordings, straight from the details page.

With the help of detailed information on calls, QM generates statistical reports on call center performance for different periods of time containing the following data:

- amount of successful and failed calls
- maximum, minimum, average and total waiting time and call processing time, as well as related data on service quality
- call breakdown by agents
- call breakdown by dialed numbers
- breakdown of transferred calls by internal numbers
- call breakdown by queues
- call breakdown by direction (incoming or outgoing)

- call breakdown by position number in a queue
- call breakdown by choices taken in the voice menu (IVR)
- statistics of time on hold after connection, by agent
- statistics of country and region codes of calling and dialed subscribers
- And more...

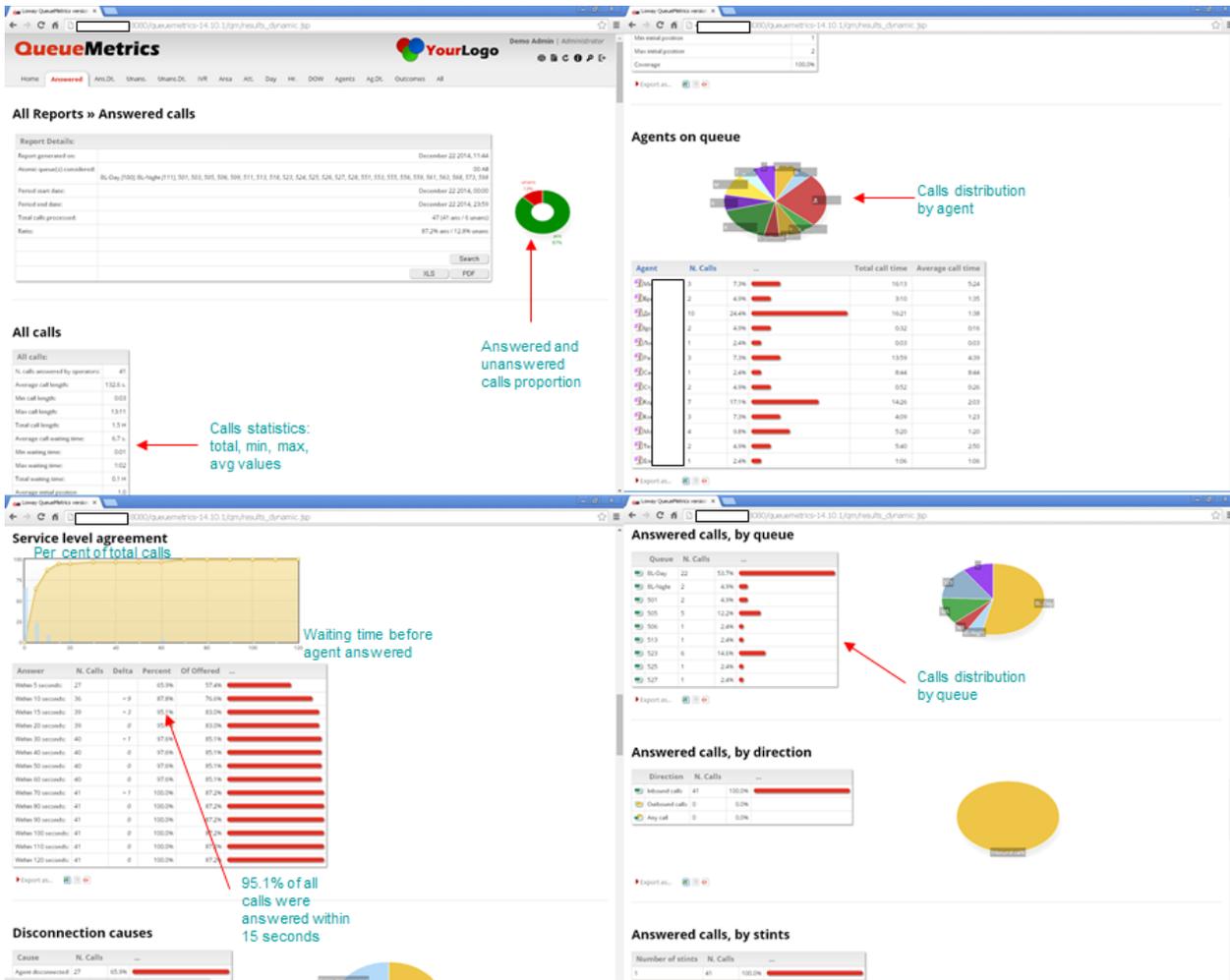


Figure 2

1.2. agent sessions

QM also provides detailed information on working sessions of call center agents:

- starting and finishing times of an agent session, time of entering and leaving the pause mode
- the reason for a pause.

Based on the detailed information regarding agents sessions, QM sums up and displays the following data for different periods of time:

- working time and pause time of an agent
- amount of paid and unpaid time of an agent
- maximum, minimum, average and total time of an agent session

Queue(s): 4801|4803|4805|4807|8000

Queue	N. agents	Ready agents	On pause	Unk	Bsy	N. Calls waiting	On phone inbound	On phone outbound
all selected	8	5	0	0	0	0	3	0
Queue Opers	7	5	0	0	1	0	1	0
Greetings from J	1	0	0	0	2	0	1	0
Queue Opers and Admins	0	0	0	0	2	0	1	0

Export as...

Calls being processed:

Queue	Caller	Entered	IVR	Waiting	Duration	Agent	MOH	Srv
Queue Opers	83	13:42:18	0:00	0:02	5:04	Оператор12		
Greetings from J	92	13:44:17	0:00	0:25	2:42	Администратор04		
Queue Opers and Admins	49	13:45:53	0:00	0:18	1:13	Оператор09		

Export as...

Agents currently logged in:

Agent	Last logon	Queue(s)	Extension	On pause	Srv	Last call	On queue
Оператор01	12/22 - 07:18:42	Queue Opers		-		13:36:20	Greetings from J
Оператор04	12/22 - 09:26:12	Queue Opers		-		13:45:02	Queue Opers
Оператор07	12/22 - 09:00:34	Queue Opers		-		13:32:42	Queue Opers
Оператор08	12/22 - 05:06:12	Queue Opers		-		13:45:12	Quick Queue Opers and Admins
Оператор09	12/22 - 07:54:57	Queue Opers		-			Queue Opers and Admins
Оператор10	12/22 - 06:48:15	Queue Opers		-		13:45:44	Queue Opers
Оператор12	12/22 - 10:09:40	Queue Opers		-			Queue Opers

Supervisor can observe agent's screen (using VNC client), and send messages

Supervisor can add, remove, pause agents in queues

Figure 4

3. Realtime agent page

The call center agent page contains information regarding all current calls of the agent, including:

- call starting time
- waiting time and conversation time
- the queue, where the call was processed
- the caller number and the internal number where the call was transferred.

For each call, the agent can automatically or manually open a connected interface page (if any) in the local CRM system or other application (contractor card, client reference, etc.).

The agent can select a result for each of the calls from an adjustable drop down list. For instance, sale stage information (sold, pending, canceled), if the agent is a sales manager.

The agent can use the agent's page to enter and leave a queue, switch to pause mode, select a pause indicator (Lunch, Service Break, etc.), initiate an outgoing call, dial a number using a built-in soft-phone, as well as view his or her current status.

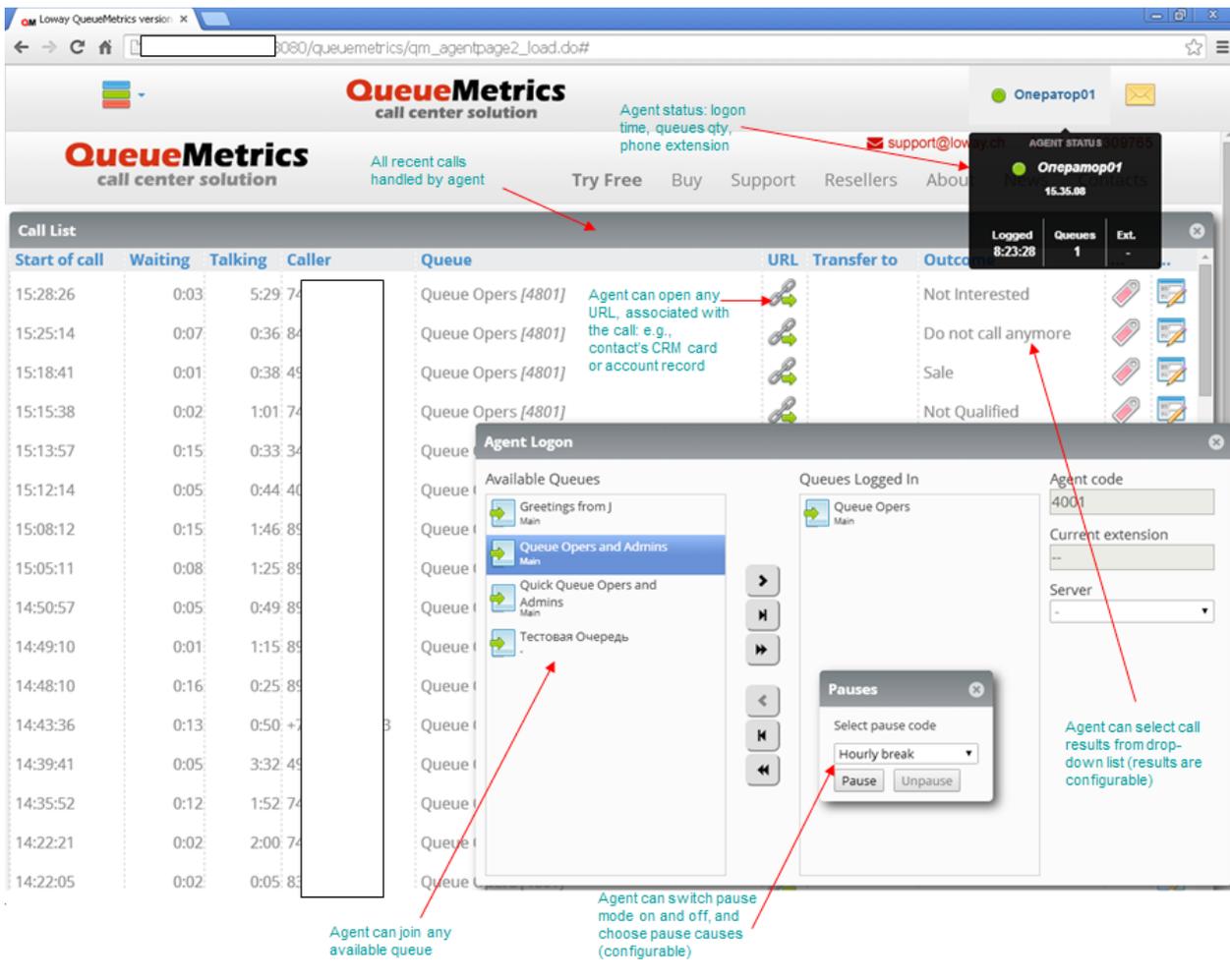
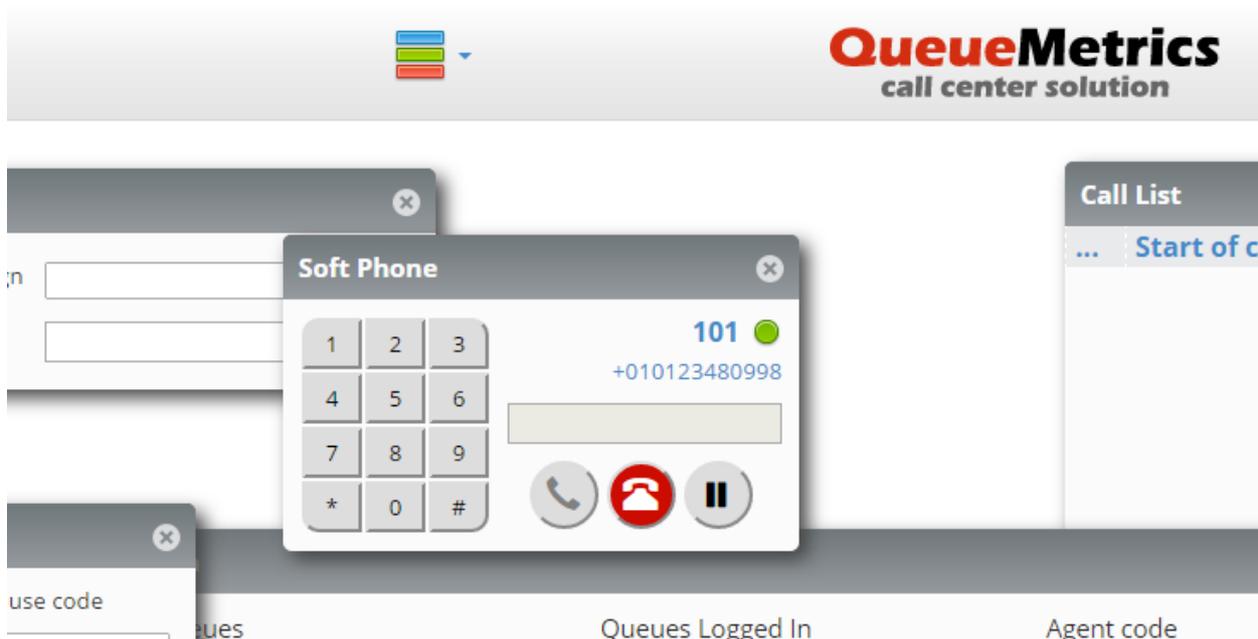


Figure 5

The new real-time agents page natively integrates a SIP soft-phone, using this soft-phone is proved running properly with Chrome browser and Asterisk 11+webRTC2sip or Asterisk 12/13. The soft-phone automatically registers to the SIP/WebRTC server with the SIP credentials specified in the user administration page and a green bullet is shown in the soft-phone panel. The agent can start calls typing the number to be dialed then clicking on the "Start Call" button.



Each time the agent receives a call from the queue, the soft-phone pops up and the "Start Call" button blinks. Clicking on the "Start Call" the agent could answer to the call. During the call touch tones can be sent by clicking on the dial pad provided in the panel.

4. Quality Assessment

Loway QueueMetrics allows for a full-scale automated quality control of agents' work.

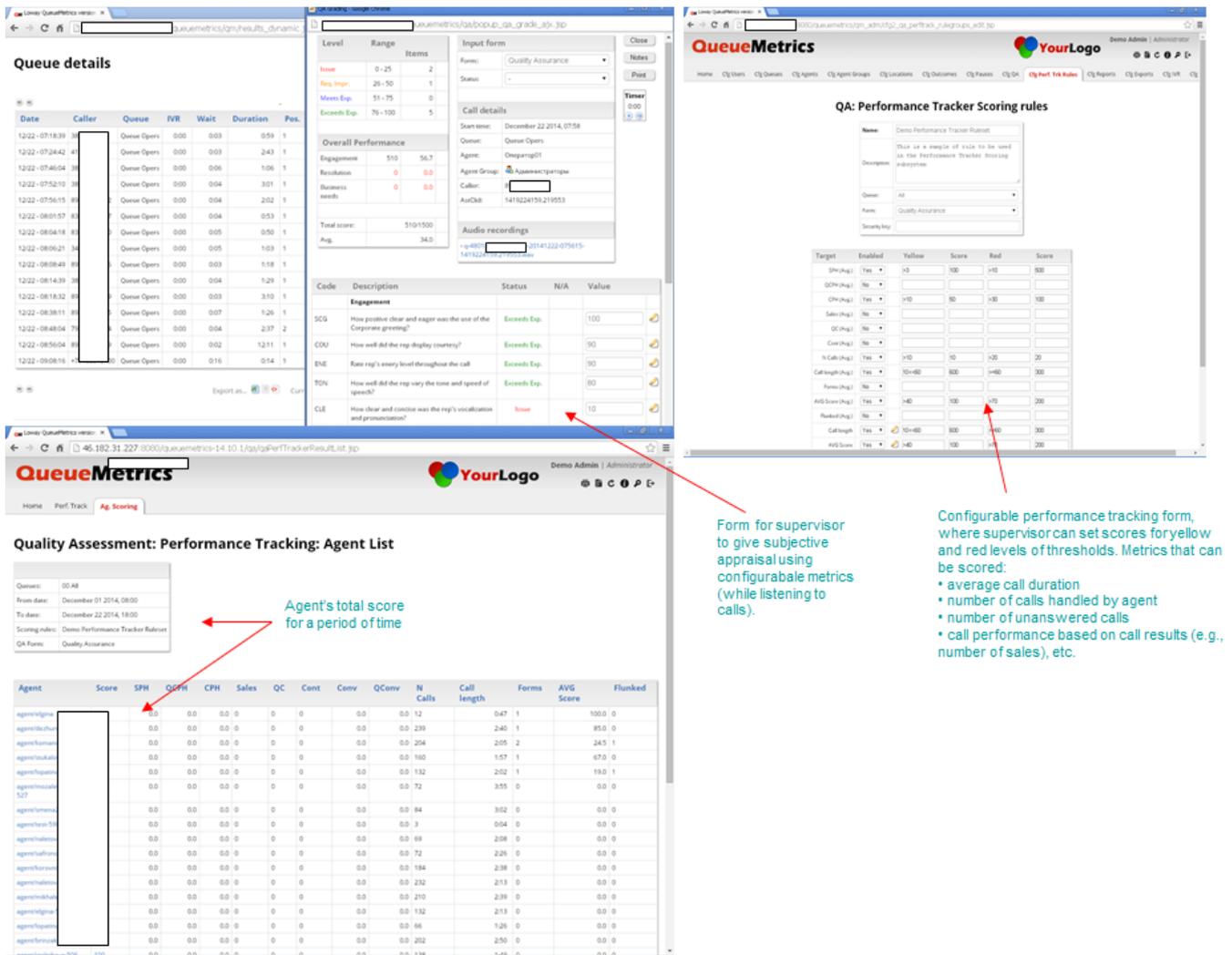
It let's you create a form containing adjustable control criteria for conduction of a subjective quality control. A call center employee responsible for quality control listens to the records of agents conversations with clients and evaluates each agent based on your chosen, for example:

- how friendly and polite an agent was with a client
- how useful, sufficient, etc., the agent's answers were
- did the agent follow the corporate standards while processing a client call
- was the client problem solved
- other adjustable criteria.

In addition to the subjective quality control, there is a possibility to configure the objective tracking of agents' performance. The configuration can include maximum and minimum values corresponding to exceeding of thresholds, as well as the weights for the following criteria of agents performance:

- amount of processed calls
- duration of processed calls
- number of missed calls
- call result
- other criteria.

Based on subjective and objective assessment of agents work quality, the system generates an overall report containing the final evaluation of agents performance quality for the stated period of time with a possibility to conduct a detailed study of evaluations based on each criterion for all agents.



Form for supervisor to give subjective appraisal using configurable metrics (while listening to calls).

Configurable performance tracking form, where supervisor can set scores for yellow and red levels of thresholds. Metrics that can be scored:

- average call duration
- number of calls handled by agent
- number of unanswered calls
- call performance based on call results (e.g., number of sales), etc.

Figure 6

All the above mentioned features of QueueMetrics allow for turning any Asterisk installation into a full-scale call center.

QueueMetrics is designed for call centers built on one or more servers and employing up to 1000 agents. QueueMetrics can be integrated with any Asterisk installation: plain, FreePBX, Elastix etc.

Asterisk has a very wide range of features for implementing a variety of processing logics for incoming calls, especially in the plain installation (management via command prompt). Therefore, this IP PBX can be used for building a call center with a functionality that would meet any requirements and needs of a customer. Such a call center may be deployed in just a few days and at a cost that would be dozens or even hundreds of times lower compared to that of traditional corporate-level solutions.

Register for a free trial demo version <http://queuemetrics.com/try-free.jsp>

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