



Reporting Assessment

Service Overview



Reporting Assessment

Benefits

- Improved Call Center Performance
- Better Agent Performance
- Improved Quality
- Enhanced Customer Satisfaction
- More Calls with Less Resources
- Increased Operating Efficiency
- Measurable Results

Benefits

- Immediate ROI

OVERVIEW

The modern call center has grown from the days of a few telephones to what is now a multi-channel center rich with information sources. This evolution has resulted in reporting inconsistencies due to multiple sources of data and multiple interpretations of this data. Report generation should not become a full time production but rather reports should be simple enough to be easily produced. The focus of the call center management should be on using the reports to make improvements.

Dial Interactive can help your centers establish a simplified reporting structure that will lead to better overall results. Our consultants will work with you to establish which reports are needed, help with defining the critical metrics, and identify consistent data sources.

A Dial Interactive assessment will ensure that all parties are reporting in a consistent and accurate manner. This improvement in reporting will provide management with an improved ability to track, analyze, and improve customer service effectiveness.

APPROACH

Dial Interactive will conduct a comprehensive review of your existing call center reporting. The review will involve personal interviews of key call center stakeholders, review of existing reports, review of existing reporting technology, performance data analysis, and many other methods to identify improvement areas.

Our consultants have a vast amount of experience with the data and systems that make up a typical collection of call center reports such as network carrier reports, ACD reports, Workforce Management reports, CTI platform reports, IVR system reports, and Customer Database (CRM) reports. These various systems can provide a wide range of reports but can also be a major source of confusion within a typical call center environment. Dial Interactive's consultants will work with your staff to implement changes to how the reporting is structured. The Dial Interactive approach is unique within the call center industry. Our assessments conclude with specific recommendations backed by quantifiable improvement estimates.

DEFINE CALL CENTER METRICS

DI will recommend metrics in the areas of quality, staffing, volumes, contact performance, and others.



Reporting Assessment

- Simplified Report Generation
- Consistent Metrics Across Multiple Centers
- More Accurate Reporting
- Knowledge Transfer to Your Employees
- Independent Analysis

Level I Manager Activity Report By - Access Method												
	Overall Quality	Schedule Adherence	Total Contacts	Voice Quality	Voice Contacts	Voice AHT	Internet E-mail Quality	Internet E-mail Contacts	Internet E-mail AWT	Mail Quality	Mail Contacts	Mail AWT
Manager 1												
Manager 2												
Manager 3												
Manager 4												
Total												

Level II Supervisor Activity Report By - Access Method												
	Overall Quality	Schedule Adherence	Total Contacts	Voice Quality	Voice Contacts	Voice AHT	Internet E-mail Quality	Internet E-mail Contacts	Internet E-mail AWT	Mail Quality	Mail Contacts	Mail AWT
Supervisor 1												
Supervisor 2												
Supervisor 3												
Supervisor 4												
Supervisor 5												
Total												

Level III Agent Activity Report By - Access Method												
	Overall Quality	Schedule Adherence	Total Contacts	Voice Quality	Voice Contacts	Voice AHT	Internet E-mail Quality	Internet E-mail Contacts	Internet E-mail AWT	Mail Quality	Mail Contacts	Mail AWT
Agent 1												
Agent 2												
Agent 3												
Agent 4												
Agent 5												
TOTAL												
AVG												

Level I Manager Report Schedule Adherence													
	Total Contacts Forecasted	Total Contacts Actual	Total Variance (Percent)	Total Staff Hours Scheduled	Total Staff Hours Actual	Total Staff Adherence (Percent)	Handle Time Scheduled (Hours)	Handle Time Actual (Hours)	Handle Time Adherence (Percent)	AUX Hours Scheduled	AUX Hours Actual	AUX Adherence (Percent)	Unscheduled Absence (Hours)
Manager 1													
Manager 2													
Manager 3													
Manager 4													
Total													

Level II Supervisor Report Schedule Adherence													
	Total Contacts Forecasted	Total Contacts Actual	Total Variance (Percent)	Total Staff Hours Scheduled	Total Staff Hours Actual	Total Staff Adherence (Percent)	Handle Time Scheduled (Hours)	Handle Time Actual (Hours)	Handle Time Adherence (Percent)	AUX Hours Scheduled	AUX Hours Actual	AUX Adherence (Percent)	Unscheduled Absence (Hours)
Supervisor 1													
Supervisor 2													
Supervisor 3													
Supervisor 4													
Supervisor 5													
Total													

Level III Agent Report Schedule Adherence													
	Total Contacts Forecasted	Total Contacts Actual	Total Variance (Percent)	Total Staff Hours Scheduled	Total Staff Hours Actual	Total Staff Adherence (Percent)	Handle Time Scheduled (Hours)	Handle Time Actual (Hours)	Handle Time Adherence (Percent)	AUX Hours Scheduled	AUX Hours Actual	AUX Adherence (Percent)	Unscheduled Absence (Hours)
Agent 1													
Agent 2													
Agent 3													
Agent 4													
Agent 5													
TOTAL													
AVG													

TYPICAL REPORTING ENGAGEMENT

Dial Interactive takes a management consulting approach to all WFM assessments. Our results are backed by extensive data gathering, analysis, and recommendations based on years of call center experience. Listed below are some sample deliverables that would be customized for your particular needs.

Sample Deliverables	Deliverable Description
Reporting Requirements	Word document identifying the business requirements and performance results that the reporting will monitor.
Reporting Analysis	Word document that discusses the accuracy and completeness of the existing reports and makes recommendations for additional reporting.
Performance Reports	A spreadsheet/document outlining a comprehensive set of detailed reports needed to effectively run the call center. These reports would be tailored to the individual agent, supervisor, and center director. These reports would detail quantitative measures, quality, volumes by activity, attendance, and other critical items.
Management Reports	A spreadsheet/document outlining a comprehensive set of management reports needed to effectively monitor the call center. These reports would be tailored to the executive/director level. They would contain such items as quality metrics, staffing metrics, voice call performance metrics, and non-voice work performance metrics. The management reports are built from the identical data elements as the performance reports and are simply a rolled up view.
Technology Recommendations	PowerPoint presentation of project findings including any recommended technology changes necessary to achieve the reporting goals. These recommendations will include strategic, tactical, and near term.
Recommendations Summary and Rationale	Word document that summarizes any recommended improvements including rationale for why they will produce improved results.
Implementation Roadmap	PowerPoint presentation of recommended implementation approach and resources needed to successfully achieve the reporting improvements.

The DI Difference

OTHER CALL CENTER PROFESSIONAL SERVICES AVAILABLE

In addition to Reporting Assessments, Dial Interactive provides



Reporting Assessment

- Experienced Consultants
- Focus on the End Customer
- Product and Technology Independence
- Complete Solutions
- Appropriate Use of Technology

a wide range of other call center consulting. With years of technical and operational call center experience, Dial Interactive has the expertise you are looking for.

- Complete End to End Call Center Assessments
 - Workforce Management Assessments
 - Business Case Development
 - Speech Enabled IVRs – Text-to-Speech, Speech Recognition
 - Technology Integrations (ACD, IVR, CTI)
 - Vendor Selection/RFP Management
 - Business Rules Definition for Self Service and Routing
 - Cost Analysis and Containment
 - Project Management of Multiple Vendors
 - Risk Mitigation and Timeline Management
 - Platform Testing
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FOR MORE INFORMATION

<http://www.dialinteractive.com/>

Or call:

Ed Szvetecz

Phone: (678) 522-7859

Fax: (413) 793-8496

info@dialinteractive.com