

WORKFORCE
MANAGEMENT
SIMPLIFIED



ProScheduler™
A Serenova® COMPANY



CALL TRAFFIC
REPORT

Call Traffic Report

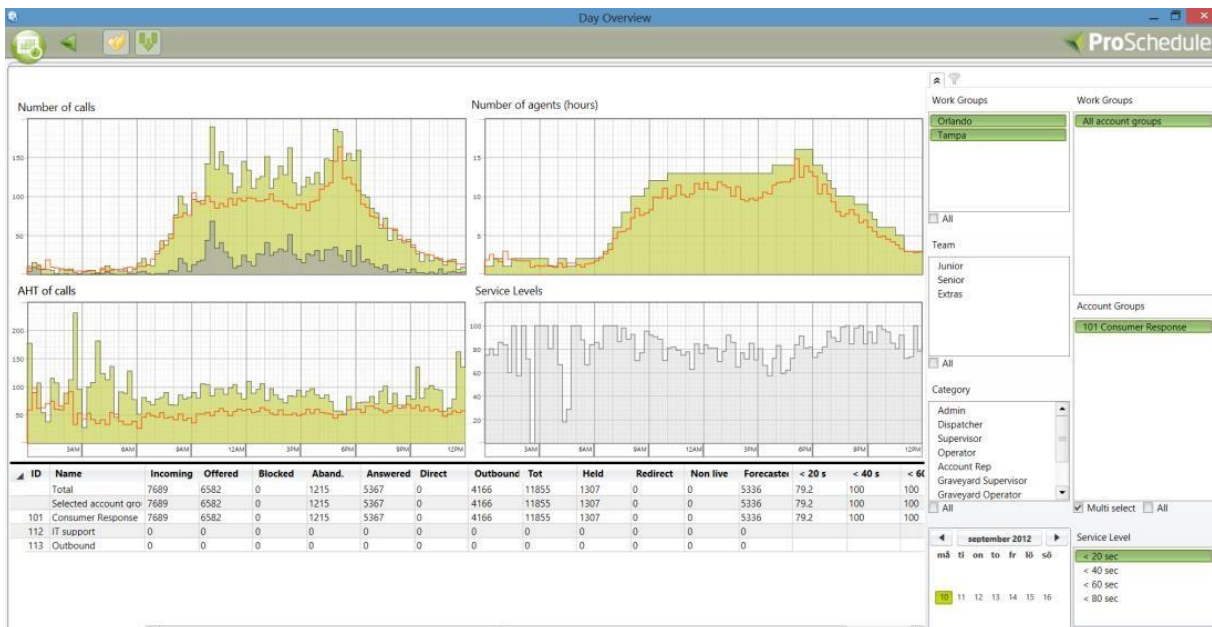
Analyzing Call Traffic, SLAs & Abandons

Call Traffic Report is a comprehensive report package generating informative statistics by handling data from ProScheduler WFM and the telephone system.

The report provides relevant data about forecasts in relation to the actual outcome, service levels, abandons and cost/revenue calculations.

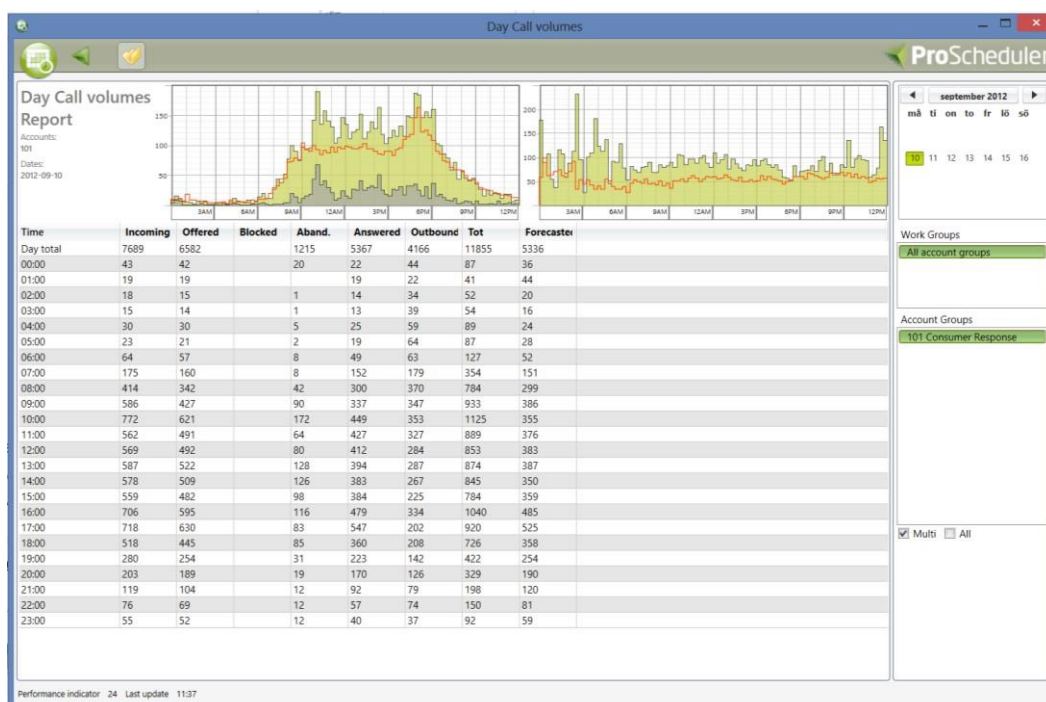
You can also create customized reports by selecting your own parameters to include in the reports.

The Call Traffic Report is an optional module in ProScheduler WFM, an affordable and user-friendly scheduling system where report modules and other features can be added on when required.



Day Call Volume Report

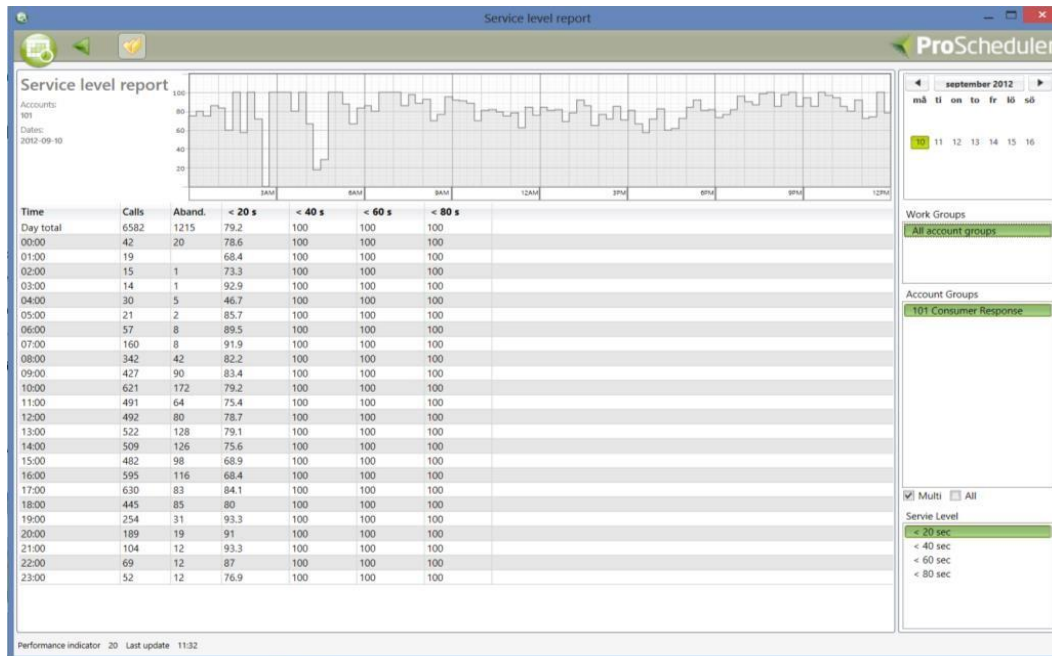
The Call Traffic Report generates reports on call volumes for different work groups and accounts. The Day Call Volume report gives an overview of incoming, offered, blocked, abandoned, answered, and outbound calls. These are matched with the forecast that was made for each day. The Call Traffic Report can be run in real time, if there is a real-time integration with the telephone platform.



Service Level Analysis

The Call Traffic Report generates a fixed report on service levels. The report offers the possibility to analyze service levels throughout the day, presenting the percentage of answered calls at different time intervals.

The report provides constructive information for making any adjustments in service level settings and in the forecasts.



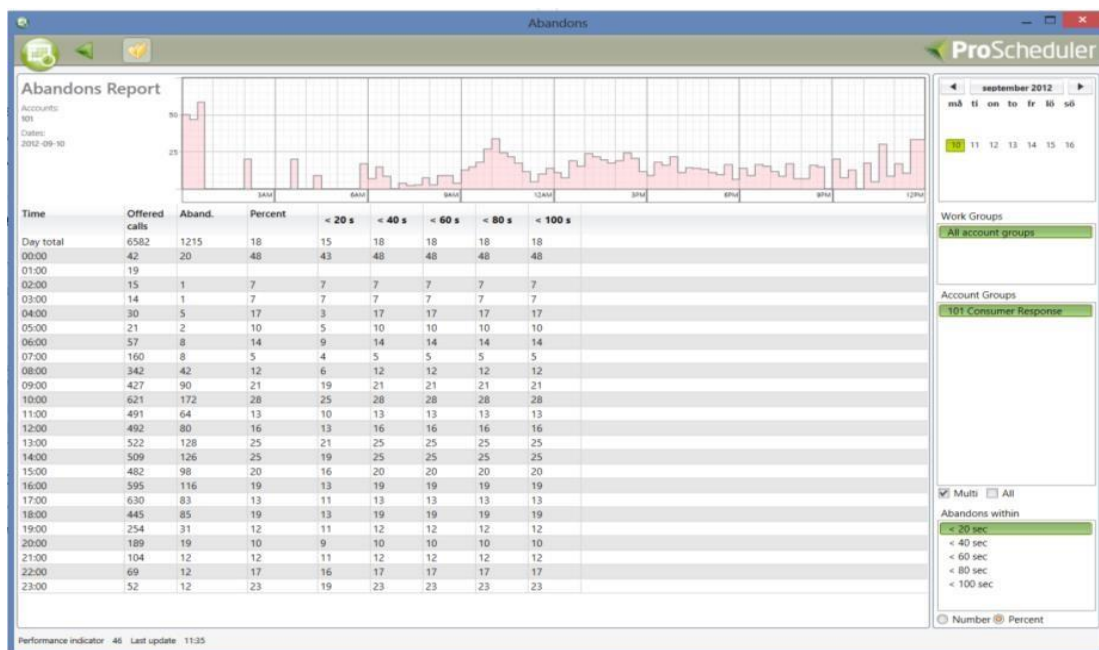
Cost & Revenue Calculations

Cost and revenue calculations can be made based on income for calls and personnel cost. These calculations can be made per account basis, to get an overview of income and cost per queue.

Abandon Rate Report

The Abandon rate reports presents all abandons for selected periods. The report is a good indicator for seeking improvements and for reducing abandons in the future.

The Call Traffic Report includes several other fixed reports on Average Duration, Average Waiting, Average Time to Answer, and on the number of Holds etc. You may also select your own parameters to include in the reports. The data can be graphed from a year down to 15-minute periods using the drill down function.



Key benefits

- Compares call traffic with forecast and identifies discrepancies
- Clear overview of where abandons occur during the day, which offers opportunities to prevent and improve
- Analysis of service levels at different times of the day
- Cost & revenue analysis for each account