



Call Center Solution : Asternic Call Center Stats

This is an easy and powerful tool to analyze your Asternic Call Center queue log files and display real time queue information on a web page.

Call Centers

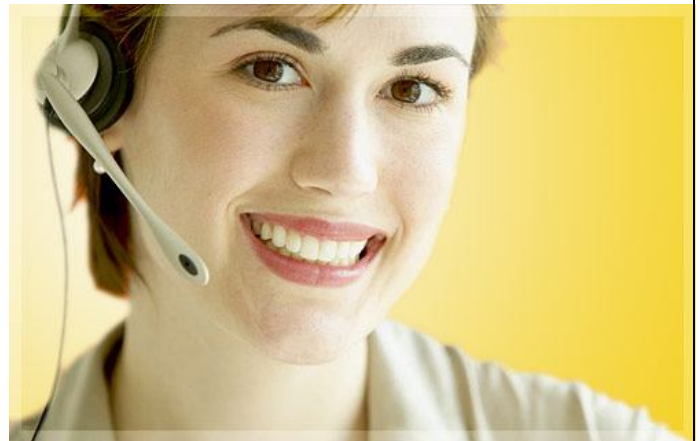
Inbound and Outbound call center is a centralized office used for the purpose of receiving and transmitting a large volume of requests by telephone

Company with special focus on servicing customers

An inbound call is one that a customer initiates to a call center or contact center. Typical example is a company's helpdesk that handles inbound calls, track all the process and document all of them.

Company with focused telemarketing/presales team

An outbound call is one initiated from a call center agent to a customer on behalf of the call center or a client. Typical outbound calls include telemarketing calls , sales calls or fund-raising calls etc ...



Affordable: Asternic Call Center Stats comes as a commercial version with a lot of extra features and reports.

Solid and well tested: The software is used in small SOHO call centers and also on big corporations. We are developing best of breed Asterisk solutions and applications since 2004.

Modules I:

Interactive Voice Response-IVR

IVR is a technology that allows a computer to detect voice and keypad inputs. It is used widely in telecommunications. IVR systems can respond with pre-recorded or dynamically generated audio to further direct users on how to proceed. IVR systems can be used to control almost any function where the interface can be broken down

into a series of simple menu choices. In telecommunications applications, such as customer support lines, IVR systems generally scale well to handle large call volumes.

Module II:

Automatic Call Distribution

This service directs calls to one or multiple group of call center agents. The call distribution offers users four (4) types of call distributing methods (sequential, parallel, rotary and long-idle). The call distributing features allows the call center manager to distribute workload to call center personnel at his/ her discretion about the staff experience, efficiency or workload.

Real Time View: Real time tab to see up to the second information on your call queues.

Home	Distribution	Answered	Unanswered	Realtime	Agent	User Access	Setup	Logout	Welcome Admin
Queue Summary									
Queue	Agent	Busy	Paused	Answered	Unanswered	Waiting	Max. wait time		
Prueba	2	0	0	0	0	0	0 min		
SopORTE	3	0	0	0	0	0	0 min		
Admin	2	0	0	0	0	0	0 min		
Ventas	2	0	0	0	0	0	0 min		
Totals	9	0	0	0	0	0			
Agent Status <input checked="" type="checkbox"/> Hide LoggedOff									
Queue	Agent	Status	Dur.	CLID	Last in call				
Prueba	Nicolás	not in use			no data				
Prueba	Agent/605	not in use			no data				
Queue	Agent	Status	Dur.	CLID	Last in call				
SopORTE	Pasillo	not in use			no data				
SopORTE	Paula Rimieri	not in use			no data				
SopORTE	Manuel Heredia	dialout	0:02		67:51 min. ago				
Queue	Agent	Status	Dur.	CLID	Last in call				
Admin	Paula Rimieri	not in use			2:34 min. ago				
Admin	Manuel Heredia	dialout	0:02		no data				
Queue	Agent	Status	Dur.	CLID	Last in call				
Ventas	Paula Rimieri	not in use			no data				
Ventas	Manuel Heredia	dialout	0:02		122:35 min. ago				

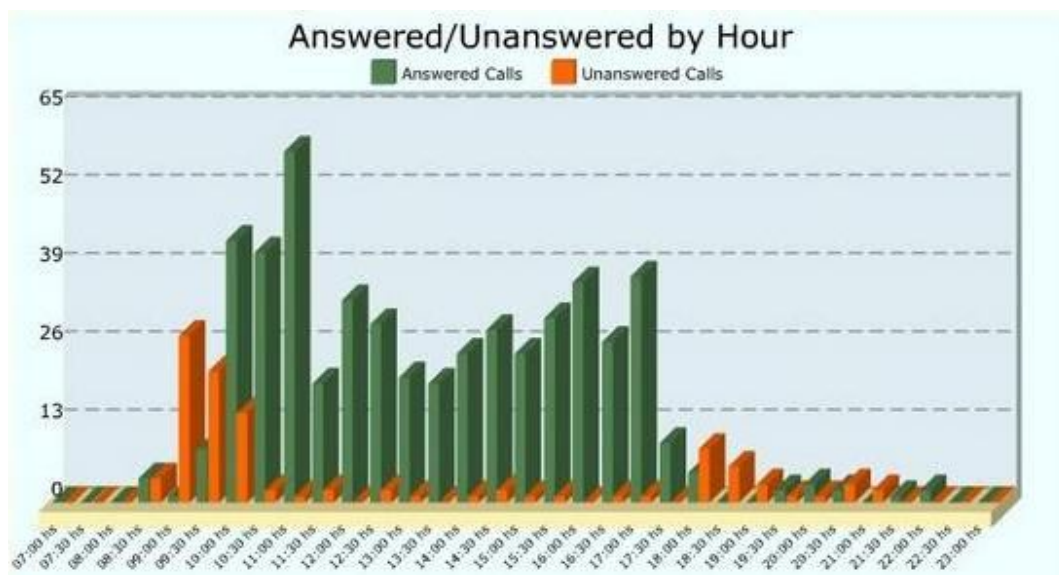
Module III:

Comprehensive Reports:

The reports display accurate information for your call center activity in nice formatted tables with friendly flash graphics. Even more: you have the option to export the reports to pdf and csv (Excel). There are a myriad of metrics available: Service Level Agreement, Abandon Rates, Call Distributions, Agent Activity and a lot more.

Call Distribution by Hour

16:00 - 16:29	37	37	0	0	100.00 %	0.00 %	3:02 min	10 secs	0	0
16:30 - 16:59	28	27	1	0	96.43 %	3.57 %	2:51 min	5 secs	0	0
17:00 - 17:29	39	38	1	0	97.44 %	2.56 %	2:46 min	7 secs	0	0
17:30 - 17:59	10	10	0	0	100.00 %	0.00 %	3:02 min	7 secs	0	0
18:00 - 18:29	14	5	9	0	35.71 %	64.29 %	1:56 min	172 secs	0	0
18:30 - 18:59	6	0	6	0	0.00 %	100.00 %	0:00 min	118 secs	0	0
19:00 - 19:29	3	0	3	0	0.00 %	100.00 %	0:00 min	127 secs	0	0
19:30 - 19:59	3	2	1	0	66.67 %	33.33 %	8:38 min	87 secs	0	0
20:00 - 20:29	4	3	1	0	75.00 %	25.00 %	1:33 min	229 secs	0	0
20:30 - 20:59	5	2	3	0	40.00 %	60.00 %	3:40 min	55 secs	0	0
21:00 - 21:29	2	0	2	0	0.00 %	100.00 %	0:00 min	57 secs	0	0
21:30 - 21:59	1	1	0	0	100.00 %	0.00 %	6:48 min	3 secs	0	0
22:00 - 22:29	2	2	0	0	100.00 %	0.00 %	1:53 min	4 secs	0	0
22:30 - 22:59	0	0	0	0	0.00 %	0.00 %	0:00 min	0 secs	0	0
23:00 - 23:29	0	0	0	0	0.00 %	0.00 %	0:00 min	0 secs	0	0



Report Info		Answered Calls	
Queue:	Admin, Prueba, Soporte, Ventas	Answered Calls	521 calls
Start Date:	2008-08-01	Transferred Calls	0 calls
End Date:	2008-10-31	Avg Durat.:	196.66 secs
Hour range:	07:00 - 23:30	Total Call Time:	1707:40 min
Period:	92 days	Avg Wait:	23.22 secs

Answered Calls by Queue

Queue	Count	%
Admin	18 calls	3.45 %
Prueba	58 calls	11.13 %
Soporte	178 calls	34.17 %
Ventas	267 calls	51.25 %

Answered Calls by Agent

Agent	Calls	% Calls	Call Time	% Call Time	Avg Call Time	Wait Time	Avg Wait Time
Manuel Heredia	117	22.46 %	410:10 min	24.02 %	3:30 min	4022 secs	34.38 secs
Paula Rimieri	333	63.92 %	1206:31 min	70.65 %	3:37 min	6808 secs	20.44 secs

Call Distribution Report

Call Distribution per queue

Queue	Received	Answered	Unanswered	Transfers	% Answ	% Unansw	Avg Durat.	Avg Wait
Admin	37	18	19	0	48.65 %	51.35 %	3:49 min	198 secs
Prueba	73	58	15	0	79.45 %	20.55 %	0:50 min	26 secs
Soporte	186	178	8	0	95.70 %	4.30 %	4:32 min	16 secs
Ventas	334	267	67	0	79.94 %	20.06 %	2:55 min	44 secs
Total	630	521	109	0	82.70 %	17.30 %		

Call Distribution per month

Month	Received	Answered	Unanswered	Transfers	% Answ	% Unansw	Avg Durat.	Avg Wait	Logins	Logoff
2008-08	304	257	47	0	84.54 %	15.46 %	3:19 min	32 secs	1	2
2008-09	326	264	62	0	80.98 %	19.02 %	3:14 min	52 secs	0	0

Call Distribution per week

Week	Received	Answered	Unanswered	Transfers	% Answ	% Unansw	Avg Durat.	Avg Wait	Logins	Logoff
Week 31	20	17	3	0	85.00 %	15.00 %	2:38 min	40 secs	0	0
Week 32	65	55	10	0	84.62 %	15.38 %	3:31 min	36 secs	0	0
Week 33	85	66	19	0	77.65 %	22.35 %	3:04 min	35 secs	0	0
Week 34	63	54	9	0	85.71 %	14.29 %	3:33 min	39 secs	1	2
Week 35	71	65	6	0	91.55 %	8.45 %	3:22 min	17 secs	0	0
Week 36	100	88	12	0	88.00 %	12.00 %	4:07 min	25 secs	0	0
Week 37	205	164	41	0	80.00 %	20.00 %	2:38 min	65 secs	0	0
Week 38	21	12	9	0	57.14 %	42.86 %	4:58 min	54 secs	0	0

Specification

Features	Version (Pro)
PDF & Excel Export	Standard
Detail Reports	Standard
Caller ID Display	Standard
Real Time Tab View	Standard
User & Access Level	Standard
Queue & Agent Directory	Standard
Hour Range Selection	Standard
Agent Availability Report	Standard
Interactive Voice Response	Optional
Voice mail	Optional
Call Logger	Optional

Requirements:

* On the client:

- o A web browser with Javascript enabled
- o Flash plugin to display graphics