

How do you determine if your operation is meeting your customers' needs? Aceyus Analytics modules help your contact center management find the balance between efficiency and service.

First Contact Resolution

(FCR) analyzes repeat contacts so you can determine why they're happening and quickly apply corrective actions that improve the customer experience. You'll be able to distinguish between repeat contacts related to customer satisfaction issues and those considered normal or even desirable -- e.g., sales opportunities. Furthermore, FCR can deliver enhanced contact treatment that mitigates potentially distressing customer experiences. It includes standard reporting options with a wide range of metrics available -- e.g., by agent, team or call type.

Report Results																
FCR by Agent - Daily																
Agent	Eligible Calls	Eligible Calls From Call Backs	Interval 1						Interval 2						Call Backs All Same	
			Call Backs Same Caller ID	Call Backs Same Call Type	Call Backs Same Service	Call Backs Same Skill Group	Call Backs Same Precision Queue	Call Backs All Same	Call Backs Same Caller ID	Call Backs Same Call Type	Call Backs Same Service	Call Backs Same Skill Group	Call Backs Same Precision Queue			
Axelrod_Irene	2,910	253	119	21	13	17	24	22	337	44	49	47	48	49		
Boyd_Cy	2,973	231	125	23	14	21	24	20	240	27	31	21	26	23		

Agent	Date	Eligible Calls	Eligible Calls From Call Backs	Status	Call Backs Same Caller ID	Call Backs Same Call Type	Call Backs Same Service	Call Backs Same Skill Group	Call Backs Same Precision Queue	Call Backs All Same	Status	Call Backs Same Caller ID	Call Backs Same Call Type	Call Backs Same Service	Call Backs Same Skill Group	Call Backs Same Precision Queue	Call Backs All Same
Boyd_Cy	03/01/2011	95	11	Complete	4	0	0	2	0	0	Complete	8	0	2	2	2	0
	03/02/2011	90	6	Complete	5	0	1	0	0	0	Complete	7	1	0	0	0	0
	03/03/2011	91	14	Complete	5	0	0	0	2	0	Complete	9	0	3	0	0	0
	03/04/2011	83	5	Complete	4	2	0	2	1	2	Complete	8	2	2	0	1	2
	03/05/2011	90	3	Complete	3	0	0	0	1	1	Complete	7	2	0	0	0	0
	03/06/2011	86	8	Complete	3	1	0	0	1	1	Complete	8	0	0	1	0	2
	03/07/2011	98	7	Complete	4	2	0	1	2	1	Complete	6	2	2	0	2	2
	03/08/2011	88	7	Complete	5	2	1	0	0	1	Complete	8	0	0	0	0	0
	03/09/2011	85	0	Complete	4	2	0	2	2	0	Complete	9	0	2	0	0	2
	03/10/2011	103	7	Complete	3	1	0	0	1	1	Complete	8	0	0	0	0	2
	03/11/2011	98	5	Complete	3	1	0	1	1	1	Complete	7	0	0	0	0	0
	03/12/2011	101	10	Complete	4	1	0	0	2	0	Complete	7	1	2	0	0	0
	03/13/2011	86	2	Complete	3	0	1	0	0	1	Complete	8	0	0	0	1	1
	03/14/2011	107	10	Complete	3	0	1	1	0	0	Complete	8	2	0	2	2	0
	03/15/2011	81	7	Complete	4	0	2	2	2	0	Complete	9	2	0	0	3	3

Near Real-time Extracts produce metrics such as contacts offered, handled or abandoned as related to routing variables, product codes, regions or other categories by aggregating real-time data values over a specified window of time. These metrics can, in turn, be used as additional dimensions in your standard skill-, queue- and agent-level reports for drill-down detail. Near real-time metrics are typically available in five, fifteen and thirty-minute rolling snapshots to identify and characterize real-time trends.

Transfer Analysis insights greatly exceed what is typically available from an ACD platform. By collecting and analyzing complete transfer details from various contact center platforms, the Aceyus Transfer Analysis module clearly conveys transfer activity, exposing contact routing issues and undesirable agent behaviors through detailed reports that come in a variety of dimensions.

Repeat Call Tracker identifies persistent callers in real time, facilitating real-time call treatment decisions for directing better customer journeys.

Transfers by Agent				
EnterpriseName	DestCallType	Transfers	Consults	
> Boyd_Cy		347	0	
> Brown_Jan		155	0	
> Brown_Jan	EN_Customer_Service	78	0	
> Brown_Jan	Manufacturing	77	0	
Brown_Jan	Sub Total	155	0	
> Caldwell_Erin		366	0	
> Fen_Alexa		427	0	
> Fishel_Joan		372	0	
> Garcia_Eduardo		288	0	
> Hernandez_Julia		241	0	
> Holmes_Bret		208	0	
> Ito_Yoshida		233	0	
> Martinez_Emanuel		154	0	
> Mixon_Lanny		493	0	
> Pegram_Ana		477	0	
> Roberts_Angel		105	0	