

4CallCenters

A Personal Tool for Workforce Management

Downloadable from

<http://iew3.technion.ac.il/serveng/4CallCenters/Downloads.htm>

4CallCenters v2.22

File Table Settings Help

Performance Profiler Staffing Query Advanced Profiling Advanced Queries What-if Analysis

Performance Profiler Performance Profiler allows you to determine and optimize the Performance Level of your Call Center. Enter your call center's parameters below, then press 'Compute'.

Your Call Center's Parameters

◆ Number of Agents Answering Calls	10
◆ Average Time to Handle One Call (mm:ss)	01:00
◆ Calls per 60 minute Interval	100
◆ Average Callers' Patience (mm:ss)	01:00

Settings

◆ Features: Abandons
◆ Basic Interval: 60 minutes
◆ Target Time: 00:10 (mm:ss)

	Basic Interval (minutes)	Target Time to Answer	Number of Agents	Average Handling Time	Calls per Interval	Average Patience	Agent's Occupancy	%Answer	%Abandon	Average Speed of Answer	%Answer within Target	Average Queue Length
Results												
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Settings
Parameters
Indicators

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4CallCenters v2.01

File Table Settings Help

Performance Profiler Staffing Query Advanced Profiling Advanced Queries What-if Analysis

Advanced Queries With this Advanced tool you can set multiple performance goals. Check the Query row of any one of your call center's parameters - pressing 'Compute' will find the value(s) of this parameter for which all your goals are met.

Compute Add to Table Delete Rows Clear All Export Graph Settings

Goals Query Input Multi-Value

	Basic Interval (minutes)	Target Time to Answer	Number of Agents	Average Handling Time	Calls per Interval	Average Patience	Agent's Occupancy	%Answer	%Abandon	Average Speed of Answer	%Answer within Target	Average Queue Length
Lower	60.0	00:02.0	105.0	03:45.0	1,800.0	04:55.0	98.9%	92.3%	7.7%	00:23.0	21.0%	11.4
Upper	60.0	00:02.0	105.0	03:45.0	1,800.0	04:56.0	98.9%	92.3%	7.7%	00:23.1	20.9%	11.4
1	60.0	00:02.0	100.0	03:45.0	1,600.0	14:15.0	97.3%	97.3%	2.7%	00:23.0	35.4%	10.3
2	60.0	00:02.0	100.0	03:45.0	1,600.0	14:16.0	97.3%	97.3%	2.7%	00:23.0	35.4%	10.3
3	60.0	00:02.0	95.0	03:45.0	1,600.0	05:53.0	98.4%	93.5%	6.5%	00:23.0	25.1%	10.2
4	60.0	00:02.0	95.0	03:45.0	1,600.0	05:54.0	98.4%	93.5%	6.5%	00:23.0	25.1%	10.2
5	60.0	00:02.0	105.0	03:45.0	1,800.0	04:55.0	98.9%	92.3%	7.7%	00:23.0	21.0%	11.4
6	60.0	00:02.0	105.0	03:45.0	1,800.0	04:56.0	98.9%	92.3%	7.7%	00:23.1	20.9%	11.4
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Settings Parameters Indicators

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4CallCenters v2.01

File Table Settings Help

Performance Profiler Staffing Query Advanced Profiling Advanced Queries What-if Analysis

Performance Profiler Performance Profiler allows you to determine and optimize the Performance Level of your Call Center. Enter your call center's parameters below, then press 'Compute'.

Your Call Center's Parameters

◆ Number of Agents Answering Calls	105
◆ Average Time to Handle One Call (mm:ss)	03:45
◆ Calls per 60 minute Interval	1800
◆ Average Callers' Patience (mm:ss)	04:55

Settings

◆ Features: Abandons
◆ Basic Interval: 60 minutes
◆ Target Time: 00:02 (mm:ss)

Change Settings

Compute Add to Table Delete Rows Clear All Export Graph

	Basic Interval (minutes)	Target Time to Answer	Number of Agents	Average Handling Time	Calls per Interval	Average Patience	Agent's Occupancy	%Answer	%Abandon	Average Speed of Answer	%Answer within Target	Average Queue Length
Results	60.0	00:02.0	105.0	03:45.0	1,800.0	04:55.0	98.9%	92.3%	7.7%	00:23.0	21.0%	11.4
1	60.0	00:02.0	105.0	03:45.0	1,800.0	04:55.0	98.9%	92.3%	7.7%	00:23.0	21.0%	11.4
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Settings Parameters Indicators

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