

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)

Change Settings

Compute Add to Table Delete Rows Clear All Export Import 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
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Settings
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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	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
Multi-Value			60	00:02	105	03:45	1800					00:23		
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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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

Results	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
	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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