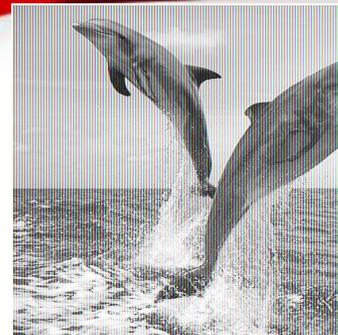


# AVAYA

INTELLIGENT COMMUNICATIONS



NICE®

## Две стороны одной медали качественного обслуживания FCR≠FCS

19 марта 2008



# ПЛАН СЕМИНАРА

- ОСНОВНЫЕ КРІ
- FCR
- FCS
- ОБЗОР Nice Perform
- ИГРАЕМ?

## Знаете ли вы... ?

- Почему возникают всплески объемов вызовов?
- Насколько эффективно прошла маркетинговая кампания?
- Клиенты упоминают конкурентов все чаще!?
- Почему одни товары продаются лучше, а другие хуже?
- Как оценить удовлетворенность клиента?
- Каковы основные причины повторных обращений?
- Где прибыль?



# Основные группы KPI (Key Performance Indicators) контакт-центра

- Статистика УПАТС
- Результативность / производительность
- Качество обслуживания и удовлетворенность клиентов
- Экономические показатели

# КРІ результативности

- FCR, first-call resolution (% решенных проблем с первого раза)
- % автоматизации (в системе самообслуживания, IVR)
- Продажи (шт./час, \$/час, \$/звонок, наименований / заказ)
- % обращений, завершившихся продажей
- .....

# КPI результативности

# FIRST CALL RESOLUTION (FCR)

???



# КРІ качества обслуживания и удовлетворенности клиентов

- Внутренние замеры:
  - Данные от группы мониторинга, супервизоров, тренеров и пр.
    - Содержание разговора
    - Взаимодействие и общение
    - Работа с информационными системами
- Внешние оценки:
  - Оценка удовлетворенности клиентов с помощью опросов

**КРІ качества обслуживания и  
удовлетворенности клиентов**

# **FIRST CALL SATISFACTION (FCS)**



**AVAYA ВВОДИТ НОВЫЙ КРІ!**

# Качество обслуживания с точки зрения контакт-центра - FCR



# Качество обслуживания с точки зрения клиента - FCS

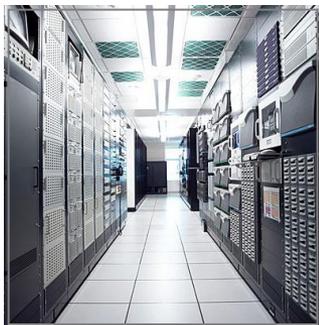
# Так как же нам оценить эти KPI?



**У нас есть Nice Perform !**



# NICE Perform - влияние на компанию в целом



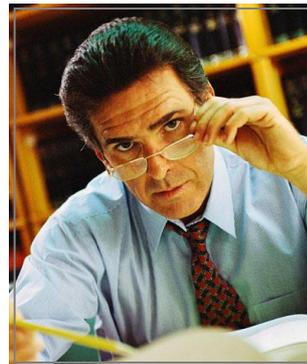
**Liability Recording**  
(Риски, жалобы)



**Quality Management**  
(Качество обслуживания)

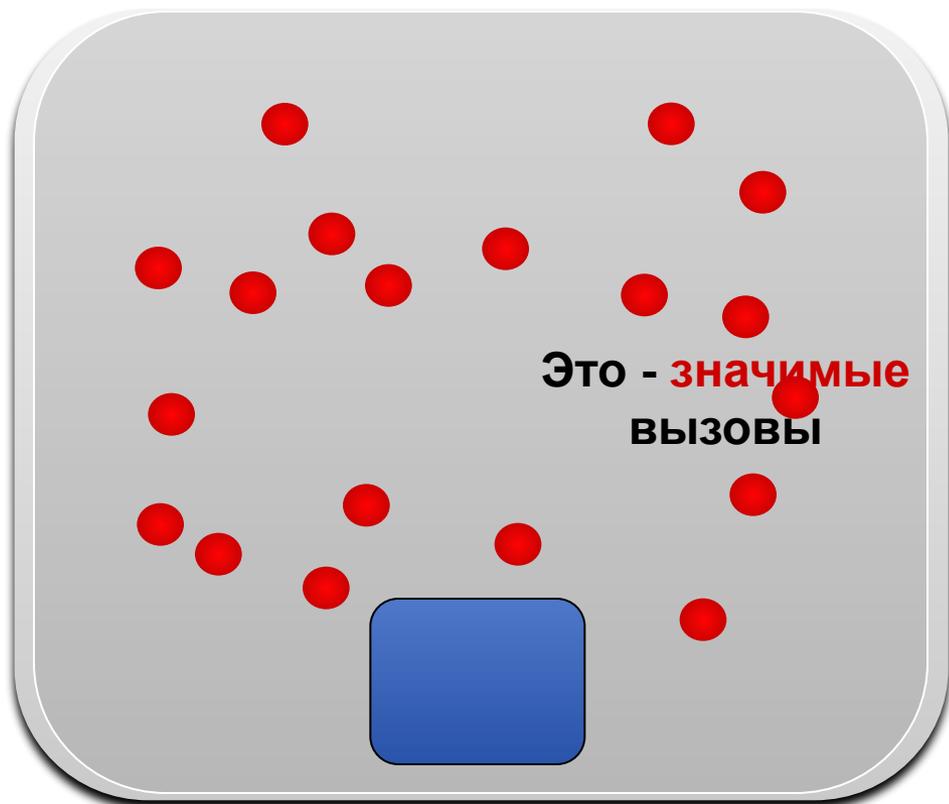


**Precision Monitoring**  
(Фокус на наиболее значимых взаимодействиях)



**Adaptive Interaction Analytics**  
(автоматический анализ тенденций и причин)

# Понятие Точного мониторинга



Такое число  
ВЫЗОВОВ КОМПАНИЯ  
В СОСТОЯНИИ  
ПОСЛУШАТЬ

- Традиционными методами оценивается до 2% ВЫЗОВОВ
- Обратить внимание на значимые вызовы
- Понять первопричину
- Использовать знание для влияния на процессы



# Адаптивная аналитика

Анализ 100% взаимодействий



Категоризация

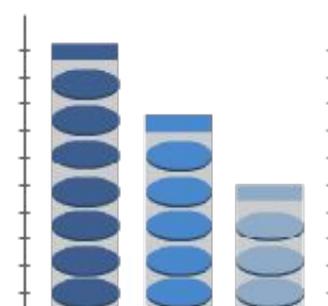


Trends analysis

Обработка



Моделирование

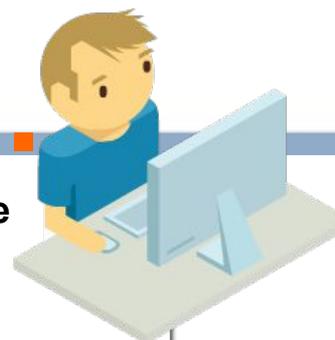


Анализ причины

Копаем вглубь :

- Уровни обслуживания
- Эффективность продаж
- Производительность
- Удержание клиентов

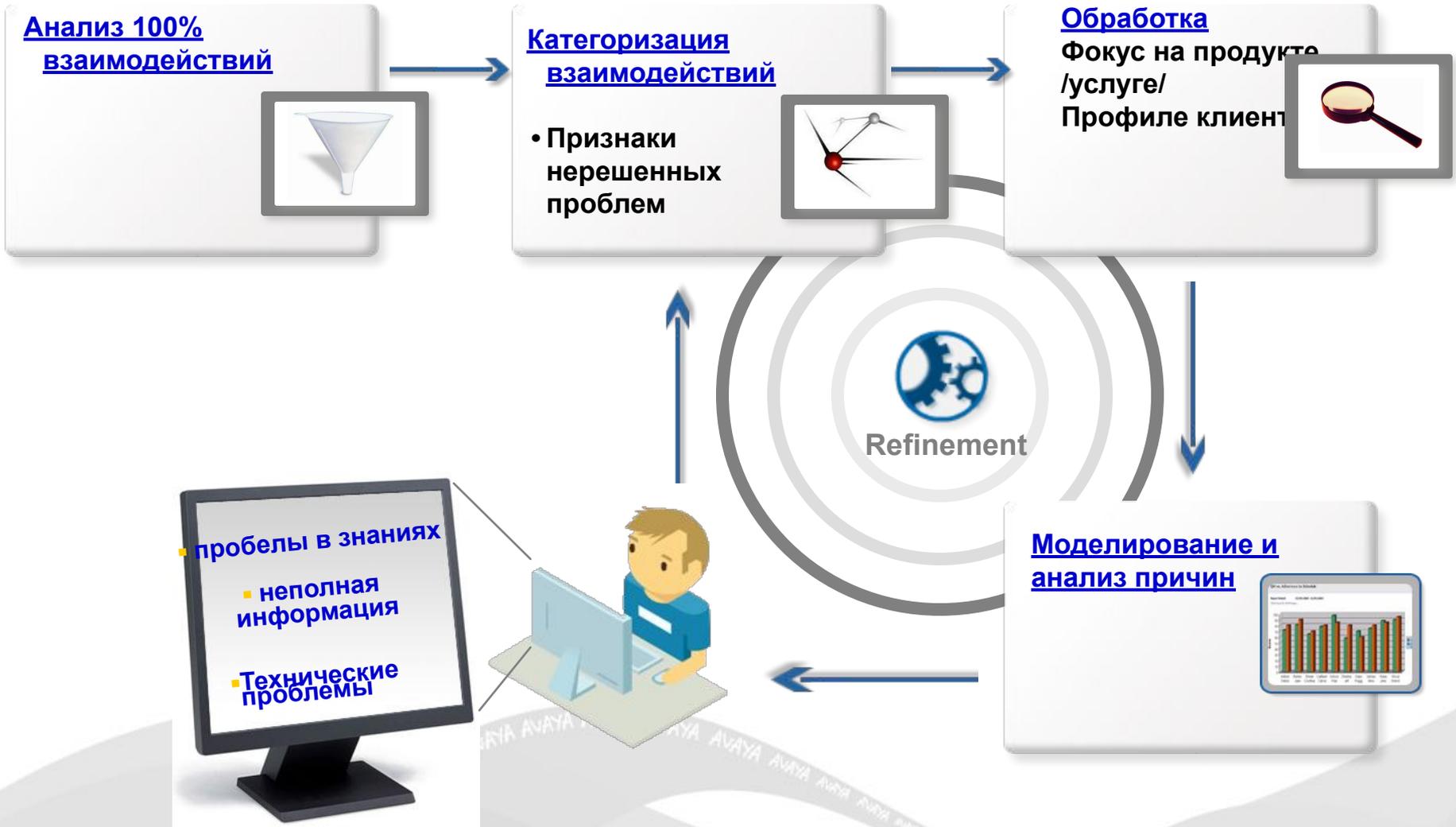
Адаптивное улучшение



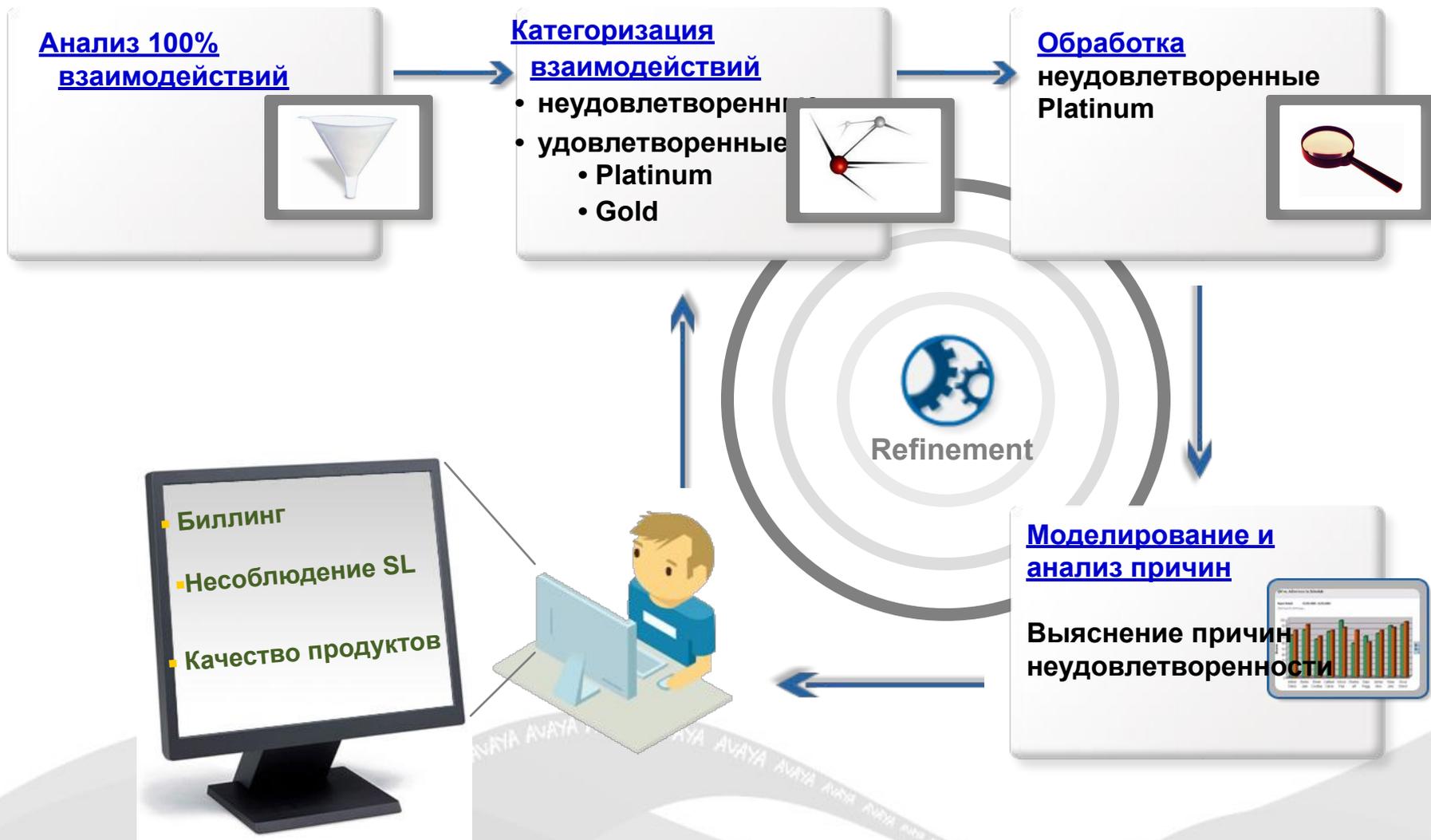
Постижение сути

«Раскопки»

# Повторные обращения



# Удовлетворенность клиентов



# Приложения NICE Perform

# Наблюдение за вызовом в реальном времени

NICE - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address C:\Program Files\Nice Systems\Nice Perform Demo\mainSupervisor.html Go Links

NICE® Help Logout Jul 23, 2007 Monitor

My Universe Business Analyzer Reporter Monitor Insight Manager Accessories

Agent Mode

Agents

- Organization
  - All Users
  - Groups

Agent Name	Activity	Record Req	Record	Monitor	Start Time	End Time	Direct
Ashton Debra							
Axleroy Kim							
Bailey Jose							
Barlow Tamara							
Barrista Olaf							
Barry Bil		Hi			07/11/06 04:44:18PM	07/11/06 04:47:28PM	In
Barry Michael		Hi			07/11/06 04:44:45PM	07/11/06 04:47:45PM	In
Bellows Eric		Hi			07/11/06 04:44:15PM	07/11/06 04:47:55PM	In
Bellows Sharon					07/11/06 04:45:37PM		Ou
Benavidez Ben		Hi			07/11/06 04:44:25PM	07/11/06 04:47:35PM	In
Benson Marg		Hi			07/11/06 04:44:09PM	07/11/06 04:47:10PM	In
Benson Rita							
Bernie Julie					07/11/06 04:44:03PM		Ou
Bower Margie							
Brown Courtney		Hi			07/11/06 04:45:25PM	07/11/06 04:46:45PM	In
Buster Donna					07/11/06 04:45:45PM		Ou
Champan Kim							
Cohen Elizabeth		Hi			07/11/06 04:42:25PM	07/11/06 04:47:25PM	In
Coleman Chrystie		Hi			07/11/06 04:45:15PM	07/11/06 04:47:15PM	In
Costa Marty					07/11/06 04:45:58PM		Ou
Cunningham Alice					07/11/06 04:45:41PM		Ou

My Computer

# Портал MyUniverse - оператор

NICE® Help | Settings | Logout Jan 1, 2006 Welcome to My Universe

My Universe Business Analyzer Reporter Monitor Users Administrator Accessories

### Productivity

My Productivity - BankCard Private

My Avg. Score: 8.1  
BankCard Private  
Avg. Score: 7.8  
Period: last 30 days

### My Evaluations

Type	Recorded	Evaluator	Evaluated On	Score
📄	06/01/03 09:18:13AM	Dharma Jeff	06/04/03 04:17:42AM	69
📄	06/01/03 12:21:34PM	Downs Jim	06/04/03 11:21:17AM	60
📄	06/01/03 03:12:38PM	Dharma Jeff	06/06/03 10:57:58AM	29
📄	06/02/03 10:19:22AM	Dharma Jeff	06/08/03 11:16:03AM	61

Total: 10 evaluations  
Period: last 30 days  
Avg. Quality Score: 62

### Feedback

My Feedback - BankCard Private

My Avg. Feedback: 65  
BankCard Private  
Avg. Feedback: 75  
Period: last 2 months

### My Coaching

Personal Coaching Packages (2)

Subject	By	Sent	Due Date
Service level	Cohen Elizabeth	10/01/03	10/08/03
Campaigns	Cohen Elizabeth	09/02/03	09/10/03

General Coaching Packages (2)

Subject	By	Sent	Due Date
Form Designer Training	Cohen Elizabeth	09/01/03	09/08/03
ROD Training	Bower Margie	12/04/03	12/09/03

Reviewed Coaching Packages (2)

Done My Computer

# Портал MyUniverse - супервизор

NICE - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address C:\Program Files\Nice Systems\Nice Perform Demo\mainSupervisor.html

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**NICE®** Help | Logout Nov 28, 2007 Welcome to My Universe

My Universe Business Analyzer Reporter Monitor Insight Manager Accessories

### Supervisor View

#### Scheduled Reports

Type	Report Name
Quality Comparison	Quality Comparison
Agent Comparison by Skill	Agent Comparison by Skill
Agents Evaluations Summary	Agents Evaluations Summary
Agents Evaluations Trend	Agents Evaluations Trend
Agent Skills Analysis	Agent Skills Analysis
Agents Notes	Agents Notes

#### Evaluation Status

Agent Name	To Evaluate	Evaluated	Target	Last Period
Cuthbert Carina	6	10	15	15
Harris Nicole	7	9	15	14
Johnston Karin	3	14	15	15
Jordan Ted	10	6	15	13

#### Yesterday's Highlights

**Top scores**

Agent	Duration	System Score
Jordan Ted	00:03:04	90
Cuthbert Carina	00:02:58	90
Cuthbert Carina	00:03:49	90

**Bottom scores**

Agent	Duration	System Score
Wayne Hank	00:03:13	34
Temperley Janet	00:01:44	40
Jordan Ted	00:01:34	40

Avg. System Score: 82  
Total Calls: 687

#### Group Quality Trends

Total Interactions: 2456  
BankCard - Private: 72  
BankCard - Business: 67  
Period: last 7 months

#### Agent Performance

Agent	Productivity	Evaluation Avg.	Feedback Avg.	Adherence to Sched.
Wayne Hank	3.45	65 (2)	58 (2)	78
Harris Nicole	7.35	43 (2)	62 (1)	82
Johnston Karin	8.63	78 (1)	72 (1)	86
Jordan Ted	5.55	63 (2)	52 (2)	74

#### Agent Summary (last 30 days)

	Total	Avg. Score
Agents	4	
Productivity	54	6.25
Evaluation	7	72
Feedback	6	78
Adherence to Schedule		80

#### Agent Quality Score

Agents: 4  
Agent avg. this month: 72  
Agent avg. previous month: 78

# Портал MyUniverse – бизнес пользователь

NICE - Microsoft Internet Explorer

Address: C:\Program Files\Nice Systems\Nice Perform Demo\mainMarketing.html

NICE® Help | Logout Nov 29, 2007 Welcome to My Universe

My Universe Business Analyzer Reporter Monitor Insight Manager Accessories

### Business User View

#### Scheduled Reports

Type	Report Name
	CTI Scorecard
	Calls AHT
	Calls THT
	Calls Volume
	Root Cause Analysis-Agent Prod.
	Agents' Performance

#### Interactions by Cam...

**% of interactions by Campaigns:**

- Gray Swan Promotion: 26%
- Xtreme Week Campaign: 25%
- "Take Two" Campaign: 24%
- BigStar Promotion: 12%
- Undetermined: 13%

**Interesting Interact...**

Type	Time	Comment
	6/05/06 2:26:18PM	Service Idea
	6/07/06 5:04:44PM	Product Idea

#### Business Performance Management

Campaigns	Service Excellence	Marketing Effectiveness	Sales Efficiency
Gray Swan Promotion	↑ 94%	↑ 76%	↑ 90%
Xtreme Week Campaign	84%	↑ 80%	75%
"Take Two" Campaign	↓ 86%	67%	↑ 77%
BigStar Promotion	77%	↓ 61%	↑ 63%

Sites	Service Excellence	Marketing Effectiveness	Sales Efficiency
Phoenix	↑ 93%	↑ 77%	91%
Denver	75%	↓ 55%	↑ 75%
Tampa	↑ 86%	↑ 82%	74%
Dallas	↓ 82%	↑ 89%	↓ 80%

Campaigns:	Sites:
Avg. Service Excellence: 85%	Avg. Service Excellence: 84%
Avg. Marketing Effectiveness: 71%	Avg. Marketing Effectiveness: 76%
Avg. Sales Efficiency: 76%	Avg. Sales Efficiency: 80%

#### Business Intelligence

##### Top Reasons for Customer Compl...

Calls Categorized	% of Total Calls
Lost Delivery	12.8%
Damaged Part	10.9%
Product Return	7.3%
Missing Items	4.4%
Item Not In Stock	3.5%

##### Top Customers at High Risk

Customer Name	Type	Risk Level
Ashton Debra	Platinum	1
Barry Michael	Platinum	1
Kent Bob	Platinum	1
Knox Debra	Gold	1
Benson Rita	Gold	1

#### Customer Satisfaction...

Category	Score
Accessibility	57%
Courtesy Accuracy	71%
Knowledge Helpfulness	62%
Other	69%

# Дизайнер оценочных форм

The screenshot shows the NICE Form Designer application running in Microsoft Internet Explorer. The main window displays a form titled "BankCard Evaluation form". On the left, a tree view shows the form's structure with sections: 1. Greeting, 2. Security \ Verification, 3. Etiquette, 4. Call Control, and 5. Cross Selling. The main area shows the form layout with input fields for Agent Name, Evaluator Name, Agent Review Date, Call Type, Complete Duration, and Score. Below these are three detailed sections: 1. Greeting with radio buttons for "Yes/No" questions; 2. Security \ Verification with radio buttons and checkboxes for verification status; 3. Etiquette with a rating scale (1-5) and dropdown menus for specific criteria.

# Business Analyzer – оценка качества работы оператора

NICE - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address C:\Program Files\Nice Systems\Nice Perform Demo\mainSupervisor.html

NICE® Help | Logout Feb 20, 2008 Business Analyzer

My Universe Business Analyzer Reporter Monitor Insight Manager Accessories

Table View

Query: Sales campaign

Group By: None 50 Evaluations shown

Type	Evaluation Name	Score	Agent Name	Evaluator	Evaluated On	Modified On	Calibrated	Recalibration Required	Reviewed
GoodBuy	GoodBuy	94	Wolter Gloria	Bower Margie	06/01/06 06:56:08PM	06/01/06 07:01:08PM		✓	
Customer Experience	Customer Experience	46	Cuthbert Carina	Cohen Elizabeth	06/02/06 06:52:49AM	06/02/06 06:55:48AM	✓	✓	✓
Customer Experience	Customer Experience	21	Brown Courtney	Ashton Debra	06/02/06 08:11:07AM	06/02/06 08:12:25AM	✓	✓	
GoodBuy	GoodBuy	93	Cuthbert Carina	Cohen Elizabeth	06/02/06 08:13:36AM	06/02/06 08:14:44AM			
Customer Experience	Customer Experience	22	Williams Tony	Dharma Jeff	06/02/06 10:19:00AM	06/02/06 10:21:15AM	✓		
GoodBuy	GoodBuy	85	Costa Marty	Bower Margie	06/02/06 11:07:17AM	06/02/06 11:08:53AM		✓	✓
GoodHealth	GoodHealth	19	Barlow Tamara	Bernie Julie	06/02/06 11:17:17AM	06/02/06 11:22:13AM		✓	
Customer Experience	Customer Experience	21	Benson Marg	Bernie Julie	06/02/06 11:20:53AM	06/02/06 11:24:21AM	✓	✓	✓
CellPlus	CellPlus	69	Dillon Robert	Bernie Julie	06/03/06 01:12:43PM	06/03/06 01:15:08PM			
GoodHealth	GoodHealth	98	Benson Marg	Bernie Julie	06/03/06 04:44:56PM	06/03/06 04:46:54PM		✓	✓
BankCard Evaluation	BankCard Evaluation	78	Framster Gwen	Farmington Fiona	06/03/06 07:02:32PM	06/03/06 07:07:35PM			
CellPlus	CellPlus	43	Jordan Ted	Cohen Elizabeth	06/03/06 09:06:06PM	06/03/06 09:08:44PM		✓	
BankCard Evaluation	BankCard Evaluation	15	Kent Bob	Farmington Fiona	06/03/06 11:41:38PM	06/03/06 11:42:50PM		✓	✓
BankCard Evaluation	BankCard Evaluation	69	Downs Jim	Dharma Jeff	06/04/06 04:17:42AM	06/04/06 04:19:49AM	✓	✓	✓
BankCard Evaluation	BankCard Evaluation	83	Benson Marg	Bernie Julie	06/04/06 08:25:48AM	06/04/06 08:29:38AM	✓	✓	✓
BankCard Evaluation	BankCard Evaluation	91	Bailey Jose	Ashton Debra	06/04/06 08:37:48AM	06/04/06 08:38:49AM			✓
GoodHealth	GoodHealth	85	Cuthbert Carina	Cohen Elizabeth	06/04/06 08:49:57AM	06/04/06 08:51:22AM	✓	✓	✓
GoodBuy	GoodBuy	93	Benavidez Ben	Ashton Debra	06/04/06 10:13:07AM	06/04/06 10:15:49AM	✓	✓	✓
Customer Experience	Customer Experience	60	Grimes Mike	Downs Jim	06/04/06 11:21:17AM	06/04/06 11:23:27AM	✓	✓	
Customer Experience	Customer Experience	79	Dillon Robert	Bernie Julie	06/04/06 11:46:33AM	06/04/06 11:52:35AM			✓

Done My Computer

# Модуль отчетности

NICE - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address C:\Program Files\Nice Systems\Nice Perform Demo\mainSupervisor.html

NICE® Help | Logout Jul 23, 2007 Reporter

My Universe Business Analyzer Reporter Monitor Insight Manager Accessories

### My Reports

Group By: Category [v] [Print] [Edit] [Refresh] [Close] [New]

Refresh

**[-] Template Category: Quality Management Reports**

Scope	Report Name	Template Name	Creator	Last Run	Average Run Time	Creation Date
	BankCard Private - Evaluation Summary	Agents Evaluation Summary	Gordon James	06/11/2006	23	05/01/06
	BankCard Private - Evaluations Trend	Agents Evaluations Trend	Gordon James	06/11/2006	45	05/01/06
	BankCard Private - Agents Above/Below Standard	Agents Above and Below Standard	Gordon James	06/11/2006	12	05/01/06
	BankCard Private - Skill Analysis	Agents Skill Analysis	Gordon James	06/11/2006	123	05/01/06
	BankCard Private - Quality Comparison	Quality Comparison	Gordon James	06/11/2006	34	05/01/06
	BankCard Private - Agents Notes	Agents Notes	Gordon James	06/11/2006	10	05/01/06

**[-] Template Category: Evaluator Reports**

Scope	Report Name	Template Name	Creator	Last Run	Average Run Time	Creation Date
	BankCard Private - Calibration Results	Calibration Results	Gordon James	06/11/2006	26	05/01/06
	BankCard Private - Form Usage	Form Usage	Gordon James	06/11/2006	33	05/01/06
	BankCard Private - Evaluators Standard	Evaluators Above and Below Standard	Gordon James	06/11/2006	67	05/01/06
	BankCard Private - Evaluators Trend	Evaluators Trend	Gordon James	06/11/2006	98	05/01/06

**[-] Template Category: Advanced QM Reports**

Scope	Report Name	Template Name	Creator	Last Run	Average Run Time	Creation Date
	Scorecard Report by Groups	Scorecard Report	Gordon James	06/11/2006	23	05/01/06

**[-] Template Category: User Administration Reports**

Scope	Report Name	Template Name	Creator	Last Run	Average Run Time	Creation Date
	All Users Details	Users Details	Gordon James	06/12/2006	12	09/05/06
	All Profiles Details	Profile Details	Gordon James	07/12/2006	15	09/05/06

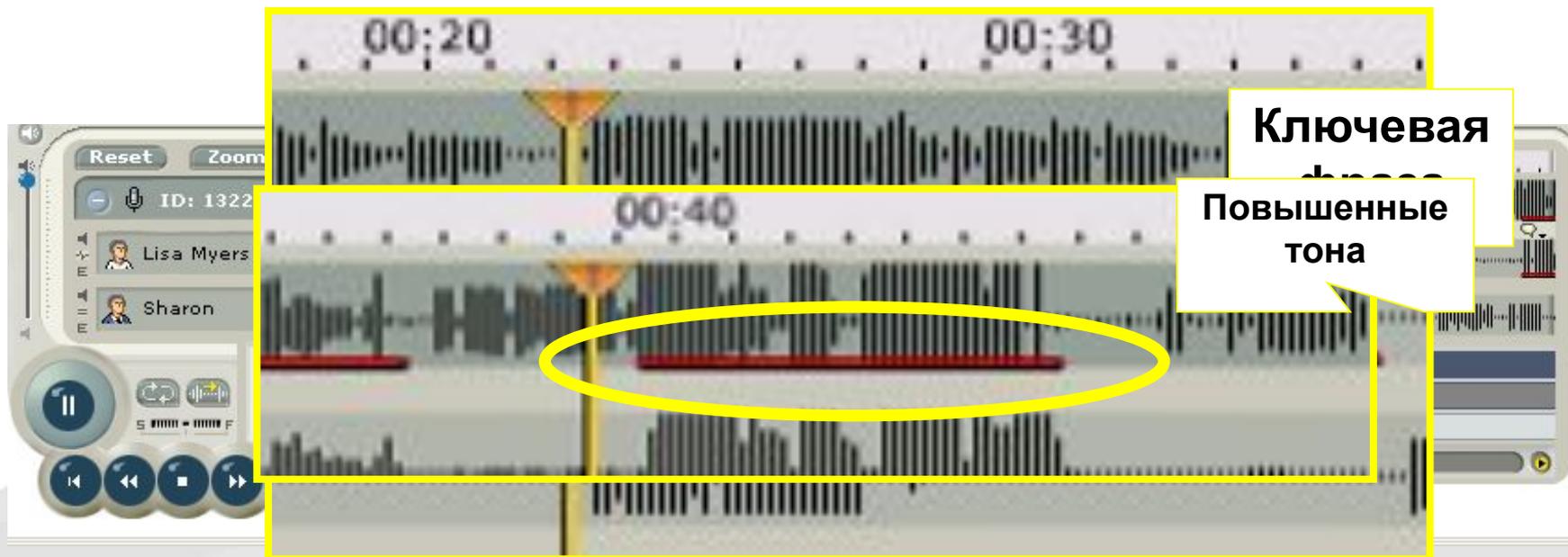
**[-] Template Category: Feedback Reports**

Scope	Report Name	Template Name	Creator	Last Run	Average Run Time	Creation Date
-------	-------------	---------------	---------	----------	------------------	---------------

Done My Computer

# Анализ аудио

- Анализ ключевых слов и фраз
- Анализ эмоционального уровня
- Анализ разговора
- Разделение сторон в разговоре



# Обратная связь

- Эффективный инструмент оперативного получения мнения клиента

**Survey Result** Play

Survey Name: Customer Feedback  
 Description:  
 Time: 05/06/03  
 Phone number: 773 77512  
 Score: 66

#	Name	Description
1	First Call Resolution (FCR)	How many calls were resolved on the first call regarding
2	Knowledge	On a scale of 1 to 5, how would you rate the knowledge of the agent regarding the product or service?
3	Courtesy	On a scale of 1 to 5, how would you rate the level of courtesy of the agent?
4	TV Commercial	How did you feel about the TV advertisement, Radio, 4 f
5	Net Promoter - Loyalty	On a scale of 1 to 5, how likely are you to recommend our service to a friend or colleague?
6	Call Back	To leave a message, please press 1. To speak to an agent, please press 2.

**Report Name: BankCard Feedback Trend**

Report Parameters: Advanced

Additional Properties:

Agents:

Select Agents:

Selected Groups:

- BankCard Private
- BankCard Business Accounts

Selected Users:

Change Selection...

Groups to display:

Add Groups...

Evaluators:

Select Evaluators:

Data Filters History

Report Preview

Average Survey Score Trend for Chicago Center

Time	Average Score
1	75
2	73
3	71
4	69
5	68

Current Page No.: 1 Total Page No.: 1+ Zoom Factor: 100%

# Анализ алгоритмов обслуживания

- Любое СТИ-событие может быть критерием поиска

**AdvancedQuery**

### Advanced Query

Run Query

**General and Times**

**Agents**

**CTI Data**

**CTI Events**

**Audio Analysis**

**Feedback**

**ScreenSense**

**Evaluations**

#### Advanced CTI

Queue Time:  Great than [ $>$ ]   Sec.

Total Queue Time:  Great than [ $>$ ]   Sec.

Hang Up Side:  Either  Customer  Agent

Ring Time:  Great than [ $>$ ]   Sec.

Total Ring Time:  Great than [ $>$ ]   Sec.

Number of Holds:  Great than [ $>$ ]

Total Hold Duration:  Great than [ $>$ ]   Sec.

Has Transfer:  N/A  Yes  No

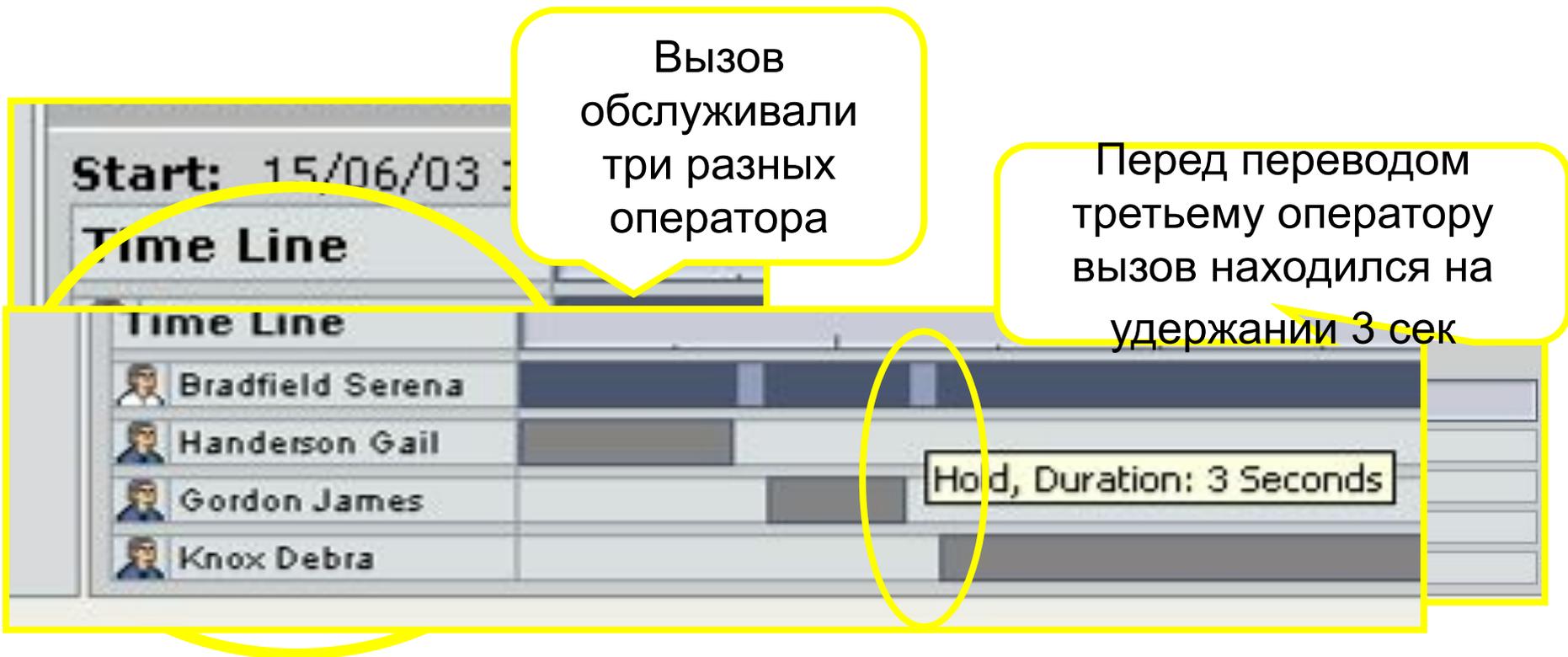
No. of Transfers:  Great than [ $>$ ]

Has Conference:  N/A  Yes  No

No. of Conferences:  Great than [ $>$ ]

Abandon From Hold:  N/A  Yes  No

# Анализ алгоритмов обслуживания



# Анализ экранных действий

The image illustrates a workflow for changing a contract status through a software interface. It consists of three sequential screenshots:

- First Screenshot:** A form with fields for 'Main Phone', 'Main Fax #', 'Status', and 'URL'. The 'Status' dropdown menu is currently set to 'Active' and is circled in yellow.
- Second Screenshot:** The 'Status' dropdown menu is open, showing options: 'Active', 'Contract Pending', 'Gold', 'Inactive', 'Platinum', 'Prospect', and 'Silver'. 'Contract Pending' is selected and circled in yellow.
- Third Screenshot:** The 'Status' dropdown menu is closed and now shows 'Inactive', which is circled in yellow.

Below these screenshots is a larger screenshot of a call center interface. It features a call recording timeline with a speech bubble that says 'Account 'Inactive'' circled in black. To the right, a white speech bubble contains the text 'Изменение статуса контракта' (Change of contract status).

# Категоризация

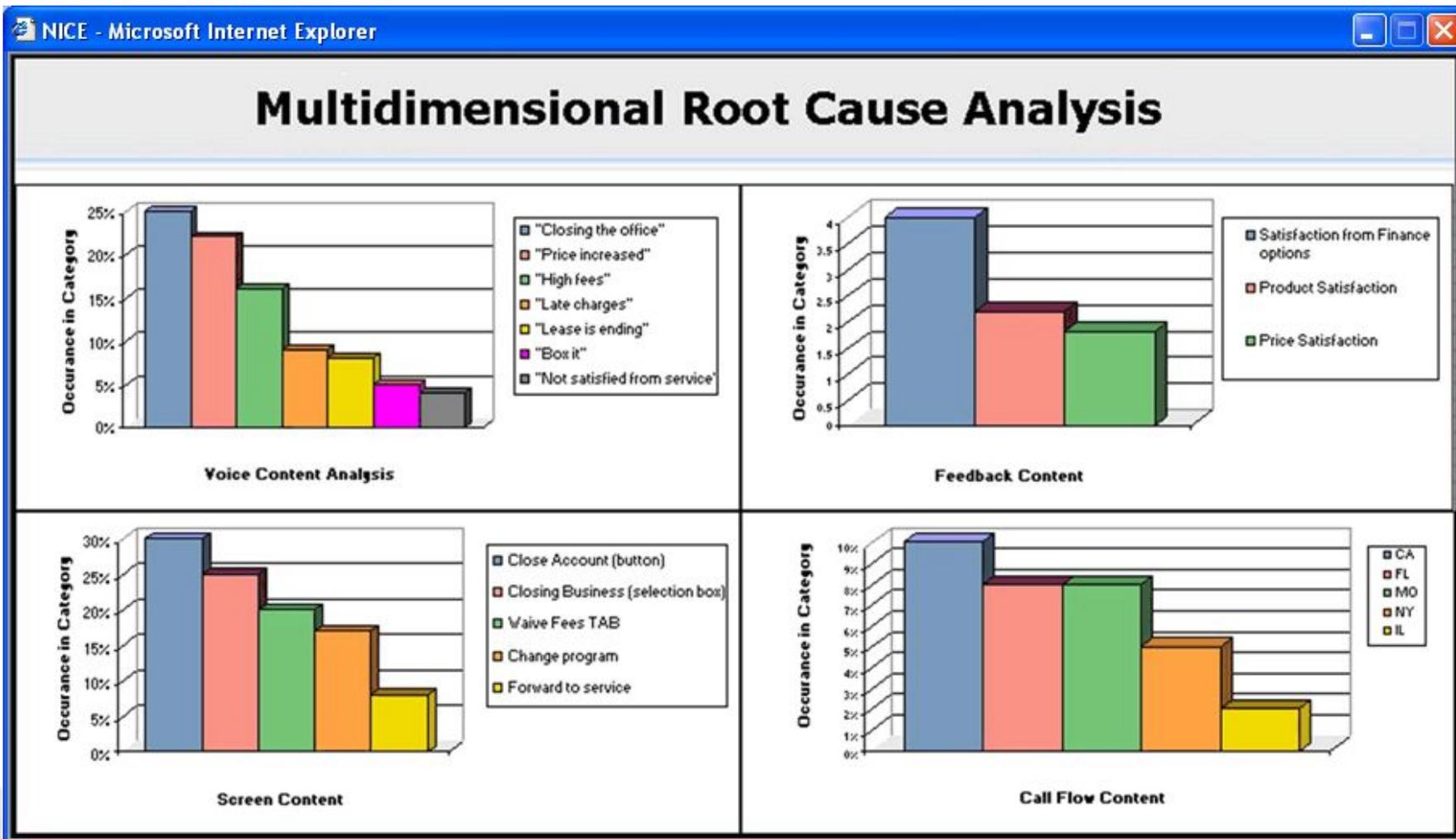
The screenshot displays the NICE Insight Manager web application interface. The top navigation bar includes 'My Universe', 'Business Analyzer', 'Reporter', 'Monitor', 'Insight Manager', and 'Accessories'. The 'Insight Manager' section is active, showing a 'Categories' sidebar on the left and a main table view of interactions.

The 'Categories' sidebar shows a tree structure with 'Public' and 'Private' categories. A context menu is open over the 'Public' category, with 'New Category Results' highlighted. Other options include 'Run', 'Pause', 'Refresh', 'Edit', 'Delete', and 'Category Root Cause'.

The main table view displays a list of 106 interactions. The columns are: Type, Agent Name, Duration, Start Time, End Time, System Score, Evaluation Score, Feedback Score, and Phone Number. The table is sorted by System Score in descending order.

Type	Agent Name	Duration	Start Time	End Time	System Score	Evaluation Score	Feedback Score	Phone Number
📞	Jordan Ted	00:03:04	07/05/06 07:49:20 AM	07/05/06 07:52:24 AM	90			254-565-9023
📞	Jordan Ted	00:01:40	07/05/06 08:00:17 AM	07/05/06 08:01:57 AM	30		60	773-775-1229
📞	Temperley Janet	00:01:44	07/05/06 08:00:38 AM	07/05/06 08:02:22 AM	40	60	20	324-456-5879
📞	Wayne Hank	00:01:55	07/05/06 08:03:12 AM	07/05/06 08:05:07 AM	50		20	874-645-5445
📞	Jordan Ted	00:01:34	07/05/06 08:03:23 AM	07/05/06 08:04:57 AM	40		20	874-645-5445
📞	Stanfield Vicki	00:01:11	07/05/06 08:04:14 AM	07/05/06 08:05:25 AM	20		80	
📞	Wave Jerry	00:00:59	07/05/06 08:04:56 AM	07/05/06 08:05:55 AM	90	87		563-456-4649
📞	Williams Tony	00:00:51	07/05/06 08:05:24 AM	07/05/06 08:06:15 AM	40			
📞	Selph Roger	00:00:58	07/05/06 08:05:52 AM	07/05/06 08:06:50 AM	42	78		
📞	Richards George	00:02:13	07/05/06 08:06:16 AM	07/05/06 08:08:29 AM	90			982-519-0765
📞	Harold Deborah	00:00:54	07/05/06 08:07:14 AM	07/05/06 08:08:08 AM	90			
📞	Wood Sharon	00:01:26	07/05/06 08:07:45 AM	07/05/06 08:09:11 AM	90			
📞	Benson Rita	00:01:05	07/05/06 08:08:58 AM	07/05/06 08:10:03 AM	88		88	674-636-4567
📞	Harold Deborah	00:01:20	07/05/06 08:09:37 AM	07/05/06 08:10:57 AM	90			773-775-1229
📞	Gibson Paul	00:01:47	07/05/06 08:10:20 AM	07/05/06 08:12:07 AM	34	95		
📞	Hancock Herbert	00:01:37	07/05/06 08:10:38 AM	07/05/06 08:12:15 AM	90			
📞	Handerson Gail	00:02:41	07/05/06 08:11:06 AM	07/05/06 08:13:47 AM	76			
📞	Alberto Fuentes	00:03:04	07/05/06 08:11:39 AM	07/05/06 08:14:43 AM	90	90	88	344-898-2345
📞	Isabel Cruz	00:02:30	07/05/06 08:13:58 AM	07/05/06 08:16:28 AM	90			

# Категоризация. Анализ причин.



**А ТЕПЕРЬ...**



**ПОИГРАЕМ!?**

## ИГРА

**Quality Monitoring**

**Feedback**

**Audio Analytics**

**Call Flow Analysis**

# ЗАДАНИЕ

Постройте с помощью каждого инструмента алгоритм анализа взаимодействия.

Можем ли мы оценить FCS, используя только один инструмент?

Время выполнения задания – 10 минут!

*В каждом наборе карточек – подвох!*

**Quality Monitoring**

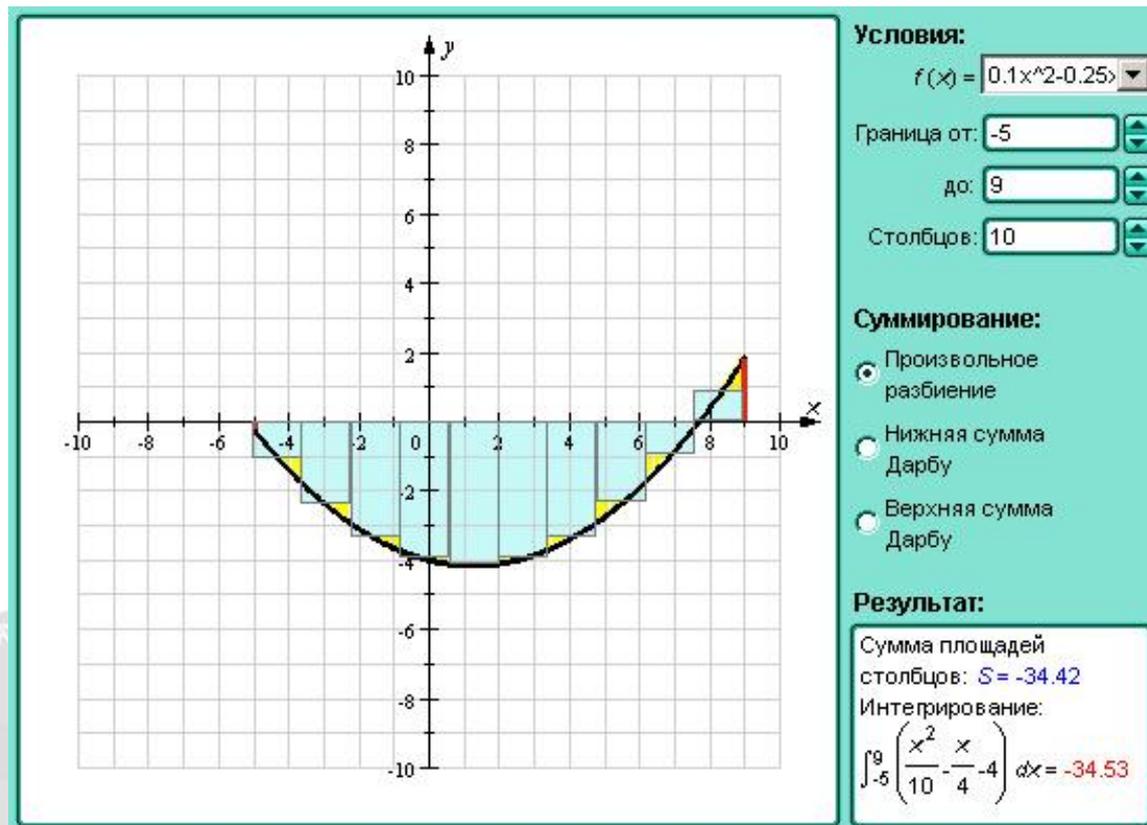
**Feedback**

**Audio Analytics**

**Call Flow Analysis**

# Как оцениваем FCS?

## Используем интегральную оценку!



# А ТЕПЕРЬ...

# ПРИЗ В СТУДИЮ!!!



# ВОПРОСЫ?



# AVAYA

## INTELLIGENT COMMUNICATIONS

