

Template 1 - Call Center

Basic story

Description

This is a normal call center, open during UVA official business hours (8AM-5PM, Monday through Friday), and closed after business hours and on weekends. Agents are members of single Call Center Queue, but can login and logout as staffing and demand dictates.

Business Hours

During business hours, calls can be answered by agents who sign into the call center. Incoming calls ring available agents using one of the following Call Distribution methods (these terms are defined in Appendix 1 at the end of this document):

- Uniform (recommended)
- Regular
- Circular
- Weighted
- Simultaneous (for up to 10 agents)

While the call is ringing on an agent's phones, callers hear ringing. If the agent fails to answer the call, it will be routed to the next available agent after a set number of rings (3 rings is the default for a total of 18 seconds per agent). If configured and enabled, BroadWorks will automatically change an agent's call center status to unavailable after the agent consecutively fails to answer a specified number of calls (between 1 and 5; 1 is the default).

If all agents are on other calls or if their status is set to unavailable when a call comes in, callers hear an entrance message and are placed in the queue.

Entrance Message
You have reached the University of Virginia Office of Cool Stuff. Our office hours are from 8:00 AM to 5:00 PM, Monday through Friday. All of our agents are busy at this time, please hold and the next available agent will answer your call as soon as possible.

Up to twenty callers may be waiting for an answer in the queue. If the incoming call cannot be queued because the queue has reached its maximum capacity, then the Overflow Message is played and the call is routed to the main Call Center Voicemail.

Overflow Message
Due to excessive call volume or other issues beyond our control we are unable to answer your call at this time.

Callers in the queue hear a periodic beep and an optional comfort message. The comfort message can be customized for each call center, and typically says that all agents are busy and asks callers to continue to wait. It repeats at a specified interval, e.g. every 30 seconds.

Comfort Message

Your call is important to us. Press zero if you would like to exit this queue and leave a message in the main Office of Cool Stuff voicemail box. Otherwise, please continue to hold and your call will be answered by the next available representative.

The Comfort Message can provide the option for callers to dial zero to escape out of the queue and go directly to the Call Center voice mailbox.

Optionally, callers in queue may also hear a message informing them of the estimated wait time. It also repeats at a specified interval.

If a call remains in the queue for more than a certain amount of time (default is 300 seconds) the Overflow Message is played and the call is sent to the Call Center's voice mailbox.

Voicemail Greeting

Please leave a message in the Office of Cool Stuff main voice mailbox and we will return your call as soon as possible.

Note that there is only one Voice Mailbox announcement, and this announcement should be valid for both business hours and after hours. Only the Overflow Message (for business hours) and the Night Service Greeting, which callers hear before the Voice Mailbox announcement, change according to the time of day.

Messages left in the Call Center Voicemail can be either:

- Stored in the BroadWorks message store and retrieved via the Voice Portal
- Forwarded to a virginia.edu email address or distribution list

Neither option supports a Visual Message Indicator on the phones.

Agent Experience

Agents login and logout of the call center using a button on their Polycom phone.

Calls to the agent provide the name of the Call Center as well as the name (and number) of the caller. Once an agent answers the call, they are automatically set to unavailable while on the call.

After the call is over, the Agent State is automatically set to Wrap-Up. The maximum ACD wrap-up time is set for 30 seconds. During this time, agents may enter disposition codes, which are defined at the group level for each Call Center and appear on call center reports.

It is possible to override the outbound calling line ID for logged-in Call Center Agents, so that outbound calls placed by the agents will appear to come from the Call Center in the Calling Line Identification.

Supervisor Experience

Supervisors use their computing ID and a system-specific (not SSO) password to login to the BroadWorks Call Center Thin Client to monitor the status of their Call Center and run reports.

After Hours

Callers dialing the Call Center number after business hours will hear a Night Service Greeting before being transferred to the Call Center voice mailbox.

You've reached the University of Virginia Office of Cool Stuff. Our business hours are 8AM to 5PM, Monday through Friday.

You can also go to our website at www.virginia.edu/coolstuff for additional information.

Holiday and Emergency Closure

If the Call Center is closed due to holidays or emergency, calls are diverted to a custom Closure Message where they have an option to dial zero to leave a message in the Call Center voice mailbox.

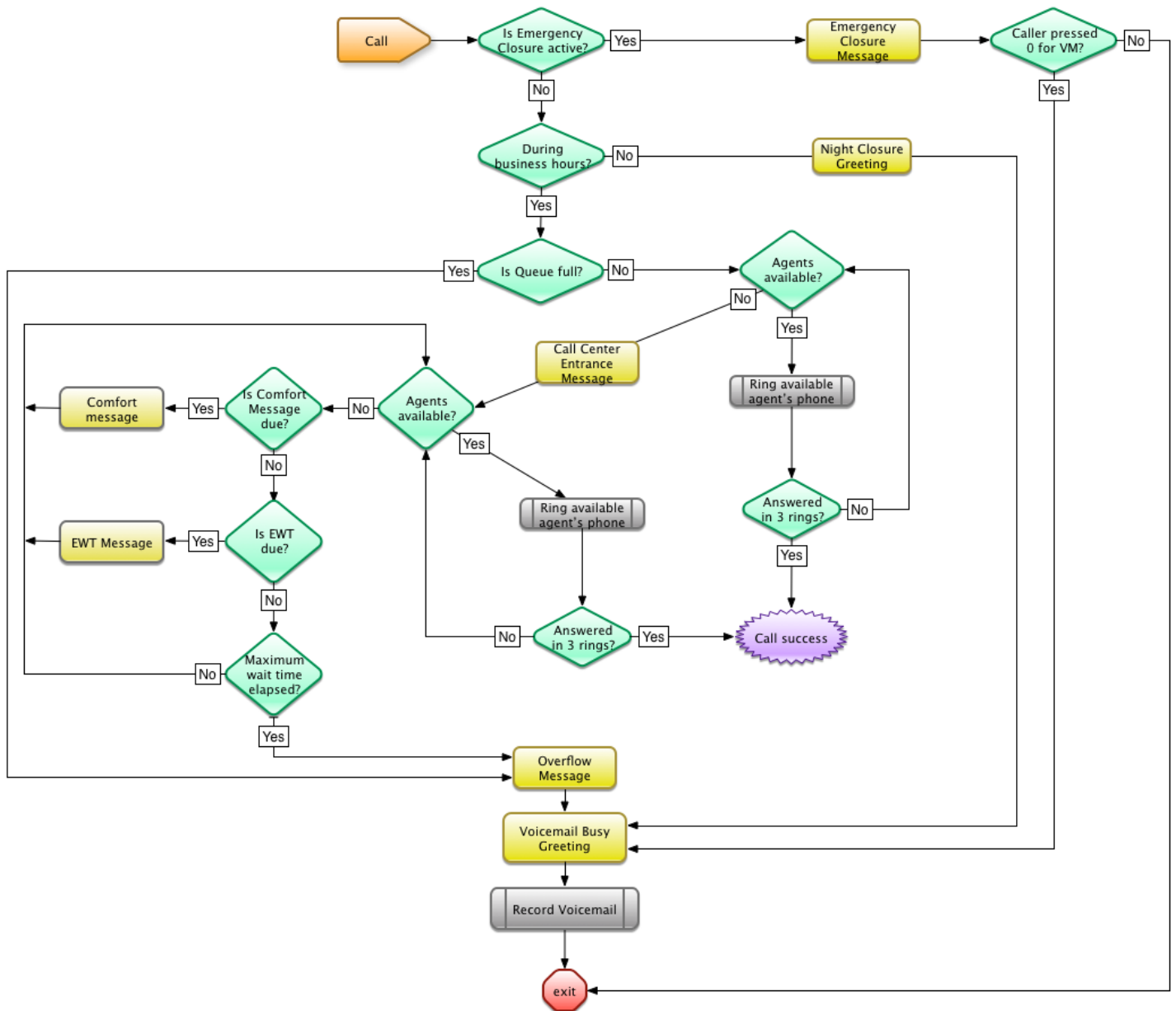
For Friday, October 13th, the University of Virginia Office of Cool Stuff is closed due to summer weather.

Please press zero if you'd like to leave a message and we will respond once we resume normal operations.

Please refer to the University of Virginia website at www.virginia.edu for more information.

The Holiday Closure should leave enough time after the option to press zero is presented to give the caller an opportunity to press the button. One possibility is to repeat your message within the recording.

Call flow of a Template 1 Call Center



Discernment Questions

How often does your Call Center/Auto Attendant need to be updated? Weekly, monthly, quarterly, or less often?

Skill set and access level required? Minimal access required / Ability to edit settings and change greetings

Implementation Details

What is your Call Center's name?

What is your Call Center's Directory Number?

By default, would you like to override the outbound calling line ID for logged-in Call Center Agents?

If so, what should be in the Calling Line ID for outbound calls from these agents? (last name, first name) And, what should be in the Calling Number for outbound calls?

What are your business hours?

Is your holiday schedule the same as the UVA holiday schedule? **N/A**

If not, what are the exceptions?

Who are the CC agents? (extension, last name, first name)

Who are the CC supervisors? (extension, last name, first name)

Would you like a comfort message for callers who are in the queue while agents are on other calls?

How often should it repeat?

What is the script of this comfort message?

Would you like an estimated wait time message?

How often should it repeat?

Should a call go into “overflow” when a large number of calls have been received or calls have been waiting longer than a configured threshold?

If so, what should happen to the call?

(a) Go to the CC voice mailbox

(b) Be transferred to another number: _____

(c) Play ringing until the caller hangs up

After how many seconds should the call go into overflow?

Should a specific message be played to the caller before the call goes into overflow treatment?

If so, what is the script of your overflow message?

If agents do not sign out or set their status to “unavailable”, and they miss a call, how many times should it ring before bouncing to the next available agent?

Should that agent be set to “unavailable” for that missed call?

What is the script of your after-hours greeting?

What is the script of your holiday greeting? -- *(Will change for each holiday.)*

What is the script of the voice mailbox inviting the caller to leave a message? Keep in mind that this is for both business hours and after hours.

What are all the disposition codes for Call Center to enter during their wrap-up time after a call?

Note- You can use a 3 digit code anywhere in the range of 100-499. 5xx are system wide Unavailable Codes. 9xx are system wide Disposition Codes.

Would you like Queue Status setup?

If so, when should it alert the queue members:

- (a) After X number of seconds
- (b) After X number of calls waiting

Do you want some or all outgoing caller IDs of the agents to be set for the Call Center's Directory Number?

If only some, which ones?

Appendix 1 – Terms and definitions

Regular call distribution–Incoming calls hunt through agents in the order they appear on the list, starting from the top each time.

Circular call distribution–Incoming calls hunt through agents in the order they appear on the list, starting with the agent who follows the agent who received the previous call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all users.

Uniform call distribution–Incoming calls hunt through all agents, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.

Simultaneous call distribution–Incoming calls alert all agents at the same time. The first agent to answer handles the call.

Weighted call distribution–Incoming calls are assigned to idle agents based on percentages assigned to the agents in the call center's profile. This feature supports an element of skills-based routing, since a higher percentage of calls can be routed to more highly skilled agents within the call center.