

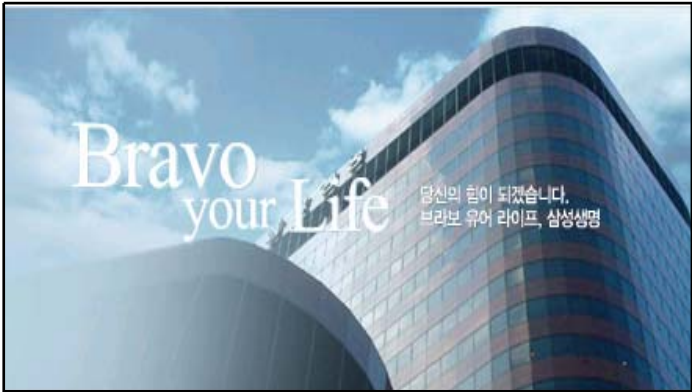
IPCC





- :
 ▪ : 2001.10
 ▪ : 930 (2003.11)
 ▪

- 1997. 8 :
 ▪ 1999. 5 : 5
 - , , , ,
 ▪ 2000. 2 :
 ▪ 2001.10 : 分社
 -
 ▪ 2002. 4 : App Siebel
 ▪ 2003. 8 : IP Contact Center
 - 3 (, ,)



- -

·

1.

2.

·

1.

2.

3.

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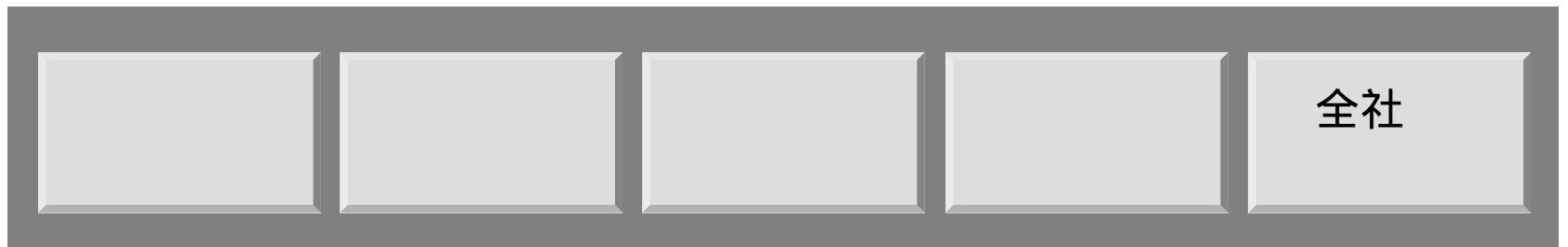
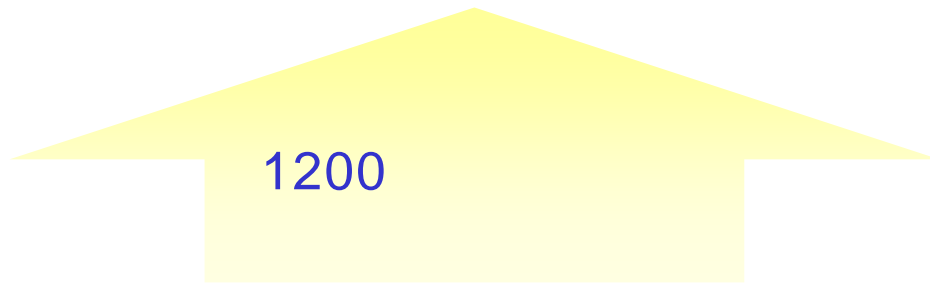
Bravo
your Life

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브라보 유어 라이프, 삼성생명

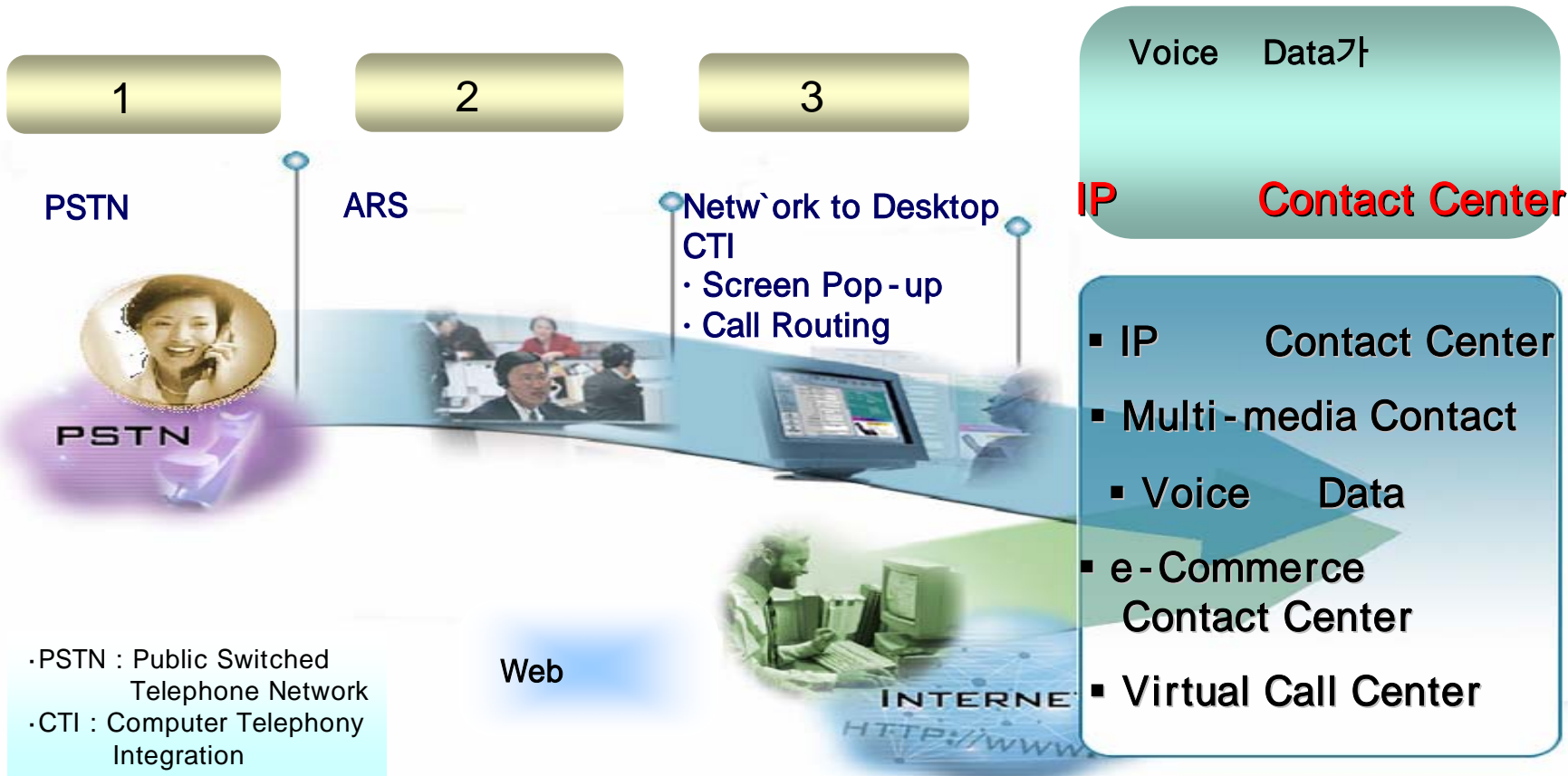
-
- 1.
- 2.

(1)

Multi.



(2)



(3)

-
- 5 3
- /
-
-
-
- IP
- -
- -

[Grey header box]

- : 2002. 7 ~ 2002.12
- :

Master Plan



[Grey header box]

- : 2003. 1 ~ 2003. 2
- : IP
2 Pilot



[Grey header box]

- : 2003. 4 ~ 2003. 8
- : 3 Open(8 8)
- (7 18)
- (7 25)
- (8 2)



[Grey header box]

- : 2003. 3 ~ 2003. 4
- :



-
- 1.
- 2.
- 3.

-
-
-
-

Overcall

- HOST
- Application

-

-

Scalability/Flexibilit

y

- **IP Multi**
 - IP (Outbound)
 - (, , FAX) H-Dialer
- **3 1200**
 - : 400 PBX IP
 - , : 400
- - / / (Up/Down call)

- IP

- Cisco IPCC ,

- 3

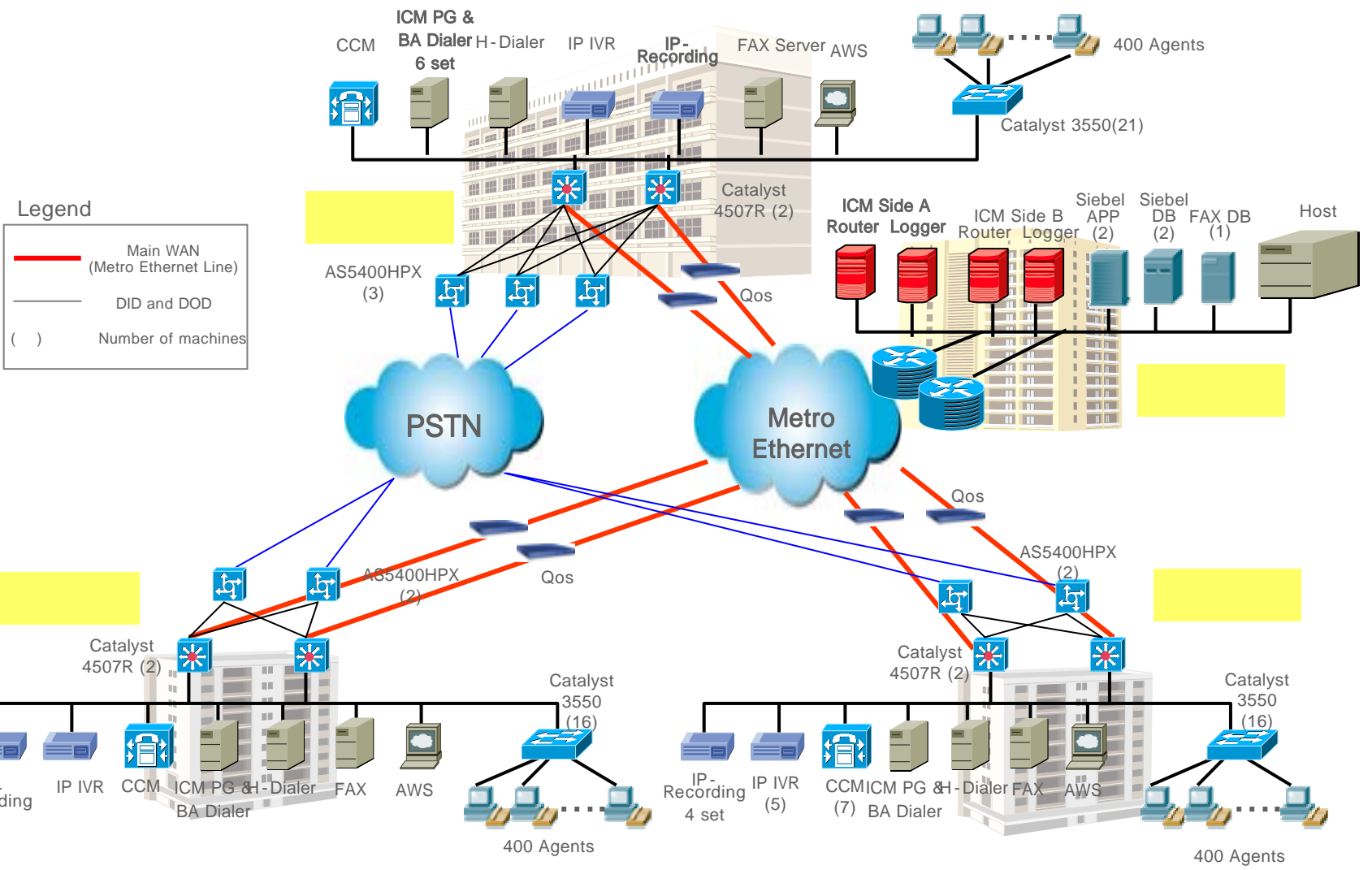
- IVR ARS IP
IP-IVR

- 가 (Priority routing)

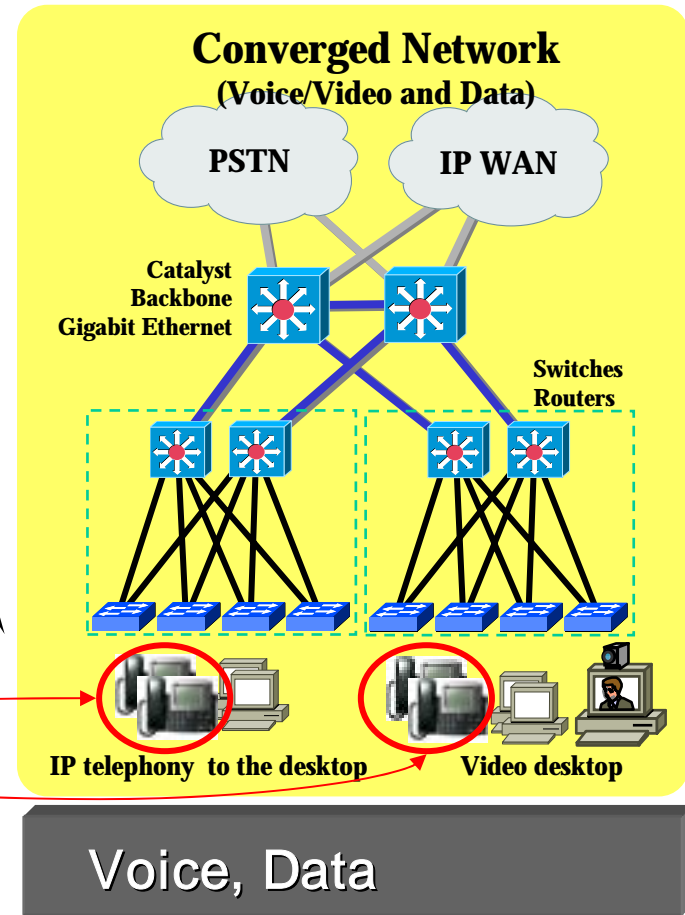
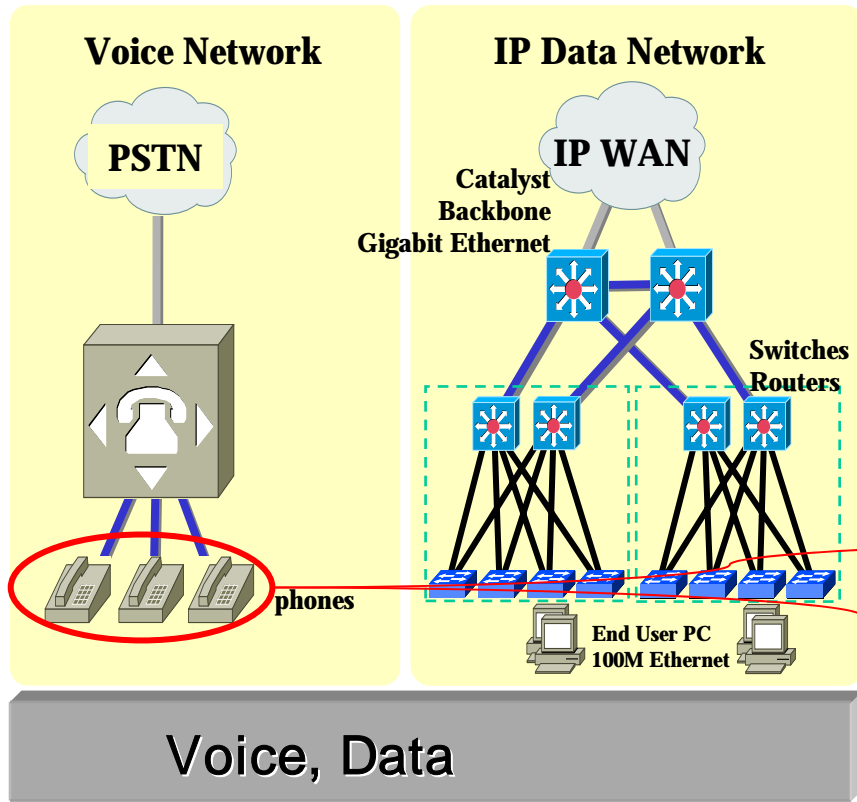
-

- Integration

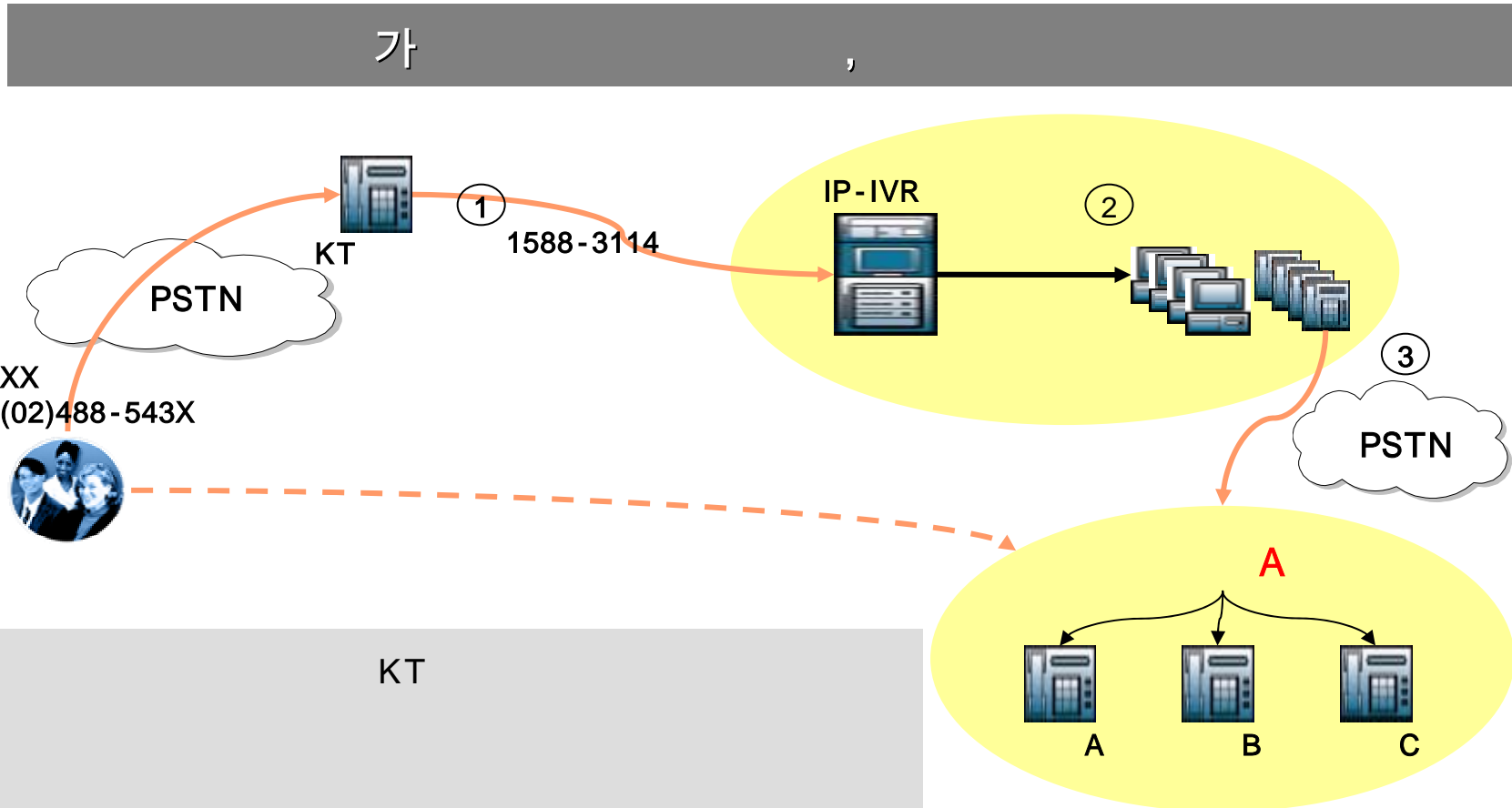
- IVR, TTS, FAX, Recording, Outbound dialer integration



(1) IP



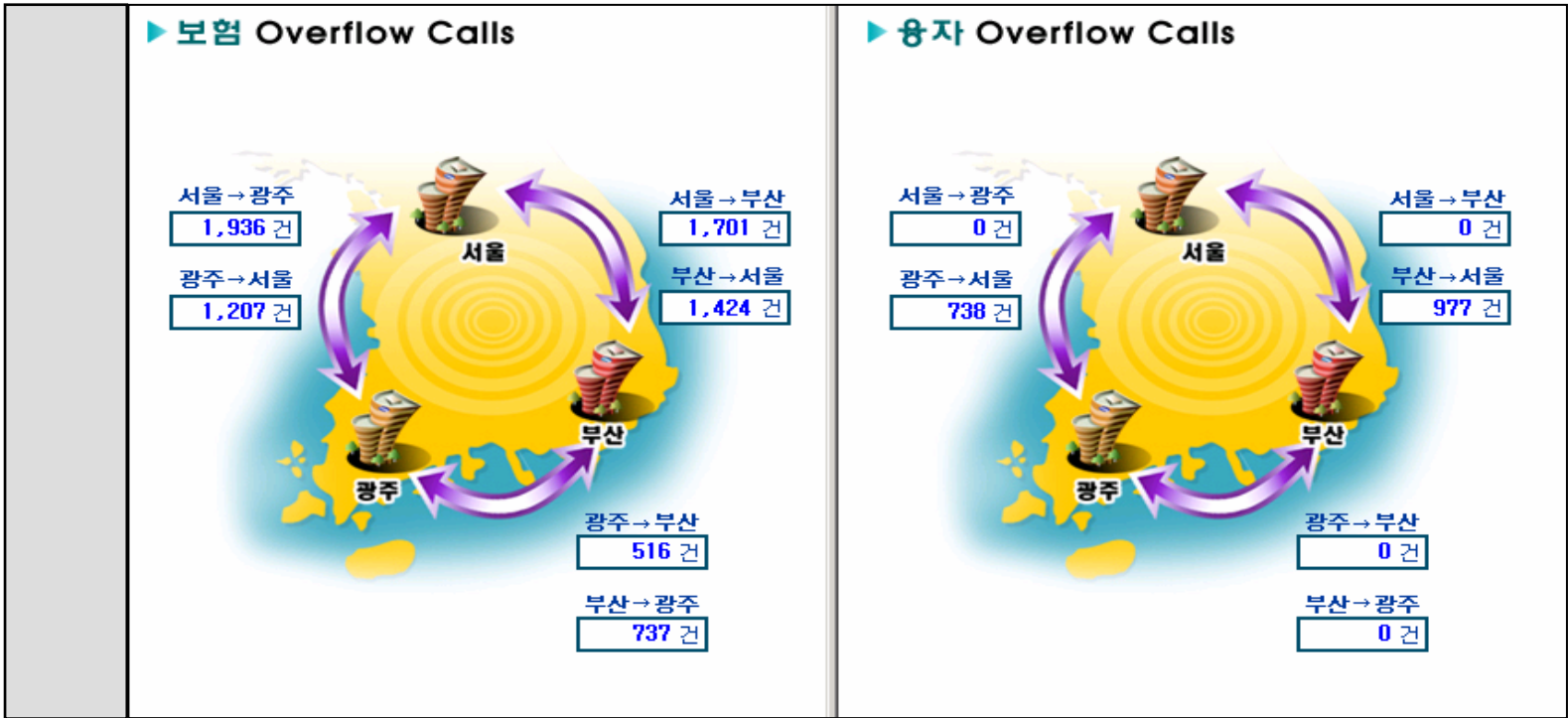
(2)



- 1. KT
- 2.
- 3.

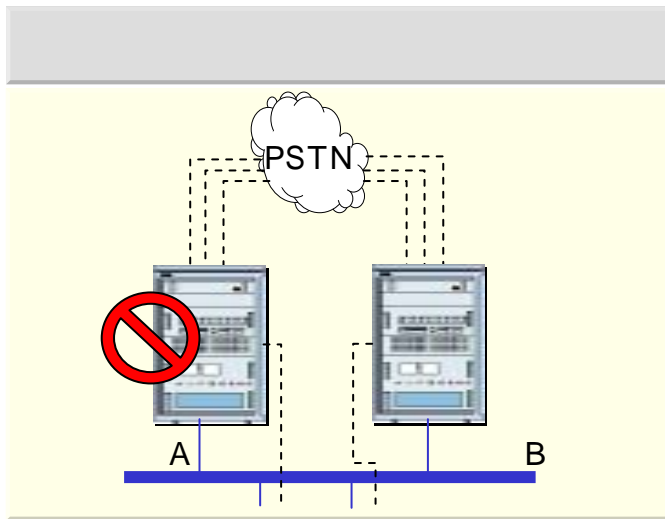
(3) Virtual

가 Virtual

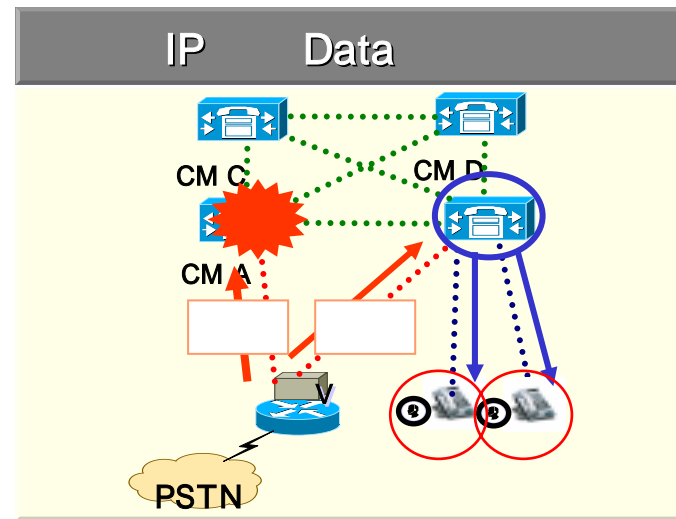
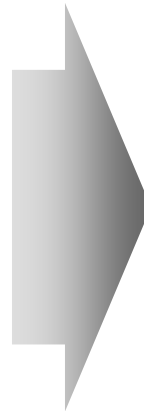


(4)

N/W (Fault Tolerance)



performance 50 : 50
 가, 1 가
 가 1 가 50%



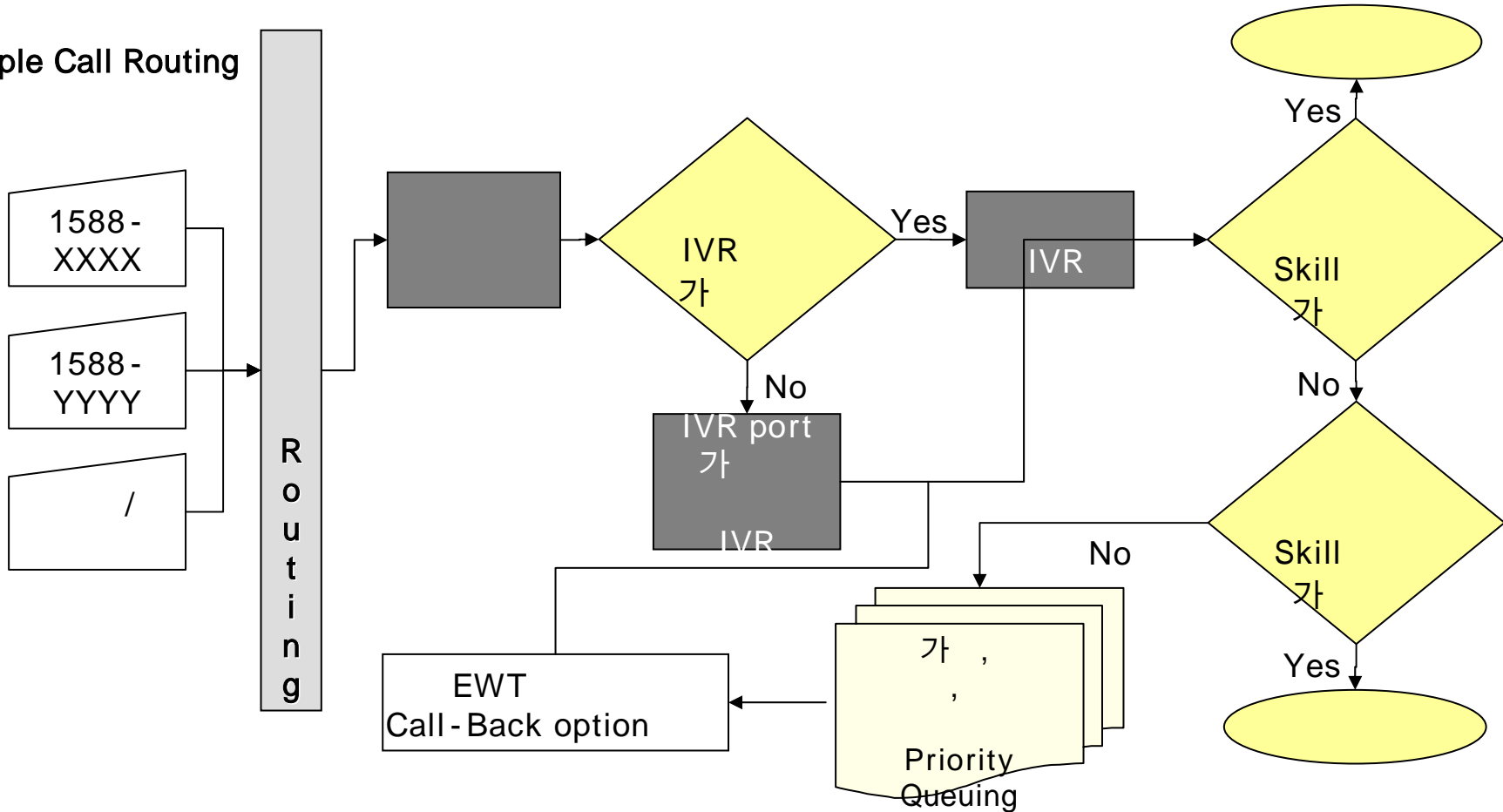
CCM Phone VG ,
 Active
 가, CM A CM B가
 CM A CM A가

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Call Routing

Sample Call Routing



BHCA (Busy Hour Call Attempts)		2000
AHT (Average Handle Time)	Wrap Up Time	3 30
(Average Working Time)	Wrap Up Time	30
Service Level		??
Agent Call / Day		80~90
IVR Call / Day	IVR	10,000
IVR Call at the same time	IVR	??



BHCA (Busy Hour Call Attempts)		6500
AHT (Average Handle Time)	Wrap Up Time	3
(Average Working Time)	Wrap Up Time	24
Service Level		20 96%
Agent Call / Day		105
IVR Call / Day	IVR	60,000
IVR Call at the same time	IVR	1280

Historical

		첫인입	1차 송인입	상담원 요청률	Trans In 요청률	Trans Out 요청률	상담원 대기율	Trans In 대기율	대기중 포기율	5초미내 포기율	상담원 응대율	송출대응 율	송출대응2 율	송출대응3 율
합 계		48,147	44,362	48,013	31,562	3,527		1,850	1,278			71.9%	69.7%	94.0%
서울	용자	57	51		7,629	1,693		193	729		95.9%			
	보험	140	120											
	VIP	24	12											
	용자2	21	15											
	CRM 센터	84	62											
누 계		326	260	31,698	28,399			38,689	8,862			3,578	4,248	
부산	CRM 센터	0	0											
	용자	0	0											
	보험	114	110											
누 계		114	110	9,062	8,811									
광주	CRM 센터	0	0											
	용자	0	0											
	보험	114	110											
누 계		114	110	9,062	8,811									

지역	스텝그룹	고객 대기율	상 담 원 대 기 율	송 출 대 응 율	송 출 대 응 2 율	송 출 대 응 3 율
서울	합계	9				
	VIP	0	0	1,232	708	589
	보험	0	5	19,677	17,632	2,508
	용자	9	0	10,766	7,773	3,576
부산	용자2	0	12	817	792	2
	소계	9	17	36,797	32,492	26,905
	보험	0	6	7,365	5,245	816
광주	소계	0	6	14,258	7,365	5,245
	보험	0	8	6,116	6,539	1,371
	소계	0	8	11,297	6,110	6,539

/
가



Real-Time

작업[E] 편집[E] 보기[V] 설정[C] 창들[W] 도움말[H]

일일연환_Report_01

작업조건

일자

2003-09-29 - 2003-09-29

조회 인쇄 역렬 닫기

콜센터 운용현황

(2003年 09月 29日 - 2003年 09月 29日)

구 분	서 울				부 산		광 주		전	
	보험	CRM	VIP	응자	보험	응자	보험	응자	보험 계	응자 계
총인입콜	22,537	0	1,933	13,111	22,677	0	20,803	0	67,950	13,111
총응대콜	19,940	0	1,907	12,961	20,309	0	18,898	0	61,054	12,961
총 응대율 (%)	90.4	0	99.33	99.37	91.1	0	92.39	0	91.5	99.3
IYR 이용콜	4,952	0	807	4,639	8,746	0	6,805	0	21,310	4,639
IYROI율율 (%)	21.97%	0%	41.75%	35.38%	38.57%	0%	32.71%	0%	31.36%	35.38
상담원 요청콜	17,585	0	1,126	8,472	13,931	0	13,998	0	46,640	8,472
상담원 요청율 (%)	78.03%	0%	58.25%	64.62%	61.43%	0%	67.29%	0%	68.64%	64.62
상담원 응대율 (+콜백)	14,988	0	1,100	8,322	11,563	0	12,093	0	39,744	8,322
상담원 응대율 (%)	87.38%	0%	98.83%	99.02%	85.14%	0%	88.42%	0%	87.31%	99.02
콜백 요구	0	0	24	0	421	0	647	0	1,092	
콜백 처리	0	0	16	0	203	0	647	0	866	

도움말

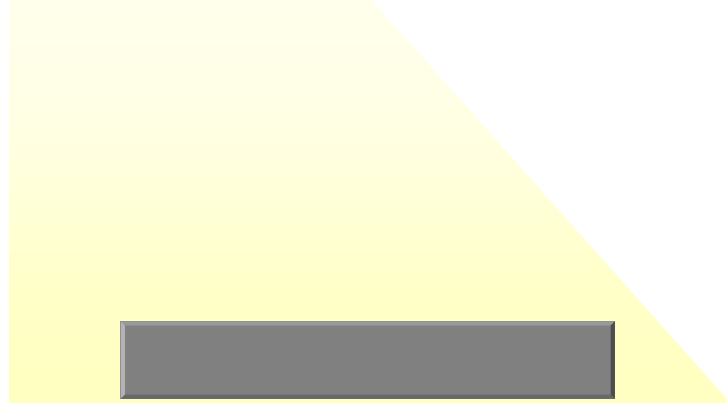
JUPITER2 admin

■

■



1588-3114	
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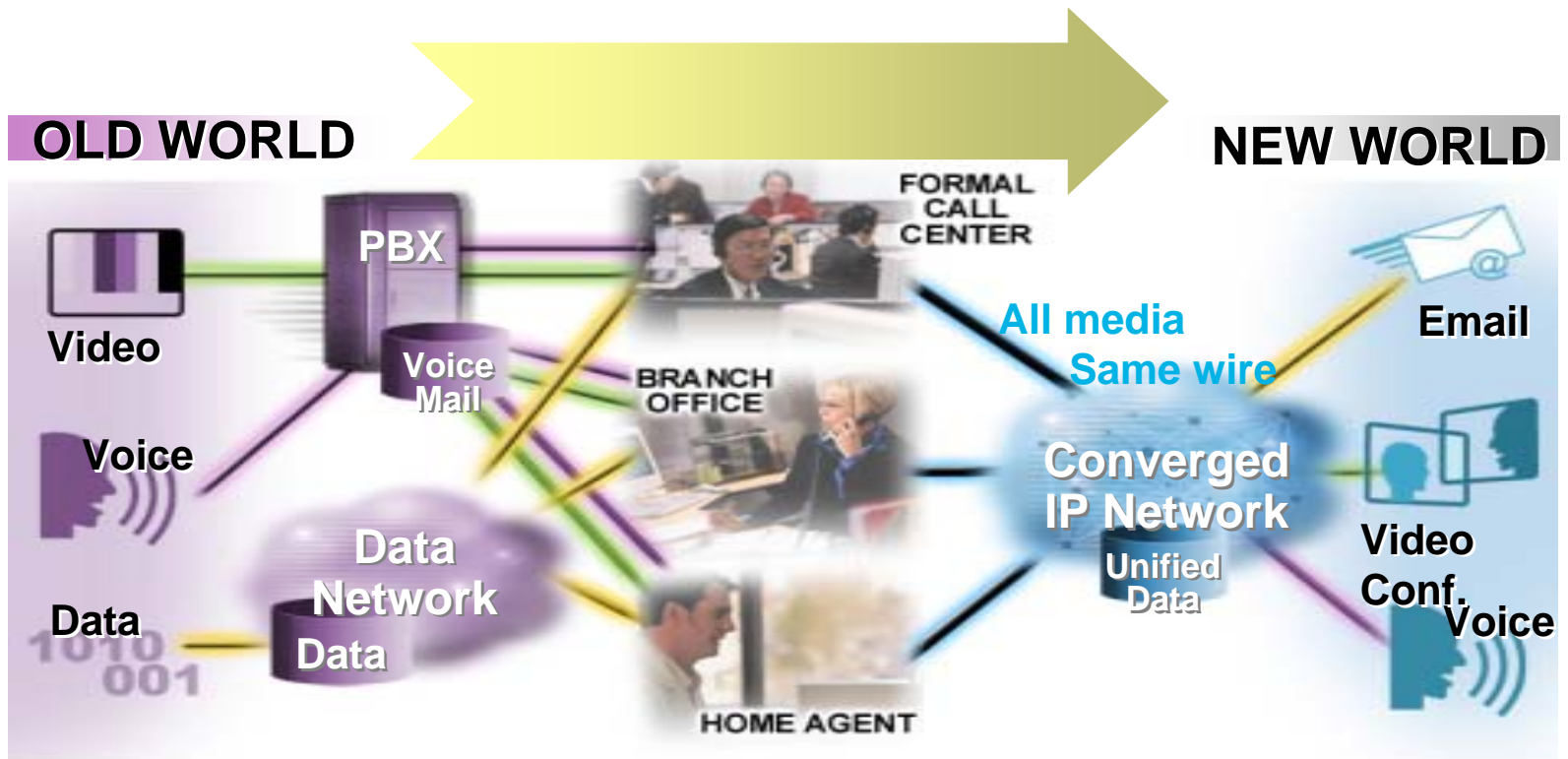
1588-3114	
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-	, 86%
-	가
-	
- 'For FC	, ' ,
'CS	, 가 가
가	

-	(77%)
-	(92%)

Data, Voice



▪

Business Benefit

- :
-
-
- Overall
 - Overall volume : peak 3 30,000calls, 10,000calls
- Report
- In/Outbound Blending
-
- 가

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IP Migration

-

-

- 가 가 가

- IP

-

- Qos가

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