Call Center Basic System

- PBX(ACD)
- & Headset
- Call Reporting
- Call Recording
- IVR
- CTI

PBX (ACD)

Programmable Routing

-     ,   Routing
- Call Center   Routing
-       ,
-
- Call Center

Skill Based Routing

-           Skill / Degree
- Skill :   /
- Degree :
-              Multi skill
-    Skill   Degree

CRM Dynamic Routing

-
- RA :
- SO : VIP
- VIP

Network Routing

-       Virtual Call Center
- Call Center   Load Balancing
-                    Call Center

PBX (ACD)

ANI
-                Caller ID
-     DID
- IVR

DNIS
-
-
- Outsourcing Call Center
-

CTI
-       TCP/IP
- Call   CTI
- CTI
- Call Control : Call   Transfer, Hold.
- Domain Control :

EWT
- Expected Wait Time
- WT:
-         WT
-

IVR

- Analog & Digital

- IVR
  - IVR
  - &
  - GUI Flow Editor

- IVR Server : NT vs Unix

- ASR & TTS
  - &
  -
  - Virtual agent

& Headset

- ## Agent Phone
  - Analog
  - Digital : LCD,   ,   ,
  - Agent
    - Call Center Log off/on
    - RIM (Recorder interface module), LCD
    - Headset   ,

- ## Headset
  - Headband type
  - Ear type
  - Wireless type :   ,

Call Reporting

-
    -      :
    - Group/split/skill :   Skill
    - Call Center :
    - Trunk :

- Service Level &
    - Center

-      &
    -        /   /

Call Reporting

Name	Productivity				Quality					
	Total Log-on Time	Ave. Talk Time	Ave. ACW Time	AUX %	Ave. Hold Time	Monitoring Scores	Claim by Customers %	Written Error %	Input Error %	Attendance %
Target Goals	-	6:40	2:30	10%	0:10	95%	0%	0%	0%	92%
Center Ave.	-	7:12	2:50	11%	0:18	92%	0%	0%	0%	95%
SV Ito %i	-	6:36	2:35	11%	0:21	87%	0%	0%	0%	95%
	3:45	6:07	2:03	12%	0:38	80%	0%	0%	0%	100%
	8:12	7:20	3:45	15%	0:24	96%	0%	0%	0%	94%
	7:32	4:30	2:34	10%	0:00	100%	0%	0%	0%	100%
	7:35	6:12	2:12	11%	0:00	94%	0%	0%	0%	94%
	4:02	4:57	1:57	8%	0:20	68%	0%	0%	0%	94%
	6:12	7:20	2:38	5%	0:27	76%	0%	0%	0%	94%
	9:20	9:48	3:02	14%	0:39	98%	0%	0%	0%	92%

Call Recording

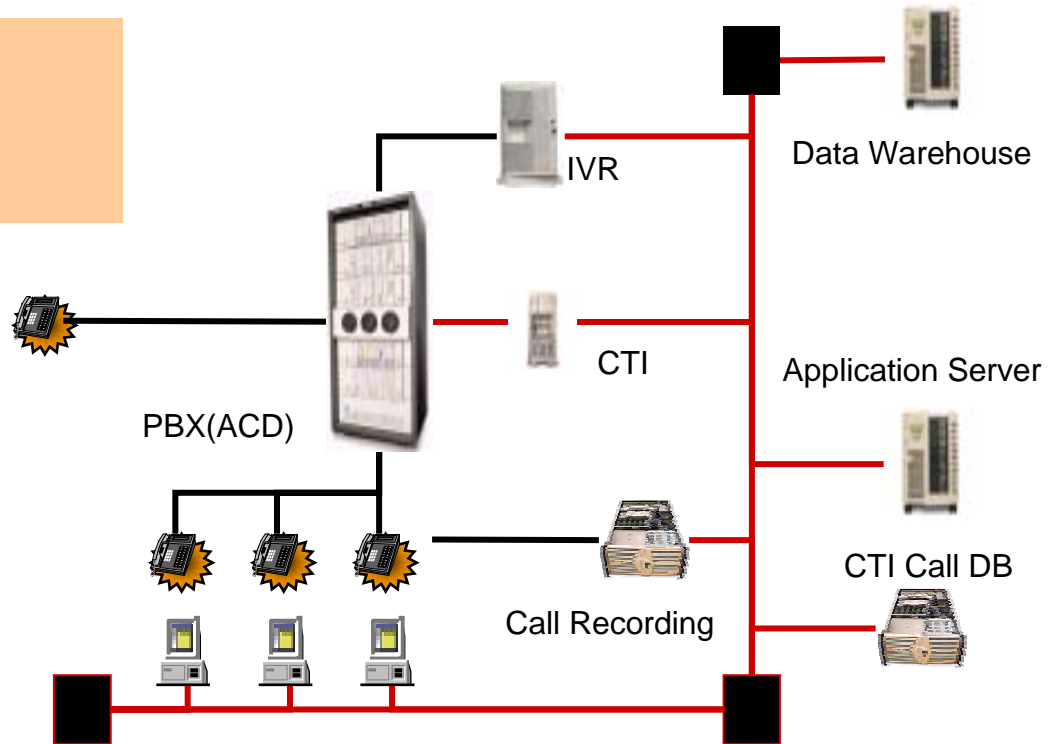- Total Recording

- CTI
  - CTI   ,

- Selective
  -

- Record on Demand

- MDF & PBX E1
  - MDF (main distribution frame)
  -   E1

CTI

- Screen Popup
  - ID
  - CS Client, Web Client

- Screen Transfer & Consultation
  - Transfer, (SV)

- Agent Select
  - Call Center
  - Assigned Agent Routing, Last Agent Routing

CTI

CS Client : CTI
Client   ,
Client   DB

IVR

Data Warehouse

PBX(ACD)

CTI

Application Server

Call Recording

CTI Call DB

Web Client : CTI   Application   ,   DB
Client   Push