



InTelegent Basics: CSCG Educational Series Conference Calls

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Learning Objectives



What: By the end of this module you will be able to complete the following:

- ◆ Define Real-Time Queue Management and other key terminology.
- ◆ Identify the different variables than can affect meeting call service level expectations.
- ◆ Identify tools that support Real-Time Queue Management
- ◆ Define the roles and responsibilities of the key people in the service center involved with Real-Time Queue Management
- ◆ Define different scenarios and the potential solutions.

Real-Time Queue Management

Effective management of a call center often means knowing what is happening all of the time. How many callers are waiting? How long is the wait time? How many employees are actively answering calls for each queue? These questions and more can be answered in real-time through your ACD.

Definition of Real-Time Queue Management-

A proactive management technique to dynamically monitor and manage the call volumes in your ACD queues and the variables & tools (people, process, technology), that produce the current service level in an inbound service center environment.

Altering the variables can positively or negatively impact the current service levels.

Let's Break That Down- Key Definitions:

Automated Call Distributor (ACD):

Queue

Skill Set

Real Time

Service Level

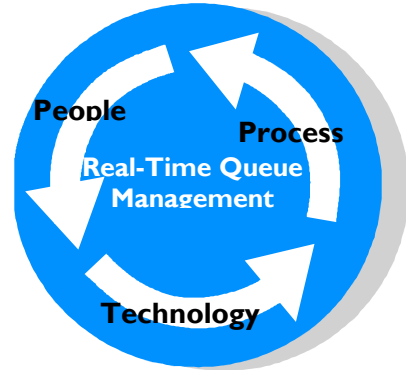
Management

Monitor

The Variables & Tools

There is no exact science to Queue management. There are only variables and tools to work with, change and adjust in real-time. These variables fall into 3 main categories:

- People
- Process
- Technology



People Variables

The following are the “people” variables that can be monitored and changed through real-time queue management and that can impact service level:

Process Variables

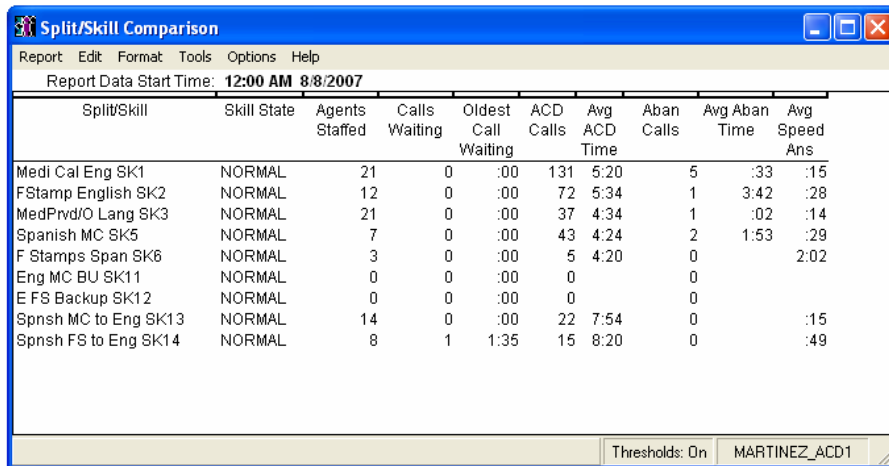
The following variables related to “Process” changes available through real-time queue management and that can affect service level:

Technology Variables & Tools

The following are variables that can be monitored through real-time queue management and that can affect service level, related to “Technology & Tools”:

Tool Examples

All Queue List



The screenshot shows a window titled "Split/Skill Comparison" with a menu bar (Report, Edit, Format, Tools, Options, Help) and a status bar (Thresholds: On, MARTINEZ_ACD1). The main area contains a table with the following data:

Split/Skill	Skill State	Agents Staffed	Calls Waiting	Oldest Call Waiting	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Avg Speed Ans
Medi Cal Eng SK1	NORMAL	21	0	:00	131	5:20	5	:33	:15
FStamp English SK2	NORMAL	12	0	:00	72	5:34	1	3:42	:28
MedPrvd/O Lang SK3	NORMAL	21	0	:00	37	4:34	1	:02	:14
Spanish MC SK5	NORMAL	7	0	:00	43	4:24	2	1:53	:29
F Stamps Span SK6	NORMAL	3	0	:00	5	4:20	0		2:02
Eng MC BU SK11	NORMAL	0	0	:00	0		0		
E FS Backup SK12	NORMAL	0	0	:00	0		0		
Spnsh MC to Eng SK13	NORMAL	14	0	:00	22	7:54	0		:15
Spnsh FS to Eng SK14	NORMAL	8	1	1:35	15	8:20	0		:49

Queue List Detail- Drill Down into one skill set

Queue/Top Agent Status - FStamp English SK2

Report Edit Format Tools Options Help

Split/Skill: **FStamp English SK2** Top Agents Staffed: **6**
 Skill State: **NORMAL** Top Agents Avail: **2**
 Top Agents Ringing: **0**
 Top Agents on ACD Calls: **0**
 Top Agents in ACW: **3**
 Top Agents in AUX: **0**
 Top Agents in Other: **1**
 Flex Agents Staffed: **6**
 Reserve1 Agents Staffed: **0**
 Reserve2 Agents Staffed: **0**

Agent Name	Login ID	Extn	AUX Reason	State	Split/Skill	Level	Time	VDN Name
FT	60211	10375		ACW	2	1	1:48	E Food Stamp W
Tu	60317	10365		AVAIL			7:05	
FT	20133	10419		ACW	2	1	49:34	E Food Stamp W
FT	68484	10332		AVAIL			2:00	
Str	20860	10303		ACW	2	1	2:11	E Food Stamp W
Trt	62474	10384		ACDIN	1	1	9:34	E Medical Worke

Double Click To Run Format Table

Thresholds: On MARTINEZ_ACD1

Queue Summary with Alerts

Queue Summary with Alerts

Queue	Staffed	Avail	Work	Break	ACW	Other
Food Stamp	6	2	3	1	0	0

Alert: 5 calls waiting!

Avail: 1 Work: 1 Break: 3

www.nec.com/globalnavigator

Queue List with Graphs and Graphics



www.inovasolutions.com

Desktop or Phone Set Queue Highlights

QUEUE	AGT	CIO	CMT
DALLAS	65	12	0:28
LA	154	87	3:49
NEW YORK	127	18	0:16
TORONTO	225	27	0:21

EXPECT HEAVY CALL VOLUME FOR THE

TaskLink: Sales 32 Quotes 07 Tea



www.specorp.com

Wallboards/LCD Reader boards

SKILL	CIO	OCW	ABN	STF	AVAL	SVCLV
HLPDSK	1	23	3	28	18	96%



GRP	CIO	ASA	OCW	SVC	ABN
100	35	:23	:34	89	30
200	17	:30	:40	87	30
300	25	1:12	:53	95	4

Best Practices in Queue Management

Roles & Responsibilities

Who Plays a Role in Real Time Queue Management?

Service Center Manager

ACD Administrators/Monitors

Service Center Supervisors

Service Center Eligibility Workers or Phone Workers

Problem & Solution Scenarios

Supervisor Example- Schedule Adherence

Watching the queue on your desktop, you see that several instances are occurring at the same time:

- Two of your phone workers are not logged back in after a scheduled break.
- One more is planning to take their scheduled break.
- Calls are coming in at a higher rate than anticipated.

The result is that calls are waiting in queue and service level is not being met.

The supervisor should do the following things:

Supervisor Example- Call Volume Spike

The day's call volume has been steady and as expected until at 11:00am, the Food Stamp call queues started receiving an increased number of calls. Call wait time are high and your abandon rate is increasing.

The supervisor should do the following things:

Phone Worker Example- No Calls in Queue

After completing a detailed call, you have several case comments to add to CalWIN and will need to process some detailed case updates. After reviewing the call queue on your desktop you see that there are no calls waiting in queue.

The phone worker should do the following things:

Phone Worker Example- High Call Volume, Long Wait Times

It is a Monday and the first week of the month, call volumes are exceptionally high.

The phone worker should do the following things:

ACD Admin Example- High Call Volume, Long Wait Times

Watching the queue you see that the service center is entering a dangerous period- where a high number of workers are scheduled off of the phones and call volumes are increasing unexpectedly.

The ACD Admin should do the following things:

ACD Admin Example- High absentee rate

By 8:00 in the morning you realize that there are a high number of phone workers who have called in sick that day.

The ACD Admin should do the following things:

ACD Admin Example- No Calls in Queue- Low Call Volume

The first week of last month had record setting call volumes, forecasts were updated and schedules were adjusted. This month the center is not experiencing the same call volumes as expected. There are consistently no calls in queue, service level is exceeding expectations and workers are under utilized.

The ACD Admin should do the following things:



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