

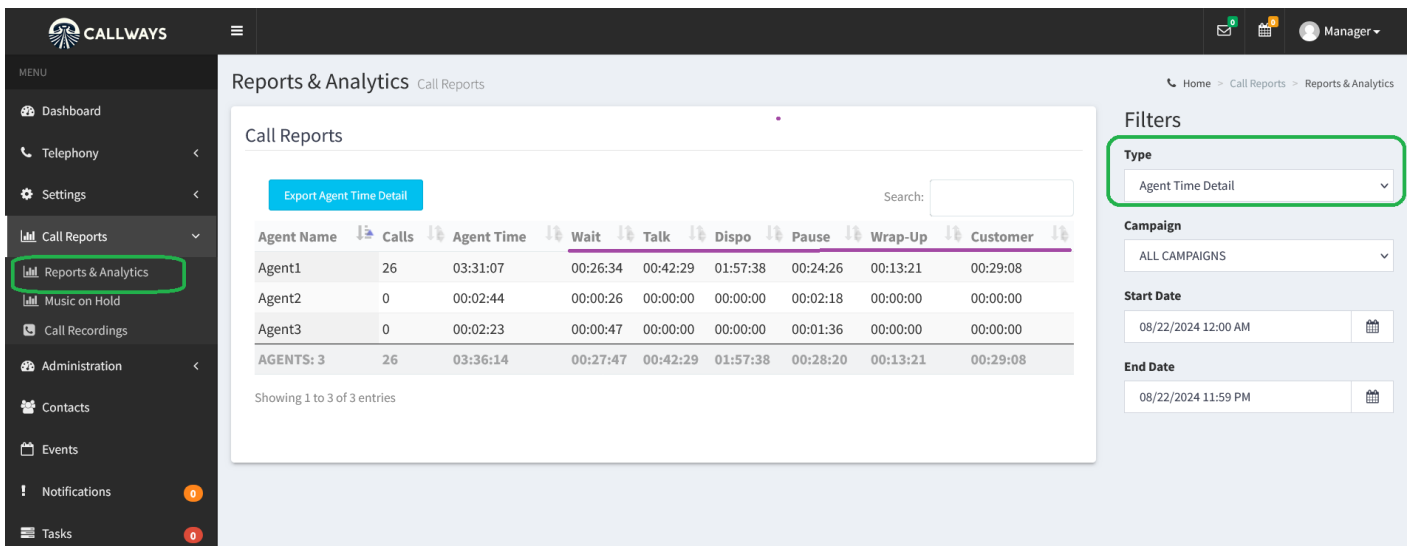
Management and Monitoring

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Understanding Agent Statuses

In the Callways Dialer system, agents operate in various statuses throughout their shift. Each status reflects the agent's current activity or availability, which is crucial for both monitoring performance and managing workflow. Below is an explanation of each status:

You can access to the Agent Time Details to check the Agent Status Details visiting the "Reports & Analytics" in "Call Reports" section in the lateral bar of the system, and selecting the Report type: "Agent Time Details" as shown in the next image:



The screenshot displays the Callways Reports & Analytics interface. On the left, a sidebar menu lists various sections, with 'Reports & Analytics' highlighted. The main content area is titled 'Call Reports' and features a table of agent time details. A search bar and an 'Export Agent Time Detail' button are located at the top of the table. The table columns include Agent Name, Calls, Agent Time, Wait, Talk, Dispo, Pause, Wrap-Up, and Customer. The data shows three agents: Agent1 with 26 calls and 03:31:07 agent time, Agent2 with 0 calls and 00:02:44 agent time, and Agent3 with 0 calls and 00:02:23 agent time. The total for all agents is 3 agents, 26 calls, and 03:36:14 agent time. On the right, a 'Filters' panel allows users to select the report type (Agent Time Detail), campaign (ALL CAMPAIGNS), start date (08/22/2024 12:00 AM), and end date (08/22/2024 11:59 PM).

| Agent Name | Calls | Agent Time | Wait | Talk | Dispo | Pause | Wrap-Up | Customer |
|------------|-------|------------|----------|----------|----------|----------|----------|----------|
| Agent1 | 26 | 03:31:07 | 00:26:34 | 00:42:29 | 01:57:38 | 00:24:26 | 00:13:21 | 00:29:08 |
| Agent2 | 0 | 00:02:44 | 00:00:26 | 00:00:00 | 00:00:00 | 00:02:18 | 00:00:00 | 00:00:00 |
| Agent3 | 0 | 00:02:23 | 00:00:47 | 00:00:00 | 00:00:00 | 00:01:36 | 00:00:00 | 00:00:00 |
| AGENTS: 3 | 26 | 03:36:14 | 00:27:47 | 00:42:29 | 01:57:38 | 00:28:20 | 00:13:21 | 00:29:08 |

1. Wait

Definition:

The "Wait" status indicates that the agent is available but not currently engaged in a call. During this time, the system might be searching for the next call to connect to the agent. This status is a sign that the agent is ready to take the next available call and is waiting for the dialer to assign one.

Use Case:

- Agents are in "Wait" status between calls.
- Typically occurs when there is a lag between calls being available for dialing.
- The agent is effectively on standby.

2. Talk

Definition:

The "Talk" status shows that the agent is actively engaged in a conversation with a customer. This status is crucial as it represents the core activity of the agent's role: speaking directly with customers.

Use Case:

- The agent is in the middle of a live call with a customer.
 - Any interaction that requires the agent to communicate with the customer falls under this status.
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3. Dispo

Definition:

"Dispo" stands for Disposition. This status is where the agent categorizes the outcome of the call they just completed. The disposition chosen might indicate if the call was successful, if a callback is required, or if the customer was not reached.

Use Case:

- After ending a call, the agent selects a disposition to log the outcome.
 - Helps in categorizing calls for reporting and follow-up purposes.
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4. Pause

Definition:

The "Pause" status indicates that the agent has temporarily stepped away from taking calls. This might be due to a break, a meeting, or any other reason that requires the agent to be unavailable for new calls.

Use Case:

- Agents use the "Pause" status when taking breaks.
 - It's important to monitor this status to ensure agents are not paused longer than necessary.
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5. Wrap-Up

Definition:

"Wrap-Up" refers to the time an agent spends after a call has ended to complete necessary tasks related to that call. This might include logging call notes, entering information into the system, or

performing any immediate follow-up actions.

Use Case:

- After hanging up, the agent might need a few moments to update records or complete notes.
 - Ensures that the call is properly documented before moving on to the next.
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6. Customer

Definition:

The "Customer" status is used when an agent is performing a task that directly involves a customer but does not involve talking on the phone. This could include activities such as sending emails or working on a customer's case in the system.

Use Case:

- Used when agents are handling tasks that are directly related to a customer but outside of a live call context.
 - Important for tracking all customer-related work, not just phone interactions.
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Conclusion

Understanding these statuses is essential for optimizing the workflow within the Callways Dialer system. Each status serves a specific purpose, ensuring that every stage of the agent's workday is accounted for, and that management can effectively monitor and support the agents. Properly using and managing these statuses leads to improved efficiency, better reporting, and a smoother operation overall.

Optimizing Agent Performance: Best Times for Each Status

Maximizing the efficiency and productivity of agents in a dialer system like Callways Dialer involves understanding not only the different statuses but also the optimal times for each status. Knowing when agents should ideally be in each status helps improve call center operations, leading to better customer experiences and more effective use of agent time. Below, we'll explore the best times for each agent status.

1. Wait

Optimal Time:

Low-Traffic Periods

The "Wait" status is most efficient when call traffic is low, such as during the early hours of a shift or late in the day when the volume of incoming or outgoing calls decreases. During these times, the system might not have an immediate call to connect to the agent, so short periods in "Wait" are acceptable. However, extended "Wait" times should be minimized through call volume management to ensure agents remain productive.

Key Considerations:

- Monitor call traffic to reduce idle time.
 - Adjust dialer settings to minimize wait time during peak hours.
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2. Talk

Optimal Time:

Peak Call Times

The "Talk" status is most productive during peak hours when call volumes are high, typically mid-morning and early afternoon. Agents should spend the majority of their time in "Talk" status during these periods to maximize customer engagement and reach performance targets.

Key Considerations:

- Align "Talk" status with the busiest times to ensure agents are consistently engaged with customers.
 - Ensure sufficient staffing during peak times to handle the increased call volume.
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3. Dispo

Optimal Time:

Immediately After Each Call

Agents should enter the "Dispo" status immediately after finishing a call to log the call's outcome while the interaction is still fresh in their minds. The time spent in "Dispo" should be brief but sufficient to accurately categorize the call. Short, efficient use of this status is crucial to maintaining a high call handling rate.

Key Considerations:

- Encourage quick yet thorough dispositioning of calls.
 - Automate as much of the disposition process as possible to save time.
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4. Pause

Optimal Time:

Scheduled Breaks and Downtime

The "Pause" status should be used during scheduled breaks or for specific tasks that require the agent to temporarily step away from handling calls. It's best to schedule these pauses during natural lulls in call volume, such as mid-morning or late afternoon, to minimize the impact on overall productivity.

Key Considerations:

- Schedule pauses during low traffic periods to avoid missing peak call times.
 - Limit unscheduled pauses to emergencies to keep agents available during busy periods.
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5. Wrap-Up

Optimal Time:

Shortly After a Call Ends

The "Wrap-Up" status should be used immediately after a call ends, just before or after entering "Dispo," to complete any necessary post-call tasks. The time spent in "Wrap-Up" should be minimal to maintain call flow efficiency, typically a few minutes at most.

Key Considerations:

- Streamline post-call processes to reduce time in "Wrap-Up."
- Use this time to ensure all customer information and call details are accurately recorded.

6. Customer

Optimal Time:

Designated Follow-Up Periods

The "Customer" status is ideal during times specifically set aside for follow-up tasks that require interaction with customer accounts but do not involve live calls. These periods can be scheduled during low call volume times, ensuring that live call handling is prioritized during peak times.

Key Considerations:

- Schedule "Customer" status activities during low call volume periods to avoid reducing live call handling capacity.
- Use this status strategically for essential customer-related tasks that require focused attention.

Conclusion

Optimizing the timing of each agent status within the Callways Dialer system is crucial for enhancing overall productivity and ensuring that customer interactions are handled efficiently. By aligning agent statuses with the natural flow of call volume and operational needs, call centers can achieve a more balanced and effective workflow. This strategic approach leads to better customer service, higher agent satisfaction, and ultimately, improved business outcomes.