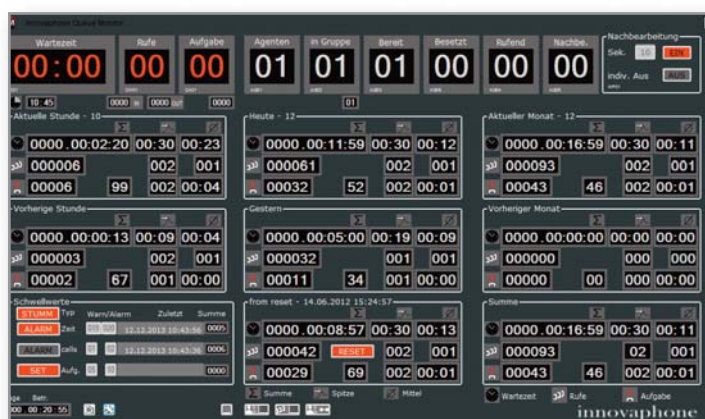


# innovaphone Queue Monitor

## Call centre analysis for VoIP phone systems

A modern telephone system is essential for companies that use a call centre or help desk for consultations, service or sales. A detailed breakdown of the utilization of call centres is very helpful for optimizing the management and control of resources - people or machine power.

Switchboards, service hot lines or call centres with multiple lines can be operated with the innovaphone PBX VoIP phone system. Companies also need clarity about the respective load in a department: How many incoming calls are there? How many calls have been in the wait queue and for how long? How many callers hang up prematurely - even before they are put through?



The innovaphone Queue Monitor (iQM) collects this information from the innovaphone PBX VoIP telephone system in real time and displays it graphically and concisely. With this detailed overview of utilization in a department, an assessment can take place to show how well a telephone service system is working. Any bottlenecks or excess capacity can be demonstrated and evaluated. As a result, the innovaphone Queue Monitor helps to significantly increase customer satisfaction through better quality in the telephone service system.

The innovaphone Queue Monitor is installed on the user's client and accesses the innovaphone PBX VoIP phone system and its data over the network.

### Functions, screens and representations of the innovaphone Queue Monitor

#### innovaphone Queue Monitor Agent

The innovaphone Queue Monitor consists of two elements.

The main component of the innovaphone Queue Monitor is in-

stalled on the Supervisor desk (from Windows7). The second component, the Agent software, works as a client application and can be installed on any call centre workstation. Thus the innovaphone Queue Monitor agent delivers all the relevant information to the call centre employees clearly and in real time: the number of available agents in a group, waiting time, the number of incoming calls and aborted calls. In addition, the agents can easily log in and out of groups via the innovaphone Queue Monitor while keeping an eye on the Presence status of their colleagues.



#### Second waiting queue

Setting urgency levels for the queues is often an important requirement for smaller call centres as this allows calls from various queues to be distributed flexibly. If there are no calls in the first waiting queue, for example, but a lot in the second waiting queue, the calls from the second queue can be assigned to the agent of the first queue.

#### innovaphone Queue Monitor Dashboard

The innovaphone Queue Monitor Dashboard enables the number of phone calls, waiting times and number of agents to be displayed in a simple graphical representation such as on a large monitor or projected on the wall. Exceeded limit values are represented with a red bar. Critical situations and bottlenecks can be seen by all agents at a glance and remedied immediately.

#### Counters, indicators and recording function

The innovaphone Queue Monitor has a variety of different indicators and counters. For example, these indicators can clearly show the number of pending or active agents, the

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status of the individual employee and the number of employees who are assigned to a phone service system. Also, the number of calls per queue, the waiting time of the oldest call, as well as aborted calls can be depicted in detail.



Different time counters allow the wait time, incoming calls and prematurely ab-

orted calls to be displayed. Peak and average values are also represented. There is also the possibility of generating reports, of storing these reports as excel files and of sending them via email.

For training purposes or for particularly sensitive calls, a recording function can be activated at the touch of a button (license required). Flexible switching to other locations or home offices is also easy with the innovaphone Queue Monitor.

## Setting specific limits

To avoid critical situations, for example in a call centre, individual warning and alarm limit values can be set with the innovaphone Queue Monitor.



This setting can be made for a maximum wait time, waiting phone calls and prematurely

abandoned calls. If the waiting calls exceed the warning limit, the respective indicator window turns red and indicates that there is a bottleneck. The window goes back to grey once the value returns to a normal level.

If the defined alarm limit value is exceeded, either a permanent visual alarm indicator appears that has to be reset manually or there is an audible alarm that can be configured individually. An additional counter indicates how often a limit has been exceeded and when the last alarm occurred. Analyses of warnings and alarm limit values can be sent via e-mail to a responsible body such as the supervisor.

## Individual post processing time

After a completed call, hotline or call centre staff need a certain amount of post processing time to bring the transaction to a close. A call centre agent is actually free again during the post processing time, but is still considered "occupied". In the innovaphone Queue Monitor, a pre-defined period of time passes before the agent is marked as

"available" again and a new phone call can be allocated to him. This post-call processing time can be the same for all call centre employees or it can be adjusted individually. If there is a bottleneck, individual post-call processing times can be skipped so that waiting callers are put through faster.



## Licensing

Licensing takes place according to the number of queues. The number of subscribed agents is irrelevant. The Queue Monitor license is enabled on the innovaphone PBX. Version 9 or later must be installed on the PBX.

The Queue Monitor license version must be greater than or the same as the Queue Monitor software version being used.

## innovaphone Queue Monitor - features at a glance:

- SOAP application and runs on a PC as of Windows7 operating system
- Low implementation and operating costs
- Application is installed on the intended Supervisor work stations
- Monitoring and prioritizing multiple queues
- Ease of use
- Shows call volume of all agents in a waiting queue
- Indicators and period counters ensure meaningful analysis
- Various early-warning and alarm functions
- Set specific limits
- Flexible assignment of certain status
- Analysis reports can be saved as an Excel file or sent by e-mail
- Recording function can be used flexibly
- Licensing: one license per queue
- Current languages supported: German, English, French and Italian. (Other languages on request)

