

AGENT PERFORMANCE

REMOTE AGENTS

AGENT ACCOUNTABILITY

STAFFING NEEDS

CUSTOMER SATISFACTION

DETERMINING CORRECT KPIS

COMPLIANCE

# CHALLENGES IN YOUR CONTACT CENTER HAVE YOU STRESSED OUT?

Chronicall provides your company with the best management tools to solve your problems. Pick which tool helps your business with our modular design.

- Reporting
- Custom Reports
- Call Recording
- Screen Capture
- Realtime Wallboards
- Agent Dashboards
- Skills Based Agents
- Queue Callback
- Agent Chat
- CRM Integration

## WHICH KPI IS RIGHT FOR ME?

Customer satisfaction is typically found at the top of most call centers. To help assist with high customer satisfaction these metrics are typically monitored closely within Chronicall:

- Average wait time
- Average handle time
- Abandonment Rate
- After call work (ACW) or DND
- First call resolution



# ALL OF THESE METRICS CAN BE MANAGED AND IMPROVED THROUGH CHRONICALL

**Realtime Wallboards:** Provide visual management to your agents and supervisors. Improving agent accountability, process adherence, and customer wait time.

**Service Level Reporting:** Determine peak call times through custom thresholds which are managed through real time and historical reports.

**Alerts and Triggers:** Help your agents and supervisors so they don't miss calls due to long queue times, or agent neglect.

## DO YOUR SUPERVISORS HAVE THE PROPER TOOLS TO SUCCEED IN THEIR JOB?



Stop using excel to collect your call data or customize your reports. This isn't accurate and takes a lot of time. Simplify with Chronicall Reporting. We have 60 Standard Reports (time intervals, agent and groups, customers, local numbers, call costing, and scorecard reports), custom reports, consolidate reporting, scheduled reporting (PDF, Excell, CSV, and HTML), and lots more. Call today for a free 14-day trial.