

USA800's Integrated Partner Dashboard

USA800 has developed a dashboard suite specifically designed for partners who leverage USA800 in a co-sourcing fashion handling overflow, after, hours, and peak period calling activity. USA800 recognizes the need to manage optimal staffing levels between partner contact centers and USA800 contact centers to maximize occupancy levels and service levels.

To effectively manage in this environment not only takes frequent communications between the command centers of partnered companies, but also necessitates partner views into USA800's ACD and multi-media queues. USA800 has developed an integrated dashboard which gives our partners all of the information necessary to make informed decisions on volume levels to send to USA800. The dashboard has a real-time component to manage the here-and-now (top of the dashboard), but also displays critical 15-minute and daily historical trending to provide an important historical perspective on USA800 staffing and service levels over time.

Dashboard (View I)

The screenshot displays the 'Chrono Q-Watcher' dashboard, a real-time queue monitoring tool. At the top, it features the USA800 logo and the Talbots logo. Below the logos, there are two summary tables. The first table shows real-time metrics for three skillsets: CCG, Spanish, and V. The second table provides a more detailed view of call metrics for each skillset, including Calls Offered, Calls Answered, Skipped Abandons, Calls Waiting, Skipped Call In Q, Service Level, Att % (Answered to Total), ASA (Average Service Age), and Avg Skipped Abandon Delay.

The main section of the dashboard is a table titled 'ACD HISTORICALS - DAILY, FOR 4/1/2011 To 4/18/2011 23:59'. This table tracks performance over time, with columns for Timestamp, Calls Offered, Calls Answered, Calls Abandoned, Abandoned Percentage, Abandons > 10 Sec, Abandons > 10 Sec %, Average Abandoned Delay, Max Abandoned Delay, Max Answered Delay, Service Level, Average Answered Delay, Talk Time, Wrap Time, Average Handle Time, and Total Handle Time. The data shows a general downward trend in call volume and abandonment rates over the period shown.

Timestamp	Calls Offered	Calls Answered	Calls Abandoned	Abandoned Percentage	Abandons > 10 Sec	Abandons > 10 Sec %	Average Abandoned Delay	Max Abandoned Delay	Max Answered Delay	Service Level	Average Answered Delay	Talk Time	Wrap Time	Average Handle Time	Total Handle Time
Total	23316	22218	1097	4.7%	703	1.25%	47	1000	303	93.2%	11	7020714	150000	555	3002714
04-18-2011	633	627	6	0.95%	1	0.16%	5	24	171	94.79%	6	190004	39997	376	230011
04-17-2011	1486	1460	26	1.75%	7	0.47%	12	144	234	93.81%	7	505287	76408	398	581005
04-16-2011	1120	1087	33	2.95%	3	0.27%	2	17	124	96.30%	3	395503	64657	365	425360
04-15-2011	1261	1239	22	1.75%	1	0.08%	2	18	300	97.62%	4	399041	66472	372	461513
04-14-2011	1384	1324	60	4.34%	49	3.54%	96	1600	412	72.05%	20	405499	77978	395	528477
04-13-2011	2202	2182	20	0.91%	17	0.77%	10	72	189	95.00%	12	628704	189081	380	817845
04-12-2011	1128	1100	28	2.48%	14	1.24%	21	169	214	82.56%	12	358277	70747	390	429024
04-11-2011	890	844	46	5.17%	2	0.21%	6	20	134	96.63%	4	281507	58810	380	340317
04-10-2011	757	716	41	5.42%	26	3.70%	51	811	361	72.13%	18	255609	50918	428	306527
04-09-2011	1278	1242	36	2.82%	13	1.02%	61	825	462	93.88%	7	398427	57322	341	423749
04-08-2011	1071	1055	16	1.49%	3	0.28%	7	33	164	93.18%	6	302144	52538	337	350682
04-07-2011	1943	1859	84	4.32%	89	3.04%	28	184	281	83.77%	28	610662	122197	394	732859
04-06-2011	742	735	7	0.94%	3	0.40%	18	109	125	93.53%	6	223653	35935	352	259788
04-05-2011	860	848	12	1.4%	10	1.16%	34	204	187	88.37%	11	290228	48138	359	338406
04-04-2011	2369	2356	13	0.55%	16	0.75%	35	268	367	93.41%	14	563355	146061	470	1110335
04-03-2011	1147	1138	9	0.78%	4	0.35%	17	131	180	93.72%	6	426897	65621	432	491418
04-02-2011	1668	1646	22	1.32%	22	1.30%	49	350	366	93.79%	10	563529	87351	407	671260
04-01-2011	1270	1216	54	4.25%	39	3.07%	162	874	939	88.77%	18	461968	89848	437	531807

Dashboard (View II – Pull By Date Range)

PLEASE CHOOSE A DATE... - Webpage Dialog

http://www.usa800.net/3/uev/us/userfiles/SLT/Talbots/Q/Watcher/DateTimePicker_New.asp?SDATE=11/24/2009&EDATE=4/18/2011MSDATE=4/18/2011

Please Click On The Dates Below To Choose Your Start And End Date...

January 2011							March 2011							April 2011																					
Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue															
2	3	4	5		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

LAST 7 DAYS PREVIOUS WEEK WEEK TO DATE MONTH TO DATE QUARTER TO DATE

Start Date: Friday, April 01, 2011 End Date: Thursday, April 07, 2011

PULL DATE RANGE

NOTE: Start Date begins at midnight, End Date ends at 11:59:59 PM
Choose a single day to view intervals, or a date range to view daily summaries.

no Q-Watcher
Real-Time Queue Monitoring Tool

Live Rolling Real Time Stats

Oldest Call In Q	Service Level	Abn %	ASA	Avg Skipped Abandon Delay	Total Agents Staffed	Agents Idle
0:00	83.9%	0.0%	0:12	0:00	37	0
0:00			0:00		0	2
0:00			0:00		7	1

Oldest Call In Q	Service Level	Abn %	ASA	Avg Skipped Abandon Delay	Total Agents Staffed	Agents Idle

RLS FOR 4/18/2011 To 4/18/2011 23:59:59 (or Current Day, Updates Every 5 Sec.)

	Average Abandoned Delay	Rate Abandoned Delay	Rate Answered Delay	Service Level	Average Answered Delay	Talk Time	Wrap Time	Average Handle Time	Total Handle Time
00%	0:03	0:02	0	0.00%	0	0:00	0	0:00	0
04:18:2011 2:48 PM	00	09	1	1.07%	0	0:00%	4	0:00%	4
04:18:2011 2:30 PM	56	49	1	2.00%	0	0.00%	1	0.00%	35
04:18:2011 2:15 PM	44	44	0	0.00%	0	0.00%	0	0.00%	7
04:18:2011 2:00 PM	33	33	0	0.00%	0	0.00%	0	0.00%	22
04:18:2011 1:45 PM	40	39	1	2.50%	0	0.00%	1	0.00%	3
04:18:2011 1:30 PM	38	38	0	0.00%	0	0.00%	0	0.00%	10
04:18:2011 1:15 PM	33	32	1	3.03%	0	0.00%	2	0.00%	2
04:18:2011 1:00 PM	15	15	0	0.00%	0	0.00%	0	0.00%	9
04:18:2011 12:45 PM	13	13	0	0.00%	0	0.00%	0	0.00%	3
04:18:2011 12:30 PM	13	13	0	0.00%	0	0.00%	0	0.00%	3
04:18:2011 12:15 PM	11	11	0	0.00%	0	0.00%	0	0.00%	23
04:18:2011 12:00 PM	12	12	0	0.00%	0	0.00%	0	0.00%	3
04:18:2011 11:45 AM	11	11	0	0.00%	0	0.00%	0	0.00%	3
04:18:2011 11:30 AM	11	11	0	0.00%	0	0.00%	0	0.00%	3
04:18:2011 11:15 AM	13	13	0	0.00%	0	0.00%	0	0.00%	3
04:18:2011 11:00 AM	12	12	0	0.00%	0	0.00%	0	0.00%	3
04:18:2011 10:45 AM	12	12	0	0.00%	0	0.00%	0	0.00%	3
04:18:2011 10:30 AM	7	7	0	0.00%	0	0.00%	0	0.00%	2
04:18:2011 10:15 AM	9	9	0	0.00%	0	0.00%	0	0.00%	3
04:18:2011 10:00 AM	8	8	0	0.00%	0	0.00%	0	0.00%	3
04:18:2011 9:45 AM	7	7	0	0.00%	0	0.00%	0	0.00%	12
04:18:2011 9:30 AM	8	8	0	0.00%	0	0.00%	0	0.00%	2