

Forward-Thinking Business Changes in Voice for 2020-2021

Presented by

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Agent-Side Changes

- Major shift in mid-2020 to businesses using WebRTC phones for their at-home workers
 - Much easier to set up and use
- More visibility into call details of those callers waiting in queue
 - More time to prepare for the call and select best specific call on hold for that agent

IVR-Side Changes

- Greater focus on better ranking and skills assessing of agents
- Tighter targeting of which customers should go to which agents, based on internal data
- More complex IVRs and pre-queue call paths
- Dynamic IVR and Inbound Queue settings based upon time-of-day and day-of-week

Better Skills Assessing Agents

The Change:

Changing from 2 skill groups of agents to 10 skill groups (added business size/region)

The Results:

Better outcomes of calls

Call Routing Using Customer Data

The Change:

Using previous customer sales data(products purchased by categories/amounts) to route calls to agents specializing in those categories of products

The Results:

More sales and/or faster call handle time

More Complex IVR Paths

The Problem:

One client started receiving a flood of phone calls into their customer support queue from non-customers.

The Solution:

Adding a requirement for customers to enter their phone number before being sent to the customer support agent queue. The phone number was also validated against their customer database before being sent to the queue.

Weekday/Time Queue Settings

The Setting

An Insurance company with a Inbound IVR and Agent Queues.

The insurance agents log into a Call-Center system as blended “Manual-Dial / Inbound” agents, calling back clients when they aren’t handling inbound calls.

Inbound calls have a much higher “close rate” than outbound calls

There is an inbound overflow queue going to out-sourced agents

Weekday/Time Queue Settings

The Problem

Too many inbound calls going into the overflow queues at certain times (*the more calls that went to the overflow queues, the lower the closed-case rate*)

Setting the 'Drop Time' too long lead to wasted agent time at all other times

Weekday/Time Queue Settings

The Solution

Two new features:

1. Create a way to set a queue's "Drop Time" based upon a day-of-the-week and a time-of-day range
2. Create a new feature that will force the agents to be available for inbound calls for a set amount of time before they can place each outbound call, and also have that work based upon a day-of-the-week and a time-of-day range

Weekday/Time Queue Settings

“Drop Call Seconds Override”

Points to a configurable Settings Container that can be edited through manager web screens.

Example configuration:

```
; day-of-week , start-time , end-time , drop-seconds-override  
ALLDAYS , 1200 , 1300 , 600  
MONDAY , 0900 , 0930 , 300  
WEDNESDAY , 0930 , 0955 , 600  
FRIDAY , 1515 , 1700 , 900  
FRIDAY , 1725 , 1730 , 60
```

Weekday/Time Queue Settings

“Agent Forced Ready Override”

Points to a configurable Settings Container that can be edited through manager web screens.

Example configuration:

```
; day-of-week , start-time , end-time , forced-ready-seconds  
ALLDAYS , 1200 , 1300 , 30  
MONDAY , 0900 , 0930 , 20  
FRIDAY , 1515 , 1700 , 60  
FRIDAY , 1725 , 1730 , 5
```

The Results

A >10% rise in the closed-case rate the first week after the changes were made

The overall average inbound customer wait time over the first month was unchanged

Agent idle/wait time is up only slightly

Managers can adjust the new settings based upon changes in call activity

Drop Time Configuration Page

MODIFY SETTINGS CONTAINER: TEST_InGroup_DROP_SECONDS_OVERRIDE

Container ID: **TEST_InGroup_DROP_SECONDS_OVERRIDE**

Container Notes: ?

Container Type: WEEKDAY_TIMERANGE_SECONDS ?

Admin User Group: ?

Container Entry:

```
;day-of-week,start-time,end-time,drop-seconds-override  
ALLDAYS,1200,1300,600  
MONDAY,0900,0930,300  
WEDNESDAY,0930,0955,600  
FRIDAY,1515,1700,900  
FRIDAY,1725,1730,60  
ALLDAYS,0900,1100,220
```

?

Call Center Agent Screen

Logged in as User: 6666 on Phone: Local/8300@default6666 to campaign: TESTCAMP

GROUPS LOGOUT



SCRIPT

SCRIPT 2

FORM

EMAIL

CHAT
INTERNAL

CHAT
CUSTOMER

2021-06-09 15:47:36 session ID: 8600051
Out Waiting: 0 In Waiting: 0 Emails in Queue: 0

NO LIVE CALL

STATUS:

seconds:

YOU ARE ACTIVE

DIAL NEXT NUMBER

LEAD PREVIEW

ALT PHONE DIAL

[Next Call Pause](#)

RECORDING FILE:

RECORD ID:

NOT RECORDING

MUTE RECORDING

WEB FORM

WEB FORM 2

WEB FORM 3

PARK CALL

TRANSFER - CONF

RE-QUEUE CALL

HANGUP CUSTOMER

SEND DTMF



[AGENT TIME](#)

Dialable Leads: 32974

27 ACTIVE CALLBACKS

[MANUAL DIAL](#) [FAST DIAL](#)

[ENTER A PAUSE CODE](#)

[VIEW CALL LOG](#)

VERSION: 2.14-636c BUILD: 210609-0942 Server: 192.168.198.5
[Show conference call channel information](#)

[Show Calls In Queue](#)

HOT KEYS INACTIVE

[Agents View +](#)

[Alert is OFF](#)

Inbound Manual Dial, Agent-Ready timer: 7 < 10

The Future

Possible new feature to frequently update queue Drop Time based on the number of agents Logged-in/Active/Waiting in a queue.

Thank you!

For a PDF copy of this portion of the presentation, go to:

www.vicidial.org