

DID YOU KNOW?



Learn about ScopTEL features. Because Communication Matters!

Service Level Agreement (SLA)

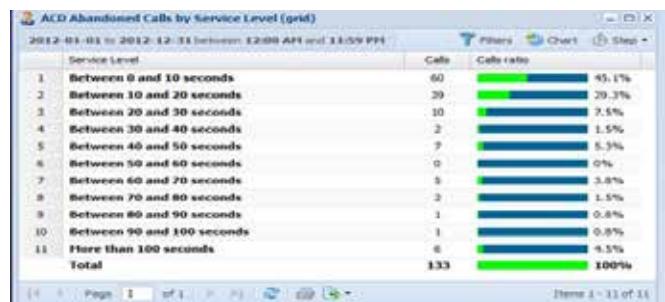
ScopTEL has an Automatic Call Distribution (ACD) module, which offer even more possibilities for Call Centers. Within this module, you can define a global Service Level Agreement (SLA) or you can define a SLA for each queue. The SLA is the number of seconds that defines the service threshold. All calls answered under that threshold contribute to the success statistics. Monitor each queue to improve your Call Center!

Description and advantages

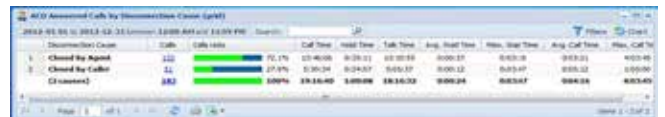
- ScopTEL supports a Custom Service Level per queue.
- Decide on a Service Level for each queue, in seconds.
- Statistics available for each queue: reports available for a specific (time, per date, hour, weekday, month, year).

Below are a few examples of the service level monitoring:

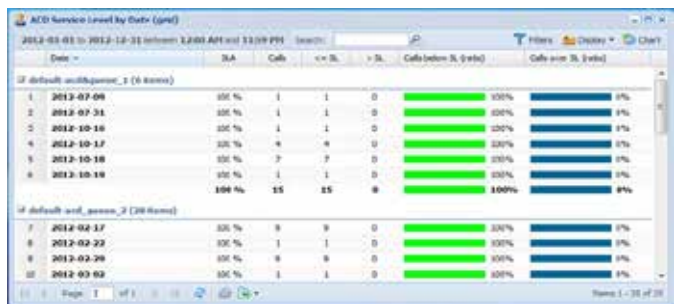
Display summary of the answered calls by service level agreement (call taken between time interval selected in Step menu).



Display summary of the abandoned calls by service level agreement (call taken between time interval selected in Step menu).



This grid window displays the service level statistics grouped by ACD queue for a specific time period which can be one of the following: Date, Hour, Weekday, Month. The Display menu allows selecting if the report includes Answered calls and/or Abandoned calls.



Want to know more?

Our team of experts can help you! Contact us for more information or to find the reseller in your region.

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ScopServ International Inc. recommends using the latest ScopTEL version available. Update your software to get all features.