Intraday Service Status Report

Summary

The purpose of this report is to give a high level overview to the executive team about the health of the call centre. The "health of the call centre" simply means:

- Whether we are meeting the Key Performance Indicators (KPIs) as described by the organization until the current time of day
- The potential of meeting KPIs for the remainder of the day
- The reasons behind the ability or inability to meet KPIs

Features

The day is divided into multiple time segments as seen above and the dimensions that are summarized and compared are:

- Call Volume (Forecasted vs Actual)
- Average Handle Time (AHT: Forecasted vs Actual)
- Required Full Time Equivalent (FTE) Hours to meet the incoming workload (Forecasted vs Actual)
- Actual Scheduled Hours that are staffed to handle the incoming workload (Forecasted vs Actual)
- Absenteeism (Forecasted vs Actual)
- Supply Delta (i.e. variance between required and scheduled hours) to handle forecasted and actual workload
- Actual Average Speed of Answer (ASA)

- Abandon Rate (Forecasted vs Actual)
- Service Level (Forecasted vs Actual)

Shrinkage (Hours)	Forecast	Actual	Delta	Forecast	Actual	Delta	Forecast	Actual	Delta	Forecast	Actual	Delta	Forecast	Actual	Delta	Forecast	Actual	Delta
Coaching			%			%			%			%			%			%
Meeting			%			%			%			%			%			%
Absent			%			%			%			%			%			%
Break-Lunch			%			%			%			%			%			%
TOW			%			%			%			%			%			%
Training			%			%			%			%			%			%
Vacation			%			%			%			%			%			%
Other			%			%			%			%			%			%
Total %			%			%			%			%			%			%

Additional Features of this report as seen above includes comparison of the various shrinkage buckets that were snapshotted at the start of the day versus the actual shrinkage that took place during the day. This helps in explaining variance in staffing that were forecast to what was actually available

Queue Summary	ASA	Abn %	SL %	ASA	Abn %	SL %	ASA	Abn %	SL %	ASA	Abn %	SL %	ASA	Abn %	SL %	ASA	Abn %	SL %
Deposits																		
Credit Cards																		
Mortgages																		
Escalations																		
Voice English																		
Voice French																		
Secure Chat																		
Unsecure Chat																		

There is a breakdown of KPIs on an interval level for the various product lines of the company as well as language based KPIs. This helps us validate our skilling strategies and scheduling efficiencies and allows us to validate and refine our predictive or causal analyses.

RESPONSE MANAGEMENT					
Time Identified (Eastern)	Incident Type	Key Drivers (s)	Actions Taken	Response	Time to Resolve (mins)
		-			-
		-			-
					-
					-
				-	-

We have a response management section that describes events throughout the day that affect our performance. Some of the Incident Types that are recorded include:
- Offline activities
- System Outages
- Technical Issues
- Call Drivers

- Skilling Strategies
- Solicited Assistance from Support Teams

The recording of the various incident types allows the executive teams to see a story, to view a flow of events that happened as the day progressed. This generates feedback and engagement at different levels of the company and gives clarity into reasons behind certain decisions that were taken.

The Intraday Service Status Report was primarily a design report and there was hardly much technical aptitude to generate this report, This is because the Intraday Stats Report[1] and the Shrinkage Report[2] feed multiple data points into this report and hide the complexity of its generation. This split reporting framework allows a pluggable model where we can change the underlying predictive analysis algorithms or make corrections without changes being needed on this report.

To highlight this feature, the initial predictive analyses for scheduled hours for a given workload was a non Erlang based algorithm and the switch to a Erlang based algorithm was seamless to the Intraday Analyst Team (IDA) that were compiling this report on an interval basis.

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[1] http://www.nowlabs.net/files/resume/Intraday_Stats.pdf

[2] http://www.nowlabs.net/files/resume/Shrinkage_Report.pdf