

Minitab Add-On: Customer Contact Center Module

<https://www.minitab.com/en-us/products/minitab/customer-contact-center-module/>

Versione italiana a cura di GMSL S.r.l.

Customer Contact Center KPIs
 Customer contact center KPIs provide data-driven insights into how well your organization performs.





<p>Service Level Improve your ability to deliver targeted service levels.</p> <p>Service level Hold time Abandonment rate Average speed of answer</p>	<p>Utilization and Cost Optimize agent utilization to make the best use of resources.</p> <p>Agent utilization Tickets by type Tickets by channel Cost per ticket</p>	<p>Ticket Volume Analyze ticket volume to understand workload and manage peak contact times.</p> <p>Ticket volume Callback messages Peak hour traffic</p>
<p>Time Management Improve response and handling time.</p> <p>First response time After-call work time Average call length Average handling time</p>	<p>Ticket Resolution Improve ticket resolution to lower costs and increase customer satisfaction.</p> <p>First contact resolution Average age of ticket</p>	<p>Customer Satisfaction Analyze survey results to increase customer success and satisfaction.</p> <p>Rating scale survey Yes/no survey Multiple choice survey</p>

SFRUTTA LA POTENZA DELLA DATA ANALYSIS PER AFFRONTARE LE TUE SFIDE LEGATE AL CUSTOMER CARE CON IL NUOVO CUSTOMER CONTACT CENTER MODULE DI MINITAB!

Terminologia Familiare

Il Customer Contact Center Module di Minitab fornisce un'analisi guidata dei dati sfruttando una terminologia comunemente utilizzata e compresa dai professionisti nell'ambito del Contact Center. Focalizzati sul miglioramento dei KPI (livelli di servizio, utilizzo, costi, quantità di ticket aperti e risolti, gestione del tempo, gradimento del cliente) senza preoccuparti di quale analisi utilizzare.

Average Handling Time
 Handling time is the total time spent on a ticket, including related administrative duties, contact time, and after-call work time. To analyze handling time, each row in the worksheet should contain the handling time for a single ticket and optionally, a corresponding category, such as agent.




	<p>Visualize average handling time Visualize the average, range, and distribution curve of average handling time.</p>
	<p>Visualize relationships with average handling time Visualize relationships between average handling time and other variables, such as agent, to see when average handling time increases or decreases.</p>
	<p>Predict average handling time Determine the key drivers of average handling time and predict future average handling times.</p>
	<p>Decrease average handling time Demonstrate that a process is capable of meeting customer expectations for average handling time or demonstrate that average handling time decreases after a process improvement.</p>

Prestazioni Comprovate

La formazione in ambito statistico potrebbe non essere in cima alla to-do list di ogni professionista nell'ambito del Contact Center. Da quasi 50 anni, Minitab è una soluzione comprovata per l'analisi dei dati ed è utilizzata e considerata affidabile da organizzazioni e aziende in tutto il mondo.

First Contact Resolution

First contact resolution is the percentage of tickets that are resolved during the first interaction with the customer. To analyze first contact resolution, each row in the worksheet should indicate whether the ticket was resolved on first contact.

-  **Visualize first contact resolution**
Visualize the percentages and common reasons for calls not resolved on first contact to understand the current state.
-  **Predict first contact resolution**
Determine the key drivers of first contact resolution and predict future first contact resolution.
-  **Increase first contact resolution**
Demonstrate that the proportion of calls not resolved on first contact decreases after a process improvement.





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Assistenza On-Demand


Minitab è con te in ogni fase delle analisi. Le icone informative rimandano alle pagine di supporto scritte con una terminologia specifica e con esempi presi dall'ambito dei Contact Center. Inoltre, il team di supporto tecnico è sempre disponibile per ogni necessità.

Cost Per Ticket


Cost per ticket is the total operating expenses of the contact center divided by the number of tickets over the same time period. To analyze cost per ticket, each row in the worksheet is the calculated cost per ticket and the time period associated with that cost.

-  **Visualize cost per ticket**
Visualize the average, range, and distribution curve of cost per ticket.
-  **Visualize relationships with cost per ticket**
Visualize relationships between cost per ticket and other variables, such as facility, to see when cost per ticket increases or decreases.
-  **Predict cost per ticket**
Determine the key drivers of cost per ticket and predict future per ticket costs.
-  **Decrease cost per ticket**
Demonstrate that a process is capable of meeting expectations for cost per ticket or demonstrate that cost per ticket decreases after a process improvement.


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Improve



Service



Efficiency

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