

Title (en)

SYSTEM AND METHOD FOR PREDICTING CONTACT CENTER BEHAVIOR

Title (de)

SYSTEM UND VERFAHREN ZUR VORHERSAGE VON KONTAKTZENTRUMSVERHALTEN

Title (fr)

SYSTÈME ET PROCÉDÉ POUR PRÉDIRE UN COMPORTEMENT DE CENTRE DE CONTACTS

Publication

EP 3123413 A4 20171004 (EN)

Application

EP 14887258 A 20140325

Priority

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Abstract (en)

[origin: WO2015147798A1] A system and method are presented for predicting contact center behavior. In one embodiment, closed form simulation modeling may be used to simulate behavior from input distributions. Models may be created through staging and analysis of historical Automatic Call Distribution data. Service level, average speed of answer, abandon rate, and other data may be predicted to generate forecasts and analysis of contact center behavior. Examples of behavior may include staffing levels, workload, and the Key Performance Index of metrics such as service level percentage, average speed of answer, and abandonment rate percentage.

IPC 8 full level

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CPC (source: EP)

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Citation (search report)

- No further relevant documents disclosed
- See references of WO 2015147798A1

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DOCDB simple family (publication)

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