

Title (en)

TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM

Title (de)

VERFAHREN ZUM BEWERTEN VON PAARUNGSSTRATEGIEN IN EINEM KONTAKTCENTERSYSTEM

Title (fr)

TECHNIQUES D'ÉVALUATION COMPARATIVE DE STRATÉGIES D'APPARIEMENT DANS UN SYSTÈME DE CENTRE DE CONTACT

Publication

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Application

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Abstract (en)

[origin: WO2017182879A1] Techniques for benchmarking pairing strategies in a contact center system are disclosed. In one particular embodiment, the techniques may be realized as a method for benchmarking pairing strategies in a contact center system comprising: cycling, by at least one processor configured for contact center operations, among at least two pairing strategies; and determining, by the at least one processor, a difference in performance between the at least two pairing strategies, wherein at least one contact was paired in a sequence of contact interactions to reach a final outcome during a final contact interaction of the sequence of contact interactions.

IPC 8 full level

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