



First Call Resolution

How many times do callers contact you with the same question before being satisfied?

A question often asked but rarely understood in detail.

Knowing the volume of incoming calls received that are repeats of previous calls is an important measure, both to understand the cost of service and also customer experience. Many existing telephony systems can provide a measure of this figure, but in order to instigate change a detailed understanding of 'why' callers ring back needs to be achieved.

Nuqleus 3D is configured to automatically respond to events in other desktop applications and your telephony system to identify and understand repeat calls. Nuqleus independently captures details of the call in structured process metrics (tasks). As well as quantifying the volume and actual time taken per task in real-time, Nuqleus can instruct a staff member to 'drill-down' to qualify different aspects about the task.

It does this by building question-based scripts that can be answered quickly on the task's completion to capture the measures relevant to the operation at that time.

First Call Resolution

Nuqleus 3D is a software tool that automates the capture and analysis of the content and substance of every activity and interaction with a process or customer within your operation.

Nuqleus enables the detailed measurement of processes and productivity, providing you with accurate and insightful Operational Intelligence for a better understanding of exactly what is happening, why it is happening and how you can drive performance improvements.

Nuqleus complements and integrates with your existing Business Intelligence tools and reports, providing you with a truly three-dimensional view of your operation.

Agents often have intimate insight into the ‘reasons’ behind customer calls - they have just spent time talking with this individual, one-to-one.

This agent knowledge is generally not measured real-time, and once the next call is underway is regularly lost.

Knowing the volume of repeat calls is important, but knowing ‘WHY’ these repeat calls occur is fundamental in reducing them...

Nuqleus measures the volume of calls, time taken on calls and the cost of servicing calls. This provides a key differentiator in the information available. First call resolution initiatives have several deliverables, one of which is to increase agent availability through reducing repeat calls.

Measuring the volume of calls alone focuses on the most common reason for calls. However if the aim of the initiative is to increase agent availability, a focus on the most time-consuming calls is more important.

Another deliverable from first call resolution initiatives is improving the customer experience. Knowing why callers have to make contact for the same reason more than once provides important information that will enable you to reduce these occurrences.

Reduce cost and increase customer experience through the same initiative – reduce repeat calls...

On most occasions a caller ringing back to question a repeat issue does not add value to your organisation, or improve the customer’s experience of dealing with you.

Nuqleus provides both real-time and retrospective reports, supporting management in key decision-making to effect improvements in their contact environment.

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