

The Call Center Dictionary

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The Call Center Dictionary

Avaya Contact Center Terminology

NN44400-116 Contact Center Terminology 12 November 2010 7 A accelerator key A key on a phone that an agent can use to quickly place a call When an agent presses an accelerator key, the system places the call to the configured number associated with the key For example, if an agent presses the emergency key, the system places a call

Contact Center Performance Management Data Dictionary

Contact Center Performance Management Data Dictionary Release 703 Issue 0605 July 2018

1. CALL VOLUME

Indicator 1, "Total Call Center Volume" For example, if a state reported data for 3 call centers in Indicator 1, the weighted average for the call center wait time should be: Call center total average wait time = call center 1 average wait time * (call center 1 volume/call center total volume) +

Guide to call center metrics

in after call work from handling a customer call § Since agents cannot control their own occupancy this metric is a "big picture" metric which provides a high level snap shot of how resources are being used Inversely, it reflects how much time call center agents on average are "waiting" for a call § An 85% occupancy rate means that 15%

First Call Resolution - SQM Group

First call resolution (FCR) is the metric that matters the most for call centers to define, measure and improve their quality and cost This section of the book will share best practices for defining, measuring and improving call center FCR Interestingly, despite the awareness that FCR is the driver of

Call Center Monitoring

Performance > Performance Metrics > Call Center Monitoring > Part C Beneficiary Customer Service All codes are defined in the data dictionary delivered with any raw data request The denominator is the total number of monitoring calls found in the raw data file With one (1) disconnected call in this quarter, and 93 total calls in the

Cisco Unified Workforce Optimization Error Code Dictionary ...

QMMNErrorCodes 88 QMMSErrorCodes 92 QMPAErrorCodes 93 QMPIErrorCodes 94 QMPTErrorsCodes 108 QMRPErrorsCodes 109 QMSPErrorsCodes 110 QMSYErrorCodes 111 QMUCErrorsCodes 111

Cisco Unified CCX Database Schema Guide, Release 10.6(1)

Cisco Unified Contact Center Express and Cisco Unified IP IVR Release 106(1) December 15, 2014 On the other hand, each call or call leg has its own set of data about the agent who handled the call and other information Therefore, the relationship between the AgentConnectionDetail and **Avaya™ Call Management System (CMS)**

- your Avaya-provided telecommunications systems and their interfaces
- your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- any other equipment networked to your Avaya products

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DOD Dictionary of Military and Associated Terms, January 2020

States, the DOD Dictionary of Military and Associated Terms [Short title: DOD Dictionary] sets forth standard US military and associated terminology to encompass the joint activity of the Armed Forces of the United States These military and associated terms, together with their definitions, constitute approved Department of Defense (DOD)

Terms and Acronyms - AT&T

Terms and Acronyms AT&T Exclusively Business Center E911 includes automatic reporting of the originating phone number of a 911 call to a public service answering point, which can return the call if it is disconnected Also see public service answering point (PSAP)

GLOSSARY of DANCE TERMINOLOGY - Orthopaedic Section

center floor: The second portion of the ballet class, comprised of the adagio, turns, and small jumps (petit allegro) chaînés: “Linked like a chain” A series of small turning steps with the feet in first position relevé Weight is shifted rapidly from one to the other limb with each ...

Indiana Department of Homeland Security Emergency Medical ...

Indiana Department of Homeland Security Emergency Medical Services (EMS) Data Dictionary & National EMS Information System (NEMIS) Data Elements Data Dictionary Appendix 3 - Indiana Homeland Security (IN DHS) Districts and Counties List

National Cancer Data Base Participant Use Data File (PUF ...

National Cancer Data Base Participant Use Data File (PUF) Data Dictionary Version: PUF 2014 - Containing cases diagnosed in 2004-2014

Understanding the Basics of LAND

agencies are at the center of decisions regarding land use In California, city and county officials elected by local voters have broad authority to regulate the development and use of land to advance the health, safety and welfare of the public The Glossary of Land Use and Planning Terms is ...

UNBC Chart of Accounts Dictionary - Coding Guide ...

Chart of Accounts Dictionary - Coding Guide EXPENDITURES Account Description Type of Entries Code Equipment Maintenance These accounts are used to record the expense of maintaining University owned equipment 7121 Equipment Maintenance - Computer Costs associated with the ongoing

maintenance of computers Include the costs of service calls and

GLOSSARY OF MUSICAL TERMS

Glossary of Musical Terms 132 C cadence: a melodic or harmonic punctuation mark at the end of a phrase, major section or entire work cadenza: an unaccompanied section of virtuosic display played by a soloist in a concerto call and response: a traditional African process in which a leader's phrase ("call") is repeatedly answered by a chorus This process became an important aspect of many Afro

DoD Information Enterprise Architecture

multiple DoD and industry sources and shaped through a collaborative process involving the DoD Architecture & Standards Review Group, the DoD Data Center Consolidation & Cloud Computing Working Group, JIE Capability Working Groups, the Deputy DoD CIO for ...

Call Management System (CMS) R19.1.0.0 Release Notes Issue ...

- Add Call Center Administration feature This feature provides the ability to edit ACD Groups, Call Work Codes, VDN Skill Preferences, Split/SkillCall Profiles, Trunk Group Assignments, VDN Assignments, and VDN Call Profiles This feature is only supported from CMs with EAS enabled These capabilities can be accessed with the