

Southwest Michigan Behavioral Health

Call Center Analysis and Report Needs

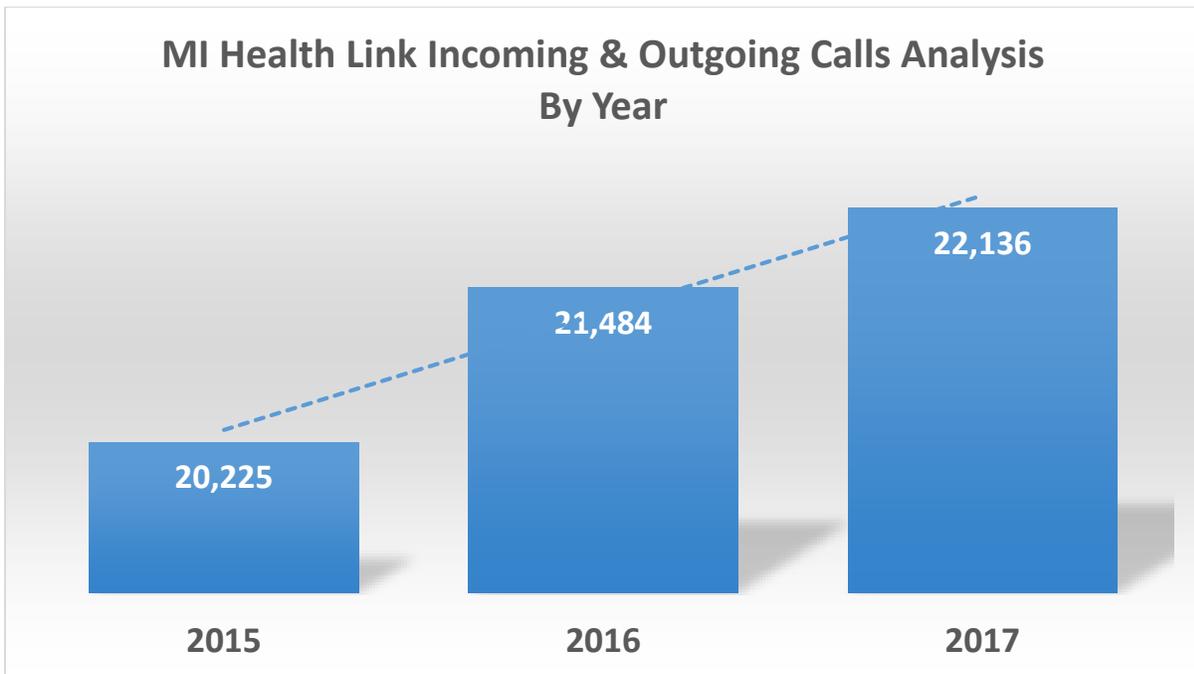
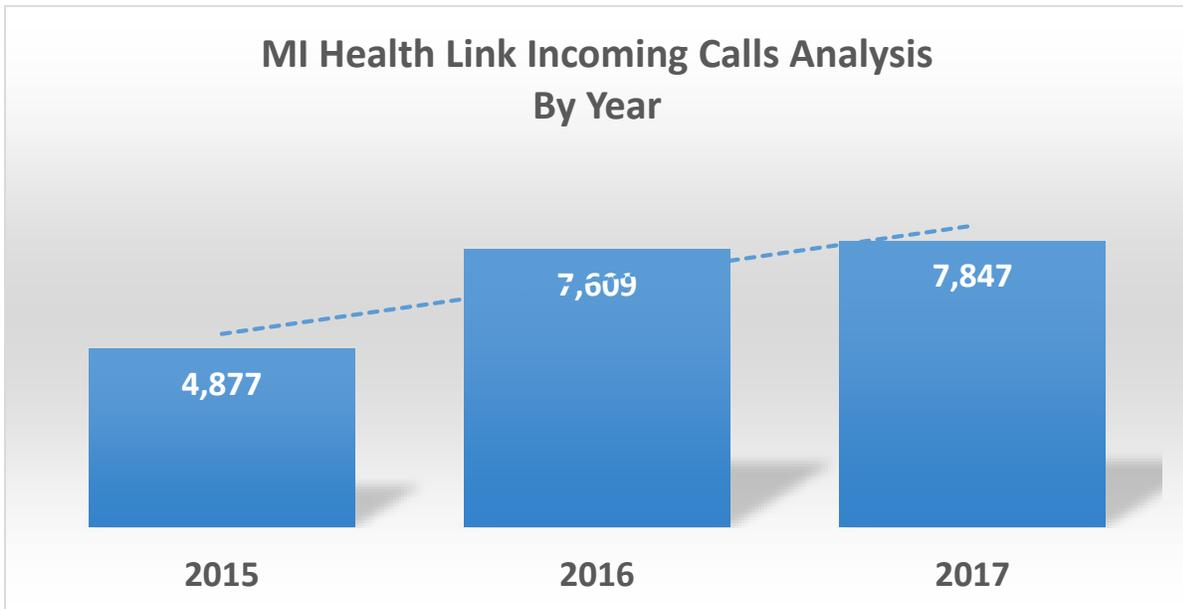
Critical (daily, weekly, monthly) Reports Needed:

- Call Abandonment rate/percentage
- Call Answer times (seconds)
- Total Incoming Calls (by line)
- Total Outgoing Calls (by line)
- Total talk time by agent

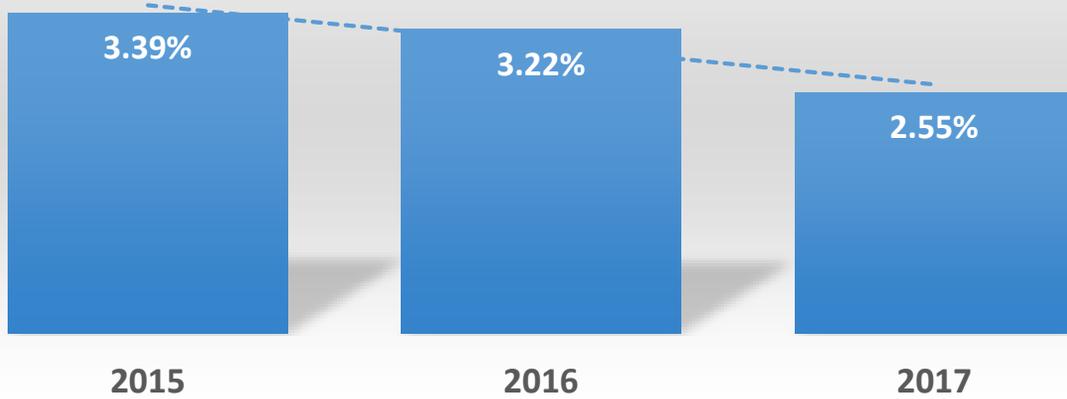
Call Center Metrics and Standards

- ❖ **Service Level Defined:** total calls answered within 30 sec threshold / total calls answered + total calls abandoned after threshold.
- ❖ **Handle Time Defined:** total time the call center agent spends assisting the customer. Clock starts when phone is answered and ends when the call is completed.
- ❖ **Call Abandonment Rate Defined:** total call volume received, divided by the total calls missed/unanswered presented in the queue.
SWMBH Goal: 5% or below
- ❖ **Average Call Answer Time:** Total time it takes agent to answer line for customer. Clock starts when call hits the queue, from agent live answer.
SWMBH Goal: 30 seconds or below
- ❖ **Total Call Volume Defined:** Total amount of calls received within the established time frame.

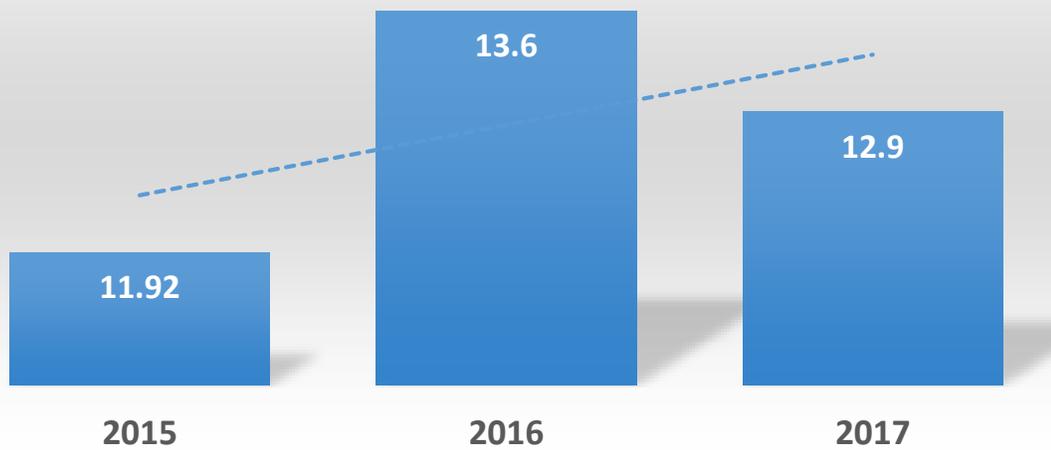
Examples of Report Dashboards



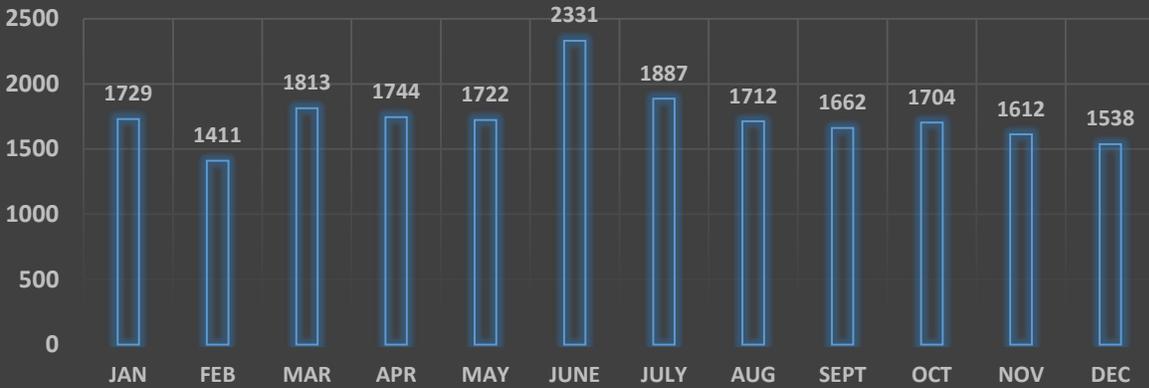
MI Health Link Call Abandonment Rate Analysis By Year (Goal: Under 5%)



MI Health Link Ave. Call Answer Time (seconds) Analysis By Year (Goal: Under 30 seconds)



**MI Health Link Total Incoming/Outgoing Calls
Combined Lines (Urgent, Crisis, Routine)
CY 2017 Summary Analysis**



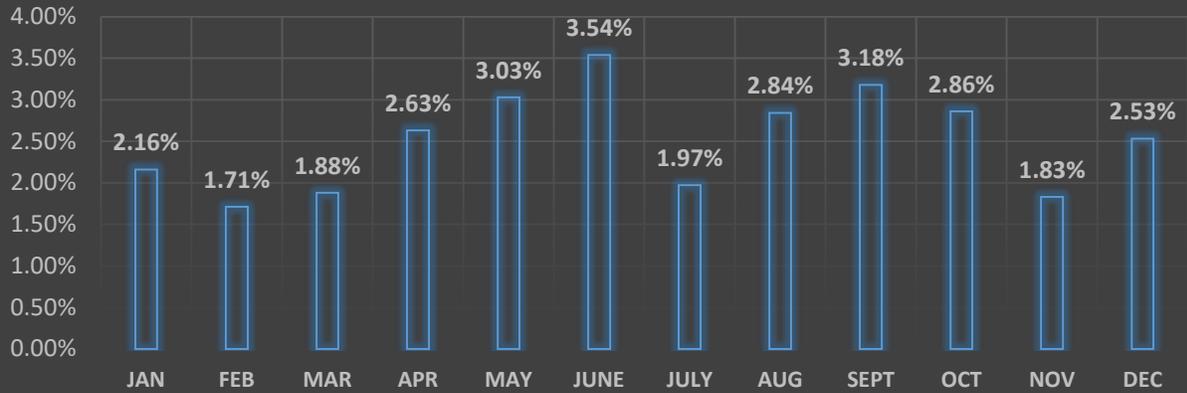
**MI Health Link Ave. Call Answer Times
Combined Lines (Urgent, Crisis, Routine)
CY 2017 Summary Analysis (Goal: under 30sec)**



**MI Health Link Incoming Calls by Month
Combined Lines (Urgent, Crisis, Routine)
CY 2017 Summary Analysis**



**MI Health Link Call Abandonment Percentage Combined Lines (Urgent, Crisis, Routine)
CY 2017 Summary Analysis (Goal: 5% or below)**



Current Available Report Inventory

Import Report Refresh

Available Reports:

- Reports
 - Stock
 - Unified CCX Historical
 - Chat
 - Email
 - Inbound
 - Abandoned Call Detail Activity Report
 - Aborted Rejected Call Detail Report
 - Agent Call Summary Report
 - Agent Detail Report
 - Agent Login Logout Activity Report
 - Agent Not Ready Reason Code Summary Report
 - Agent State Detail Report
 - Agent State Summary by Agent Report
 - Agent State Summary by Interval Report
 - Agent Summary Report
 - Agent Wrap Up Data Summary Report
 - Agent Wrap-Up Data Detail Report
 - Call Custom Variables Report
 - Called Number Summary Activity Report
 - Common Skill CSQ Activity Report
 - Contact Service Queue Activity by CSQ Report
 - Contact Service Queue Activity Report
 - Contact Service Queue Activity Report by Interval
 - Contact Service Queue Call Distribution Summary
 - Contact Service Queue Priority Summary
 - Contact Service Queue Service Level Priority Summary Report
 - CSQ Agent Summary Report
 - Detailed Call by Call CCDR Report
 - Detailed Call CSQ Agent Report
 - Priority Summary Activity Report
 - Traffic Analysis Report
 - Outbound
 - Preview Outbound Agent Detail Performance Report
 - Preview Outbound Campaign Summary Report
 - System
 - Unified CCX Live Data
 - Agent
 - Supervisor

Report output and filter options

Save Save As Edit Print Filter SQL Refresh Pop Out Export Contact Service Queue Activity by CSQ Report Help

2/28/18 3:38:34 PM EST (4 Records)

CSQ Name	CSQ ID	Call Skills	Interval Start Time	Interval End Time	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Calls Dequeued	
								Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	Dequeued	%
MIACher	1 (MIACher)		2/1/18 12:00:00 AM	2/28/18 11:59:59 PM	5	11	0	34.38	30.58	30.58	30.58	38	32	88.00	0	0.00	4	11.11
MICrisis	4 (MICrisis)		2/1/18 12:00:00 AM	2/28/18 11:59:59 PM	5	29	0	29.29	28.43	28.43	28.43	102	99	97.06	1	0.98	2	1.96
MIHealth	3 (MIHealth)		2/1/18 12:00:00 AM	2/28/18 11:59:59 PM	5	158	2	44.51	43.29	43.00	43.00	387	355	96.73	7	1.91	5	1.38
MIUrgent	2 (MIUrgent)		2/1/18 12:00:00 AM	2/28/18 11:59:59 PM	5	15	0	48.00	48.00	48.00	48.00	32	32	100.00	0	0.00	0	0.00
						213	2	41.12	39.81	40.04	39.86	537	518	96.46	8	1.49	11	2.05

Run Cancel

* = Required fields

Interval (@param1 - @param2)

Relative Date Range Absolute Date Range

Relative Date Range: Today

12 00 00 AM 11 59 59 PM

Interval Length (@param3)

Choose Collection: (None available)

Available: 3
 Search: Entire report range
 Sixty [60] Minutes
 Thirty(30) Minutes

Selected: (None available)

Refresh List

CSQ Names (@param5)

Choose Collection: (None available)

Available: 12
 Search: Compliance
 Customer Service
 Customer Service

Selected: (None available)

Reports should be able to filter by:

- Date (select ranges)
- Times
- By Line
- By Agent
- By Business Line
- Inbound/Outbound Calls
- Detail or Summary

Call Monitoring Protocol

- The following lines will be monitored:
 - SUD
 - MI Health Link
 - MI Crisis
- Rhea Freitag, Jarrett Cupp and Cathy Hart will be monitoring calls. A minimum of 12 calls per month will be monitored.
- Upon a customer calling they will hear a recorded message that states *“This call may be monitored for training and quality assurance purposes. If you do not want your call monitored, please make the clinician answering your call aware that you do not give permission. Thank you.”*
- Calls are not being recorded, please make sure callers are aware of that if they ask.
- If a customer indicates that they do not want to be recorded, ask if you can put them on hold for a moment and email Cathy, Jarrett and Rhea to make sure they are aware they are not to be monitoring that call.
- Upon the beginning of the call, a call monitor will listen and score the applicable items on the Call Monitoring Scorecard.
- The Call Monitoring Scoring tool will be scored based on the applicability of each question. Those that are marked NA will not be part of the denominator.