UCentric VOICE

Case Study: UCentric Call Logging for Public Services

Company Name/Industry/Sector

Large regional police force

Challenge

Effectively allocating staff based on call volumes and measuring important response and call statistics.

Solution

To use UCentric Call Logging to produce a number of bespoke reports based on contact centre operations and feed data into staff management systems.

Results

Improved internal processes and the ability to respond to calls for efficiently using less staff effectively reducing overheads.

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Introduction

A large police force based in the UK has used UCentric (previously Novalog call logging) for over 20 years.

This case study aims to highlight a few of the challenges the force has faced over this time and how UCentric has been used to overcome these and even extend on the information required.

Challenges

- Unable to provide required statistics around call volumes daily, weekly, monthly or annually
- Identifying repeat callers
- Reporting on answer times and on the number of calls dialling an emergency or non-emergency number abandoning the call and then redialling another number within the force.
- Identify peak call times in order to efficiently assign contact centre staff.

Solution

To overcome these challenges MIT have worked with the force to develop custom and bespoke reporting options within the already extensive UCentric reporting engine.

Weekly top incoming callers report – Identifies the number of repeat callers over a week period allowing the force to manage each caller effectively and considering their own specific needs.

Performance headline report – Outlines the call volumes against a target KPI value for the week, month and year to date. This includes the number of incoming and unanswered calls for each emergency and non-emergency queue.

Peak workload – A monthly export of then number of calls received, answer time for each 15-minute period in the month for each contact centre queue. Produced in a custom format for import into a shift and staff management system allowing the force to efficiently manage peak times and assign staff accordingly.

Redial report- A report detailing each caller dialling into an emergency or non-emergency number and then redialling another number within the force. This report allows the force to monitor response times and calling behaviour.

Result

UCentric has allowed the force to effectively monitor and manage their contact centre operations. KPIs for response times and call volumes can now be reported on allowing them to both comply with their requirements and provide valuable insights. In addition to this, repeat callers can now be handled more effectively and in a manner specific to each caller.

Overall, UCentric has improved internal process and provided extensive reporting options for analysing specific calls.

Contact us today to find out how we could help you improve your business efficiency

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WHERE META MATTERS