

# Optimalisatie van bereikbaarheid en dienstverlening

Hoe dan?

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 **Mitel**<sup>®</sup>  
Powering connections

# Agenda

- Meten is weten
- Multichannel
- Reporting?
- Professional Services



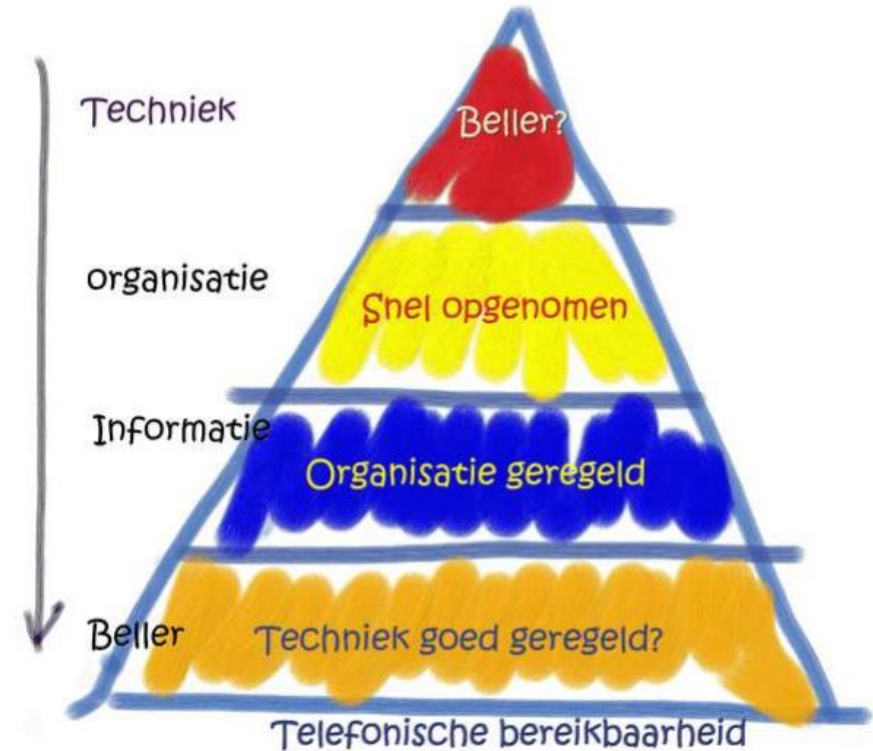
# NEN 8878

*De wat ...???*

*‘Omvat heldere en eenduidige eisen waaraan de telefonische bereikbaarheid van organisaties in Nederland vanuit het oogpunt van de beller moet voldoen’*

# Meten is weten

- Bereikbaarheid begint met beleid
  - Hoe beantwoord je de oproep?
  - Binnen welke tijd dient er opgenomen te worden?
  - Doorverbinden?
  - In de wacht zetten?
- Telefonische bereikbaarheid rapportages
  - Hoe veel?
  - Hoe vaak?
  - Hoe laat?
- Wordt er opgenomen
  - Hoe snel?
  - Abandoned gesprekken?



# Meten is weten

- ANI/DNIS
- Trunk/Trunk-groep
- Ringgroep
- Attendant
- Employee
- Extension
- Account Code

**Trunk Accounting By Interval**

101 - Tele2\_MCD Live

4/5/2015 - 4/10/2015 - 00:00 - 24:00

Created on 4/15/2015 2:13:04 PM by \_admin

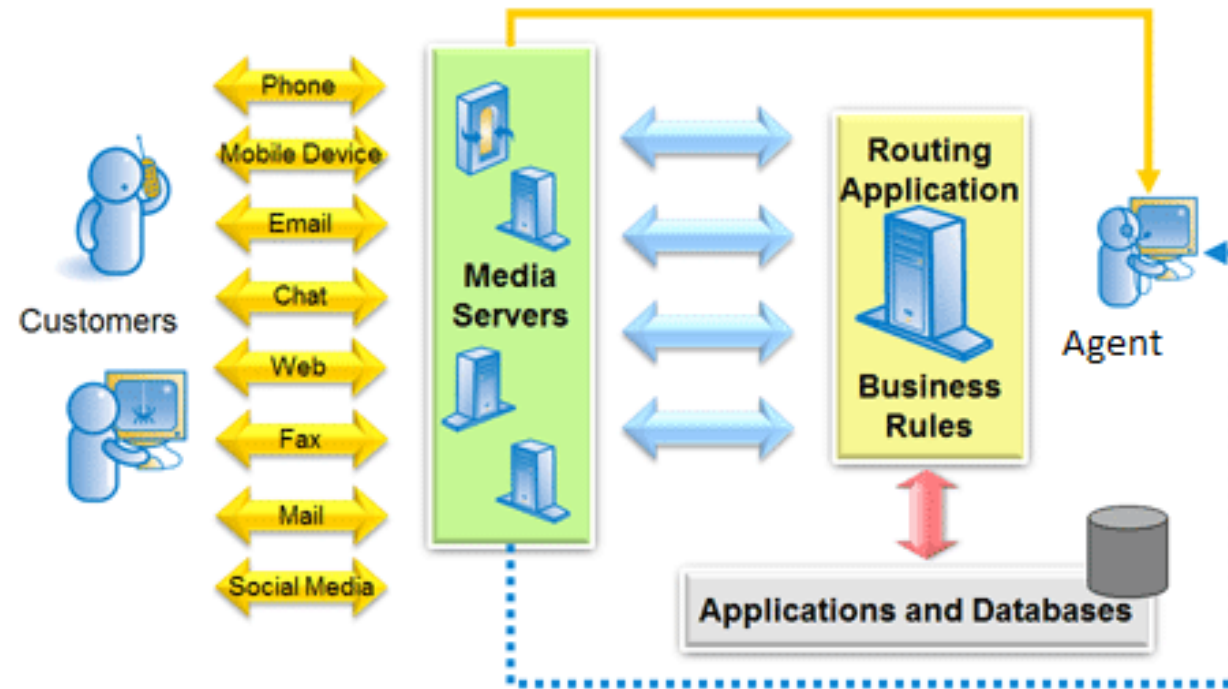
Call direction: Incoming, Outgoing; Duration: >= 0; Cost: >= 0

Activity period	Total calls	Total duration (hh:mm:ss)	Total costs	Incoming calls	Incoming duration (hh:mm:ss)	Incoming costs	Outgoing calls	Outgoing duration (hh:mm:ss)	Outgoing costs
08:15	1	00:00:24	\$0.00	1	00:00:24	\$0.00	0	00:00:00	\$0.00
08:30	14	00:40:33	\$1.02	8	00:20:46	\$0.00	6	00:19:47	\$1.02
08:45	23	01:11:34	\$2.48	8	00:28:22	\$0.00	15	00:43:12	\$2.48
09:00	25	04:07:41	\$6.00	12	00:42:49	\$0.00	13	03:24:52	\$6.00
09:15	35	02:00:48	\$3.46	19	00:38:17	\$0.00	16	01:22:31	\$3.46
09:30	24	01:25:30	\$1.09	18	01:03:51	\$0.00	6	00:21:39	\$1.09
09:45	28	01:25:35	\$2.33	15	00:40:36	\$0.00	13	00:44:59	\$2.33
10:00	26	01:06:40	\$2.05	13	00:31:29	\$0.00	13	00:35:11	\$2.05
10:15	19	00:46:18	\$1.47	10	00:21:46	\$0.00	9	00:24:32	\$1.47
10:30	24	02:17:50	\$3.01	12	00:58:27	\$0.00	12	01:19:23	\$3.01
10:45	29	02:07:43	\$3.93	14	00:20:23	\$0.00	15	01:47:20	\$3.93
11:00	11	00:26:24	\$1.00	5	00:09:33	\$0.00	6	00:16:51	\$1.00
11:15	17	01:08:44	\$2.60	6	00:04:30	\$0.00	11	01:04:14	\$2.60
11:30	16	00:40:20	\$0.84	11	00:24:50	\$0.00	5	00:15:30	\$0.84
11:45	18	01:10:19	\$1.56	10	00:36:32	\$0.00	8	00:33:47	\$1.56
12:00	13	00:33:32	\$1.19	8	00:02:32	\$0.00	5	00:31:00	\$1.19
12:15	11	00:21:59	\$0.86	5	00:09:03	\$0.00	6	00:12:56	\$0.86
12:30	33	01:27:02	\$2.71	17	00:38:28	\$0.00	16	00:48:34	\$2.71
12:45	11	00:38:48	\$1.01	6	00:17:14	\$0.00	5	00:21:34	\$1.01
13:00	19	00:49:18	\$1.62	10	00:17:29	\$0.00	9	00:31:49	\$1.62
13:15	19	00:53:50	\$1.36	9	00:34:57	\$0.00	10	00:18:53	\$1.36
13:30	24	00:39:23	\$2.16	9	00:12:30	\$0.00	15	00:26:53	\$2.16
13:45	27	02:35:37	\$3.88	12	00:51:17	\$0.00	15	01:44:20	\$3.88
14:00	19	01:21:11	\$1.00	13	01:02:23	\$0.00	6	00:18:48	\$1.00
14:15	16	00:15:21	\$0.85	9	00:09:11	\$0.00	7	00:06:10	\$0.85
14:30	27	00:22:53	\$1.29	17	00:11:28	\$0.00	10	00:11:25	\$1.29
14:45	22	01:13:04	\$2.31	11	00:19:50	\$0.00	11	00:53:14	\$2.31
15:00	37	01:07:04	\$2.22	23	00:31:18	\$0.00	14	00:35:46	\$2.22
15:15	22	00:31:15	\$1.39	11	00:19:01	\$0.00	11	00:12:14	\$1.39
15:30	19	00:11:56	\$1.23	8	00:06:28	\$0.00	11	00:05:28	\$1.23
15:45	20	01:38:17	\$2.36	7	00:50:23	\$0.00	13	00:47:54	\$2.36
16:00	31	00:43:23	\$2.08	18	00:10:13	\$0.00	13	00:33:10	\$2.08
16:15	10	00:21:54	\$0.15	9	00:19:41	\$0.00	1	00:02:13	\$0.15
16:30	24	01:36:27	\$3.04	10	00:25:43	\$0.00	14	01:10:44	\$3.04
16:45	20	00:18:38	\$0.91	13	00:10:15	\$0.00	7	00:08:23	\$0.91
17:00	3	00:02:54	\$0.13	2	00:01:35	\$0.00	1	00:01:19	\$0.13
17:15	5	00:37:52	\$0.78	2	00:16:01	\$0.00	3	00:21:51	\$0.78
17:30	8	00:40:46	\$0.82	2	00:32:01	\$0.00	6	00:08:45	\$0.82
17:45	6	01:22:33	\$2.07	2	00:09:35	\$0.00	4	01:12:58	\$2.07
18:00	1	00:41:58	\$1.05	0	00:00:00	\$0.00	1	00:41:58	\$1.05

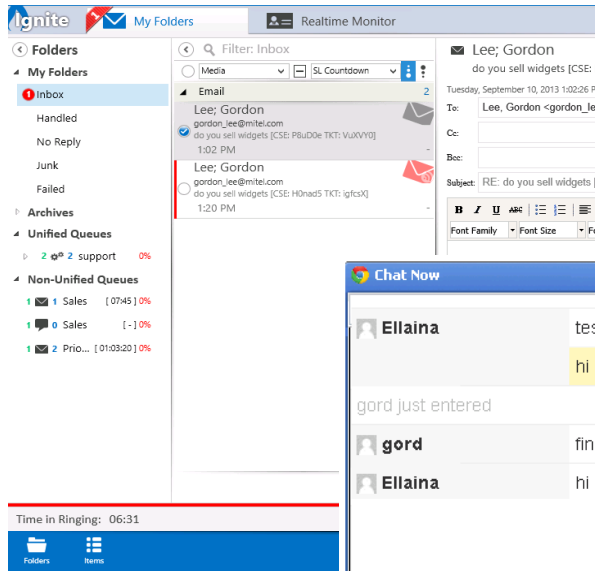
# Multichannel



# Van Call Center naar Contact Center (Multichannel)



# Van Call Center naar Contact Center (Multichannel)



Forum/  
needs

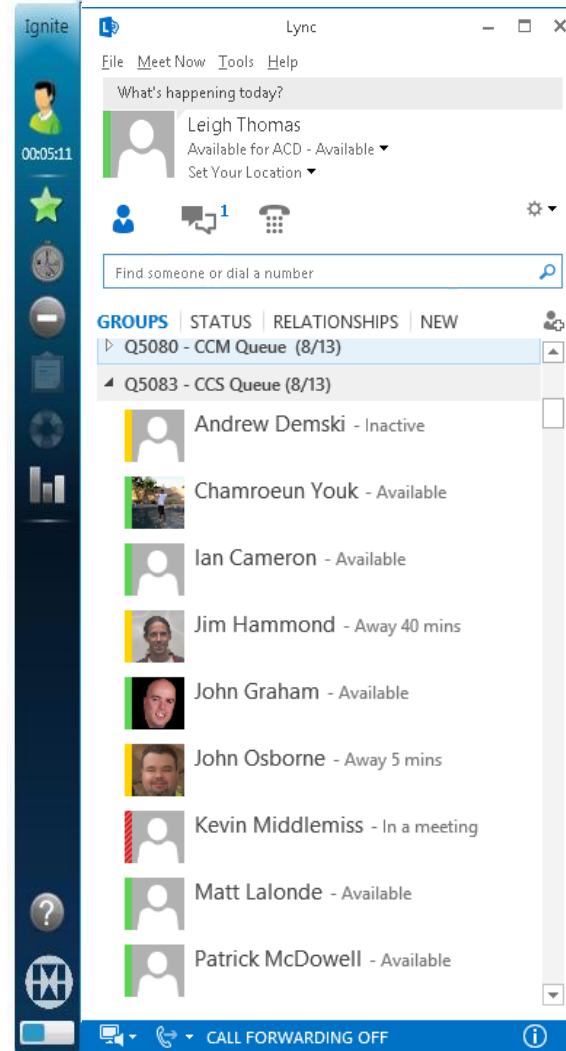


Twitter Multimedia  
Contact Center



# Multichannel voor MS Lync / Skype for Business

- MiCC for Microsoft Skype integreert naadloos met Skype for Business
- De reeds aanwezige presence wordt uitgebreid met ACD-status
- Inzicht in Backoffice
- IM naar de rest van de organisatie
- Ease of Use



# Met daarbij ...

Spraak Zelf-Service Portaal – powered by ...

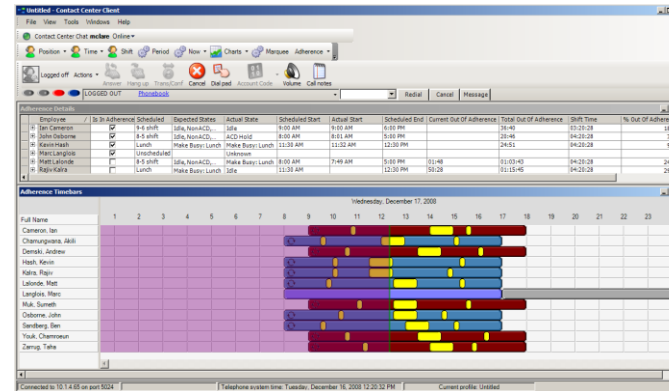


Screen pop voor ...



..iets later voor SharePoint en Sugar CRM

Uitbreiding Workforce Scheduling-functionaliteit



En natuurlijk meer, beter en robuuster

# Professional Services



# Professional Services



# Professional Services

- De manier om antwoord te krijgen op de 'hoe?' vraag
- Business Consultancy
- 'Nulmeting'
- Vraag het uw partner
- Mitel kan ondersteunen
- Niet alleen voor Contact Center

#Mitel

