

# SERVICE

## INTRODUCTION TO CALL SLA MANAGEMENT

This is the Service Level Agreement that you have signed with your customer. It is a contract of performance that you have agreed to. For example, if your customer calls with a requirement for a part or service request and your agreed response time to this customer (SLA) is 5 hours then you are required to have the part or technician on site within that time frame. receive compensation of a pre-agreed type (usually also set up in the SLA).

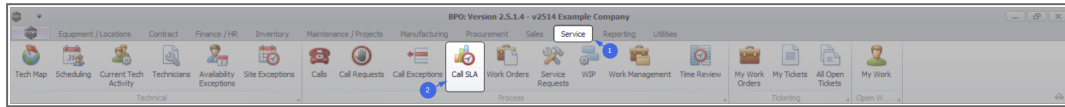
For customers who have penalties against poor SLA performance, real time monitoring is key. This monitoring should not sit in the normal call centre but rather in its own SLA area in BPO. The **Call SLA Management** screen now houses the call SLA elapsed time, enables you to send emails to the customer, assigned technician, or other employee. You can assign another technician if required to complete the job, hold or pend the call.

- Email reminders for Customer and assigned Technician attached to the call.
- Call processing options and technician assignment.
- View customer contact details.
- View assigned technician(s) and their and respective contact details.
- The assigned technician will be auto selected and will be shown via text.
- Elapsed hours vs SLA hours.
- Elapsed SLA expressed as a percentage and coloured by value.
- Access to call centre reports.
- SLA monitoring configuration settings displayed on the screen.

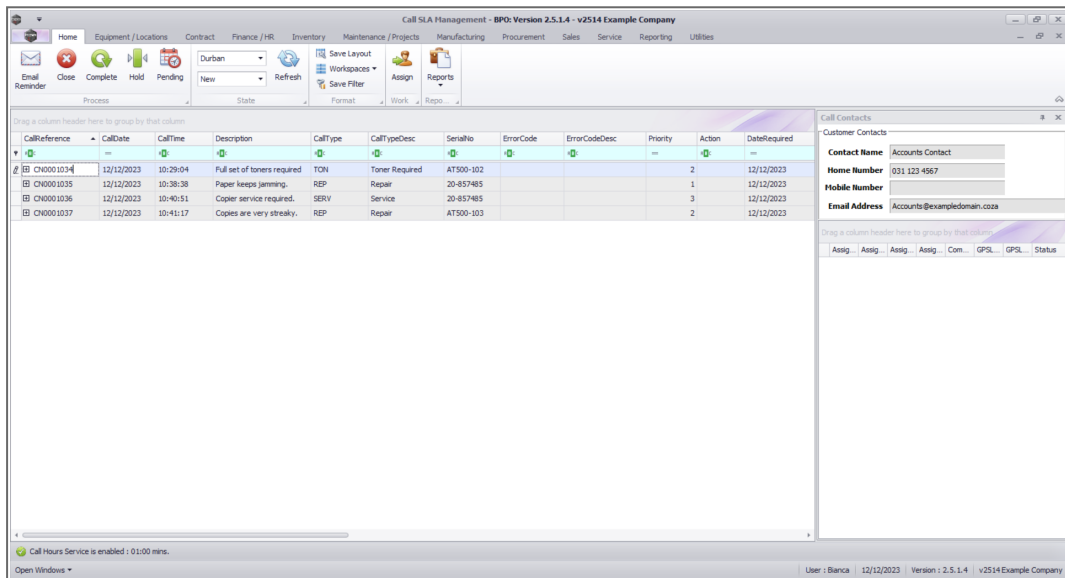
Extended Call Centre - Version Compatibility<sup>1</sup>

## THE CALL SLA LISTING SCREEN

**Ribbon** Select **Service** > **Call SLA**

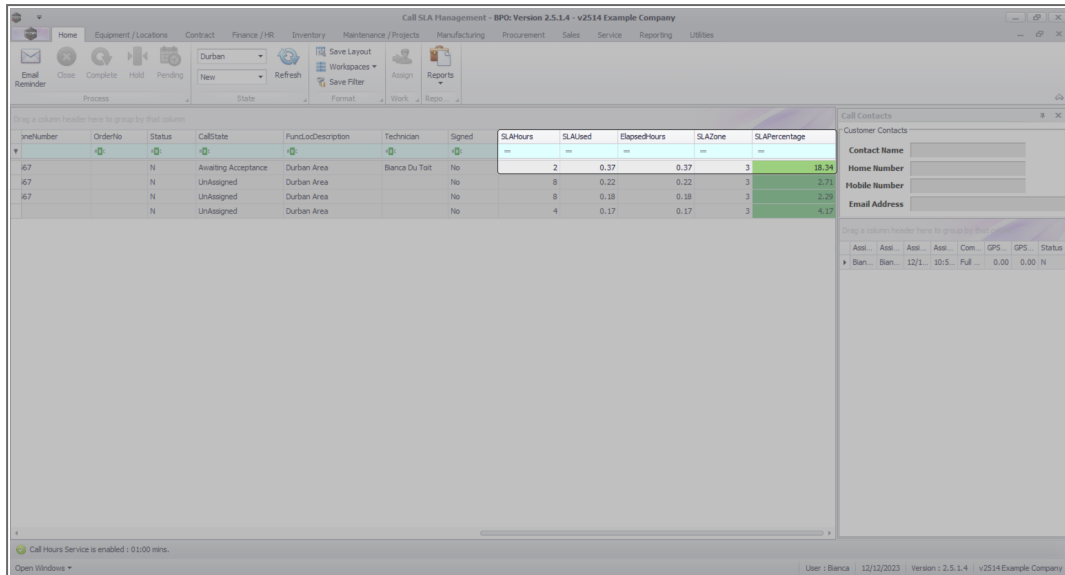


- The Call SLA Management listing screen will display.



- SLA monitoring configuration settings displayed on the screen.

<sup>1</sup>BPO2 v2.5.1.3 or higher.



Call SLA Management - BPO: Version 2.5.1.4 - v2514 Example Company

InetNumber	OrderNo	Status	CallState	FundLocDescription	Technician	Signed	SLAHours	SLAUsed	ElapsedHours	SLAZone	SLAPercentage
67	N	Awaiting Acceptance	Durban Area	Blanca Du Toit	No		2	0.37	0.37	3	18.54
67	N	Unassigned	Durban Area		No		8	0.22	0.22	3	2.71
67	N	Unassigned	Durban Area		No		8	0.18	0.18	3	2.28
	N	Unassigned	Durban Area		No		4	0.17	0.17	3	4.17

Call Contacts

Customer Contacts

Contact Name

Home Number

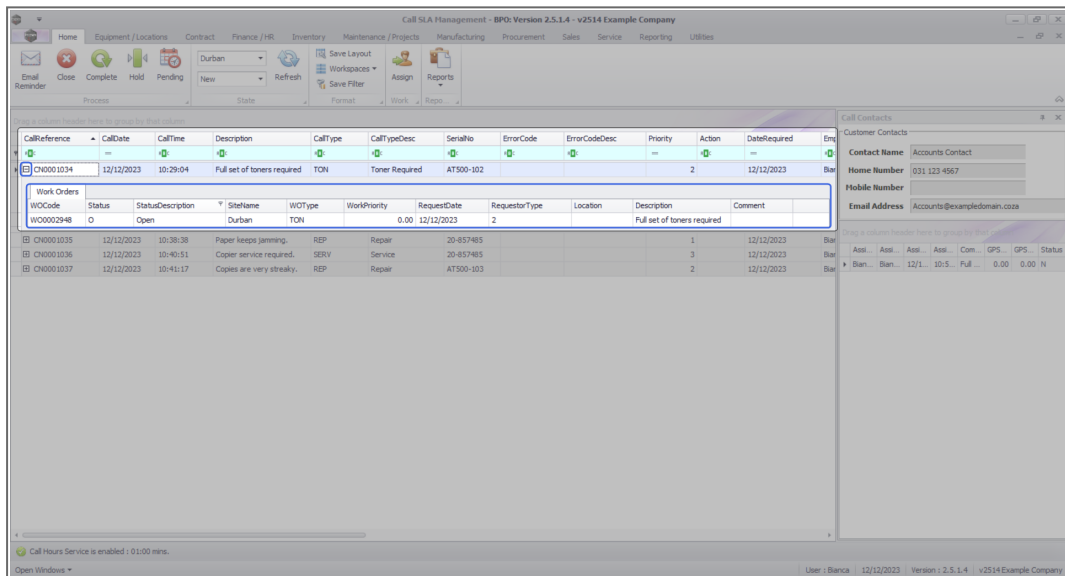
Mobile Number

Email Address

Call Hours Service is enabled : 01:00 mins.

User : Blanca | 12/12/2023 | Version : 2.5.1.4 | v2514 Example Company

- SLA monitoring configuration settings displayed on the screen.



Call SLA Management - BPO: Version 2.5.1.4 - v2514 Example Company

CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	DateRequired
CH0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102			2		12/12/2023

Work Orders

WOCode	Status	StatusDescription	SiteName	WOType	WorkPriority	RequestDate	RequesterType	Location	Description	Comment
WO0002948	O	Open	Durban	TON	0.00	12/12/2023	2		Full set of toners required	

Call Contacts

Customer Contacts

Contact Name

Home Number

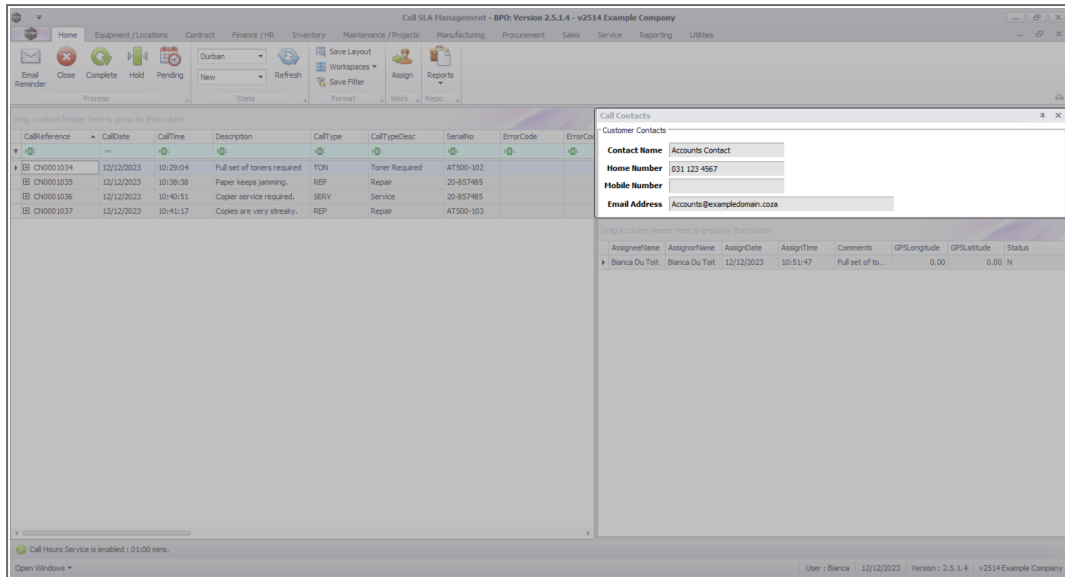
Mobile Number

Email Address

Call Hours Service is enabled : 01:00 mins.

User : Blanca | 12/12/2023 | Version : 2.5.1.4 | v2514 Example Company

- SLA monitoring configuration settings displayed on the screen.



**Call SLA Management - BPO: Version 2.5.1.4 - v2514 Example Company**

**Call Data Table:**

CallReference	CalDate	CalTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCa
CH0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102		
CH0001035	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485		
CH0001036	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485		
CH0001037	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103		

**Call Contacts Panel:**

**Customer Contacts**

**Contact Name:** Accounts Contact

**Home Number:** 031 123 4567

**Mobile Number:**

**Email Address:** Accounts@example.com.co.za

**Assignments Table:**

AssigneeName	AssignerName	AssignDate	AssignTime	Comments	GPSLongitude	GPSLatitude	Status
Bianca Du Toit	Bianca Du Toit	12/12/2023	10:51:47	Full set of to...	0.00	0.00	N

Call Hours Service is enabled : 01:00 mins.

User : Bianca | 12/12/2023 | Version : 2.5.1.4 | v2514 Example Company

BPO.MNU.127