

We are currently updating our site; thank you for your patience.

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 Compatibility¹

THE CALL SLA LISTING SCREEN

Ribbon Select Service > Call SLA

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• The Call SLA Management listing screen will display.

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• SLA monitoring configuration settings displayed on the screen.

¹BPO2 v2.5.1.3 or higher.



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• SLA monitoring configuration settings displayed on the screen.

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• SLA monitoring configuration settings displayed on the screen.



Service - Introduction to Call SLA Management

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