

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.

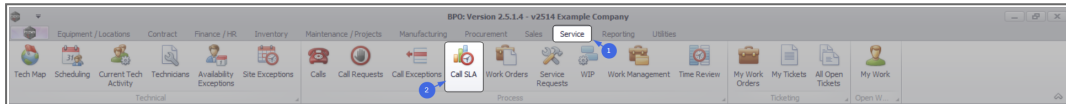
- Email reminders for Customer and assigned Technician attached to the call.
- Call processing options and technician assignment.
- View customer contact details.
- View assigned technician(s) and their and respective contact details.
- The assigned technician will be auto selected and will be shown 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.

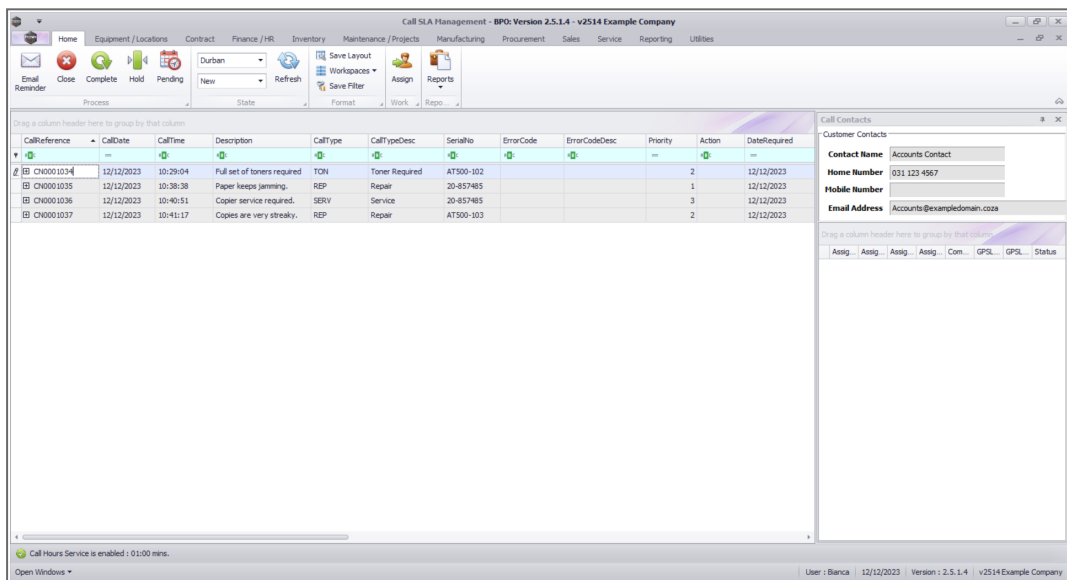
Extended Call Centre - Version Compatibility¹

THE CALL SLA LISTING SCREEN

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

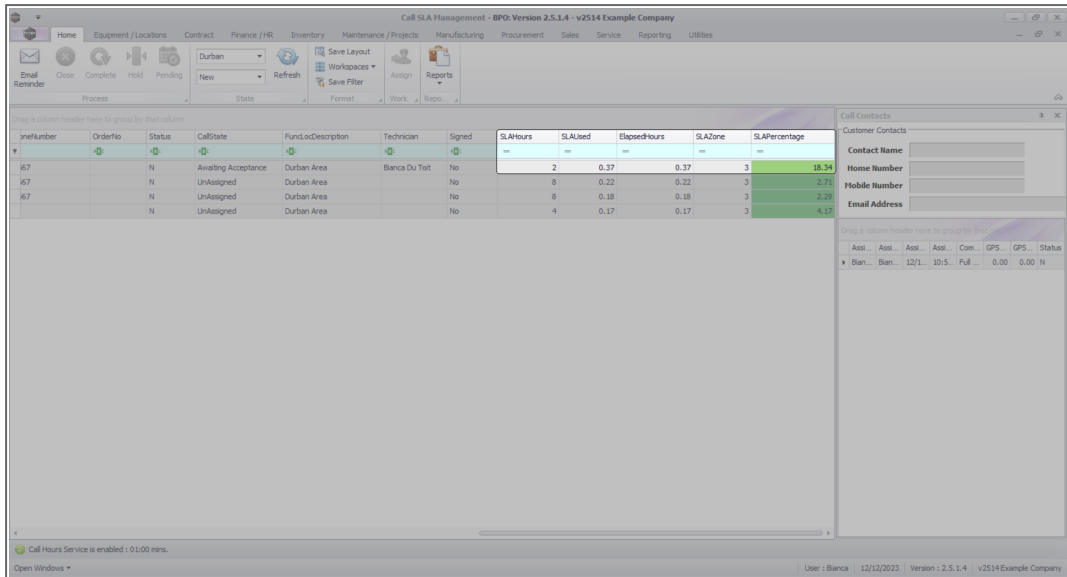


- The Call SLA Management listing screen will display.

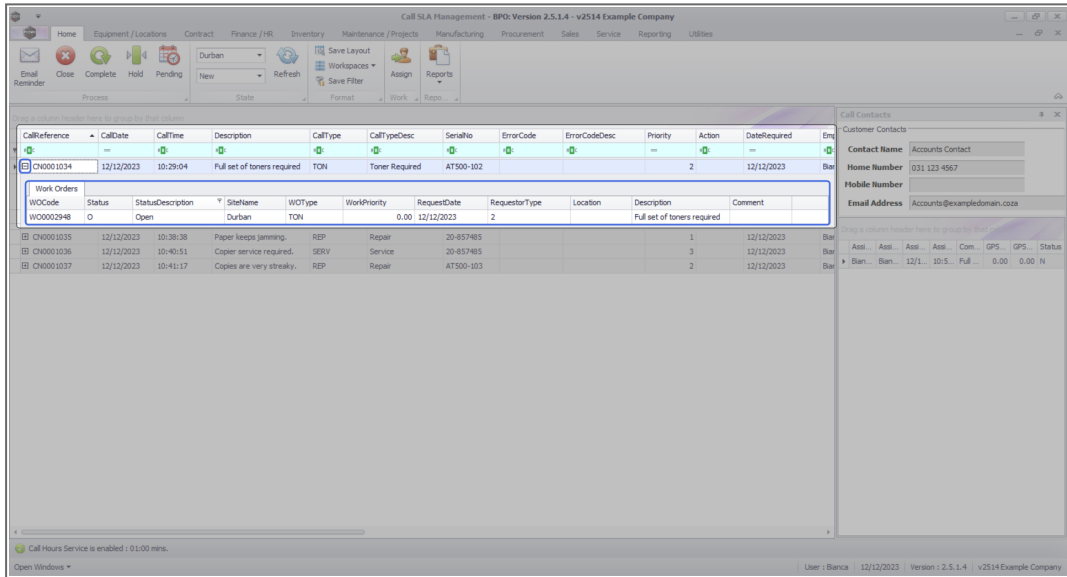


- SLA monitoring configuration settings displayed on the screen.

¹BPO2 v2.5.1.3 or higher.



- SLA monitoring configuration settings displayed on the screen.



- SLA monitoring configuration settings displayed on the screen.

The screenshot displays the 'Call SLA Management - BPO: Version 2.5.1.4 - v2514 Example Company' application. The interface includes a top navigation bar with various modules like Home, Equipment, Contract, Finance, Inventory, Maintenance, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below this is a toolbar with actions such as 'Email Reminder', 'Close', 'Complete', 'Hold', 'Pending', 'New', 'Refresh', 'Save Layout', 'Workspaces', 'Assign', and 'Reports'. The main area is divided into two panes. The left pane shows a table of call records:

CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCo
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		

The right pane, titled 'Call Contacts', shows customer information for 'Accounts Contact':

- Contact Name:** Accounts Contact
- Home Number:** 031 123 4567
- Mobile Number:** [Redacted]
- Email Address:** Accounts@exampledomain.co.za

At the bottom of the right pane, there is a table for call assignments:

AssigneeName	AssignName	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

The status bar at the bottom indicates 'Call Hours Service is enabled - 01:00 mins.' and 'User: Bianca | 12/12/2023 | Version: 2.5.1.4 | v2514 Example Company'.

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