

Past performance - Howard University

Calculate the number of staff required to reach an agreed service level

Incoming contacts	<input type="text" value="32"/>	
in a period of	<input type="text" value="9 Hours"/> ▾	
Average Handling Time (AHT)	<input type="text" value="1800"/>	seconds
Required Service Level	<input type="text" value="99"/>	% Answered in
Target Answer Time	<input type="text" value="20"/>	seconds



Agents FTE
(Typical)



Agents per
30 Mins (Max)



Calls per
30 Mins (Max)



Calls Per Day

- Provided Predictive Dialer functionality for Collections, Helpdesk, Enrollment, and Government Funding activities.
- Handled 3000+ calls per month.
- Responsible for O&M on facilities and equipment in place to handle dynamic traffic volumes.
- Consulted regularly with Howard University Apps Dev staff to ensure efficient queuing, routing, and automated call processing is both efficient.
- Responsible for data collection, aggregation, and analytics of all call data.
- Were proficient users of Cisco Networks, Remedy Help Desk Ticketing, Proprietary CRM (CC&B), Oracle , Crystal Reports, SQL, and Siebel CRM
- Generated recurring and ad hoc management, Quality Assurance, and Call Calibration reports.
- Provided Staff of 85+ Customer Service professionals.
- Labor Category - customer service reps, collections reps, QA staff, Tech Support reps, and Business Analysts.
- O & M on Avaya ACD, CMS products, and Aspect UIP Dialer.
- Supported Witness QA and Monitoring products.
- Proficient users for Cisco Networks, Remedy Help Desk Ticketing, Proprietary CRM (CC&B), Oracle, Crystal Reports, SQL, Siebel CRM.

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