

7.8 REPORTS

Please provide a sample of your standard call reports:

There are hundreds of reports that we generate either as standard or ad hoc for each client. Due to client confidentiality, we cannot share the specific reports in this document. We are happy to review in detail any reporting needs that you have.

A good starting point to review the types of reports we provide clients are these two Bright Pattern links that show the range and depth of reporting possible.

- <https://help.brightpattern.com/5.3:Reporting-reference-guide/ReportGeneration>
- <https://help.brightpattern.com/5.3:Supervisor-guide/Dashboard>

Do you have real-time reporting dashboards your clients can view?

All of our reports can be viewed by our clients in real time. Please see links above to look at detailed dashboard options. Again, we would be happy to supply reports but we cannot mask our client names since they are in real time.

Explain your ad hoc reporting capabilities.

Working Solutions is capable of compiling most any ad hoc report, based on the data structure received and metrics measured from the telephony platform. *See links above.*

Yes, Working Solutions measures a large variety of KPIs, and can target any one specific to your business needs. We will mimic your processes and procedures. KPIs include:

Quality – A metric that allows you to see directly how your agents are performing, as well as how customers rate your customer service in general.

Service Level – Measures the percentage of incoming calls that an agent answers live in an established amount of time.

Call Abandonment Rate – Percentage of inbound phone calls made to a contact center that is abandoned by the customer before speaking to an agent. It is calculated as abandoned calls divided by total inbound calls.

Occupancy % – Percentage of time that an agent actually spends handling incoming calls against the available or idle time, which is determined by dividing workload hours by staff hours.

Average Daily FTE – Average, daily full-time equivalent represents the number of working hours that one, full-time agent completes during a fixed time period. FTE converts workload hours into the number of persons required to complete that work.

Shrinkage % – Measures of how much time is lost in a call center because of things, such as bathroom breaks, call backs, paperwork, team meetings or training. Shrinkage, which is represented by a percentage, is used to calculate how many agents should be scheduled to work a shift so that all calls can be answered in a timely manner.

Overall IB (Inbound) and OB (Outbound) variance Forecast to Actual – The difference between the amount of work per time period projected to be presented and the amount of work that is actually presented.

Intervals Measurements – Tracks the number of intervals meeting the below criteria:

- Above – Number of intervals above forecasted volume.
- At – Number of intervals at forecasted volume.
- Below – Number of intervals below forecasted volume.

Daily and MTD AHT (Average Handle Time) – A metric for the average duration of one interaction, typically measured from the customer's initiation of the interaction. Includes any hold time, talk time and related tasks that follow the interaction.

Daily & MTD ASA (Average Speed of Answer) – A metric calculating the amount of time it takes to answer a typical interaction once it has been routed to the contact center.

Conversion IB (Inbound) and OB (Outbound) – Number of people converted into a sale or contact, divided by the total number of callers (and others) who reached an agent.

Working Solutions has the ability to track any KPIs or metrics special to Zillow's business.

Detail key performance indicators (KPIs) used in each of the functional areas of the contact center. Include definitions, how computed, reporting frequency, and processes and programs in place for corrective actions.

We work with each partner to customize or adopt their KPIs. They can include WFM/service-level expectations, agent metrics and more. In the industry, there are easily more than 100 different KPIs. We work with our clients on their expectations and define them in the scope of work and execute on a daily basis. Our team has the ability to do full reporting on all KPIs that are agreed on and share the results as requested. Above and beyond the standard KPI reporting,

we will do a weekly business review that will outline the KPI hits/misses, outliers and action plans.

Partner will provide daily reporting on call and SMS activities, including conversion rate, calls delivered, and calls handled, calls per hours, SMS per hours, rep statistics, etc.

Again, we provide daily, detailed reporting on any metrics customized to the specific client.

Live reports must be accessible, which include the Call Status Reports on a daily basis. Call Statistics Detail and Summary Reports, which include information on:

- Statistics
- End of Call Disposition
- Call Counts (daily, weekly, monthly and annual)
- Reason for call (Call Disposition)
- Duration of All Calls in Call Disposition by category
- Average Call Duration for Category in Call Disposition
- Grand Totals for all above information

All live reports, including any variables you would like to measure customized to your needs, are accessible on a daily basis.

- <https://help.brightpattern.com/5.3:Reporting-reference-guide/ReportGeneration>
- <https://help.brightpattern.com/5.3:Supervisor-guide/Dashboard>

Statistics with interval filter reports can be sorted also by city, date or date and city together.

Yes, reporting can be customized to include city, date or date and city together.

Sending calls with questions (elevated calls) to a specified email address allowing Client to pick up those calls requiring follow-up.

Working Solutions will outline an escalation process that best fits your needs. Two of our current processes are listed below:

- We have a form that is required to be completed before submitting the customer follow-up requests to our dedicated inbox. This data then is communicated to the client for action.
- Working Solutions also uses a ticketing system where agents communicate interaction follow-up or request outside of our scope for support. Clients are given access to this system and assigned a specific group where desired requests can be routed.