



6 Common Call Centre Agent Cheats

*...And how to spot them using
CIMplicity™ Visualizer!*

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This article shows how CIMplicity™ Visualizer from Aria Solutions can help identify common system cheats used by agents in many contact centers.

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1. Shuffling to the back of the pack

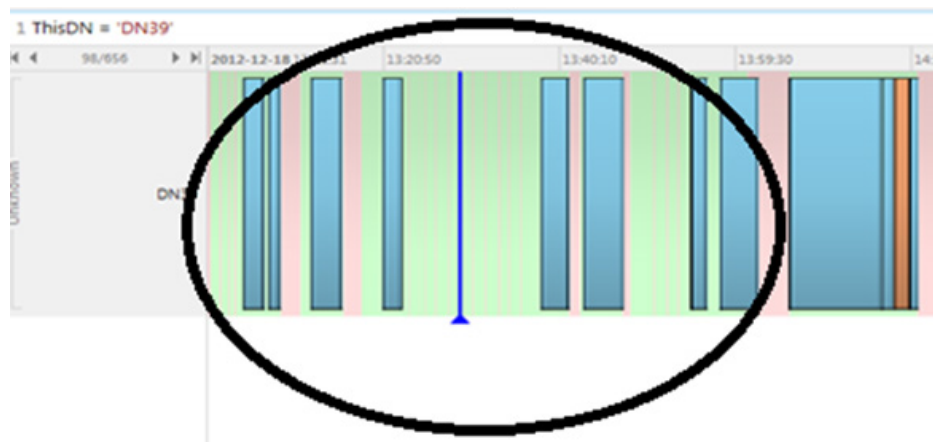
If your telephony system default allocates calls to the agent that has been available the longest, as most do, agents often manipulate the system.

During slower moments, when several people are in a ‘waiting for next call’ status, agents can set themselves to unavailable or Not Ready for a few seconds, then back onto available or Ready again. This activity can result in moving the agent from the front of the queue for the next call to the back.

This is an easy and very obvious way of avoiding calls. It’s easy to find an excuse to be offline for less than a minute. Getting a new notepad from the stationery cupboard, getting a glass of water or uncoiling a headset wire - will do the job. This activity can easily go unnoticed through regular contact center reporting as this has minimal impact to Total Not Ready Time.

How to spot it with Visualizer?

CIMplicity™ Visualizer is delivered with a collection of Out-of-the-Box queries. One of those queries is the Alternating Ready State Pattern. It scans the collected data for repeating agent state changes of short duration. Visualizer will display such agent behavior in the following manner:



In the image above, “blue” represents Established or On a Call; “green” represents Ready; and “pink” represents Not Ready. You are able to see a visual representation of the short durations of NR mixed into a larger Ready time block.

While it is possible to discover the same information by pouring over log text, an analysis would need to be done on alternating state patterns for an agent and time differential calculations. It’s a very time consuming process that Visualizer eliminates. A visual explanation also has more impact when relaying the issue to those people who aren’t familiar with Genesys log text syntax.

2. Sitting on a hanger

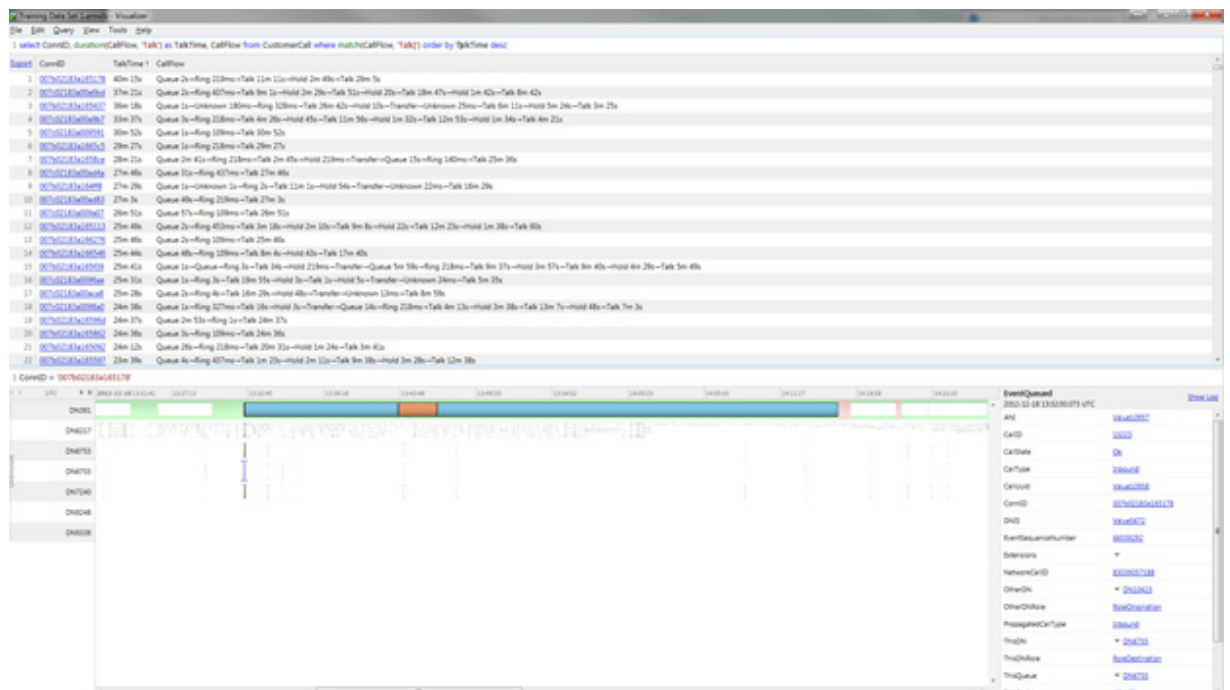
Call centre agents rarely end a call themselves – they say goodbye, the caller hangs up and the line goes dead. Sometimes though, the line doesn't go dead. The caller has gone, but the line remains open. It just hangs.

One option the agent has is to hit the ‘terminate call’ button and move on to the next one. The alternative though is to just sit and wait. According to any kind of telephony software, you are still ‘on a call’ and working hard, so no one is likely to ask why on earth you are sitting there doing nothing.

How to spot it with Visualizer?

CIMplicity™ Visualizer is able to look for all the call flows to see which ones have a final state of “Talk” and order by the duration of that state. Filters can also be used to select only those calls that extend beyond the Average Handle Time of the specified call type.

This flags all the extra-long calls. Visualizer has the ability to integrate into Genesys and certain 3rd party call recording and screen capture platforms. By selecting Established segments from the Visualizer display, users can retrieve the related recording or screen capture to validate agent behaviour during that extended talk time and find out if anything is being said at all or where they are navigating on their workstation.

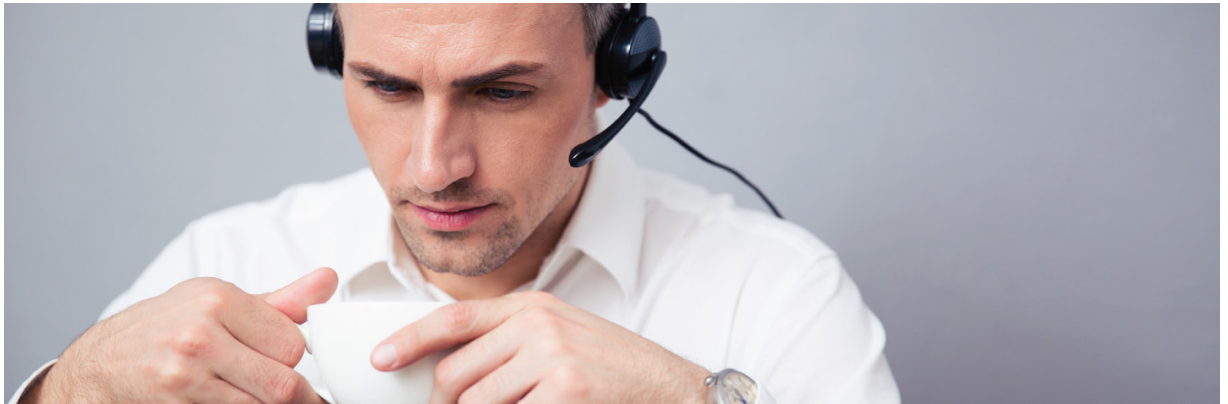


3. Rounding up breaks

Are the agents adhering to the schedule set forth to maximize coverage?

WFM systems are designed to create optimal schedules. Some offer Real Time or Historical Schedule Adherence monitoring an additional licensing cost for their product.

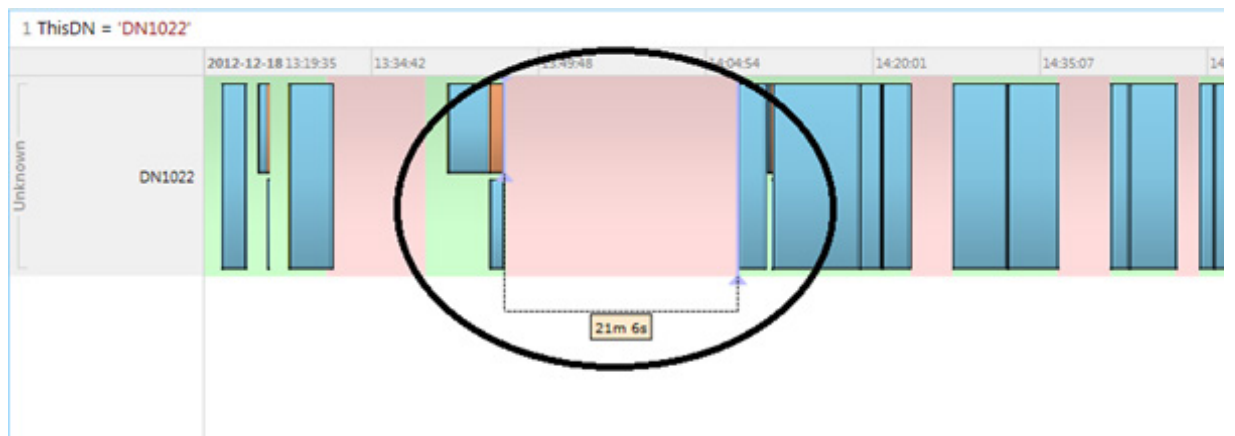
Agents however, may try to cheat that system. They can stretch out their allotted break time or avoid those last few calls of the day, by bookending their allotted break with additional Not Ready time. They would be within schedule adherence but can stretch out that break from 15 minutes to potentially 25 minutes, or stop taking calls 15 minutes before the day's end.



How to spot it with Visualizer?

CIMplicity™ Visualizer captures and displays the definitive event sequence experienced in contact center. You are able to accurately see the time an agent has changed their state.

This information can be used to easily document schedule adherence and deviation from agreed upon planned time or potentially the bookending scenario with additional Not Ready time surrounding a log out or a scheduled break state..



4. Making after-call work personal

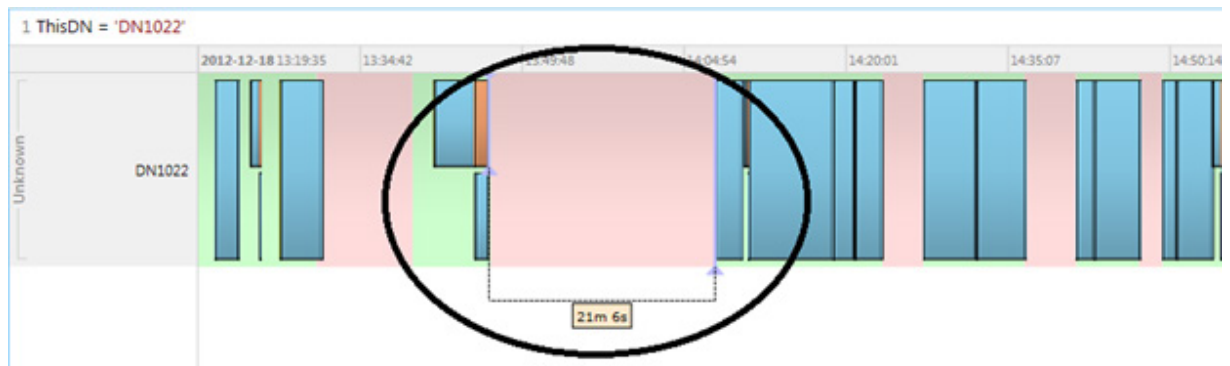
Some calls require a minute or two of after-call work just to tie up the administrative activities, some don't. But unless you are being directly monitored, supervisors have no way of actually knowing which calls do require after-call work.

So, if agents want to send a personal email, check game scores, find some juicy celeb gossip online or just sit there for a bit - there is that one or two minute pause after each call that never arouses suspicion.



How to spot it with Visualizer?

Visualizer is able to drill down on ACW states and order those states by duration. The integration to Screen Capture systems allows for video retrieval of the agents actions while in that state, as ACW time is often captured by those systems..



5. Calls that end on hold

Often, agents are driven by supervisors to be more efficient and to lessen their Not Ready Time.

When an agent just doesn't want to take that next call but is conscious of the fact that their Not Ready Time is being scrutinized – an alternative means is to place the customer on hold and just wait until they abandon.

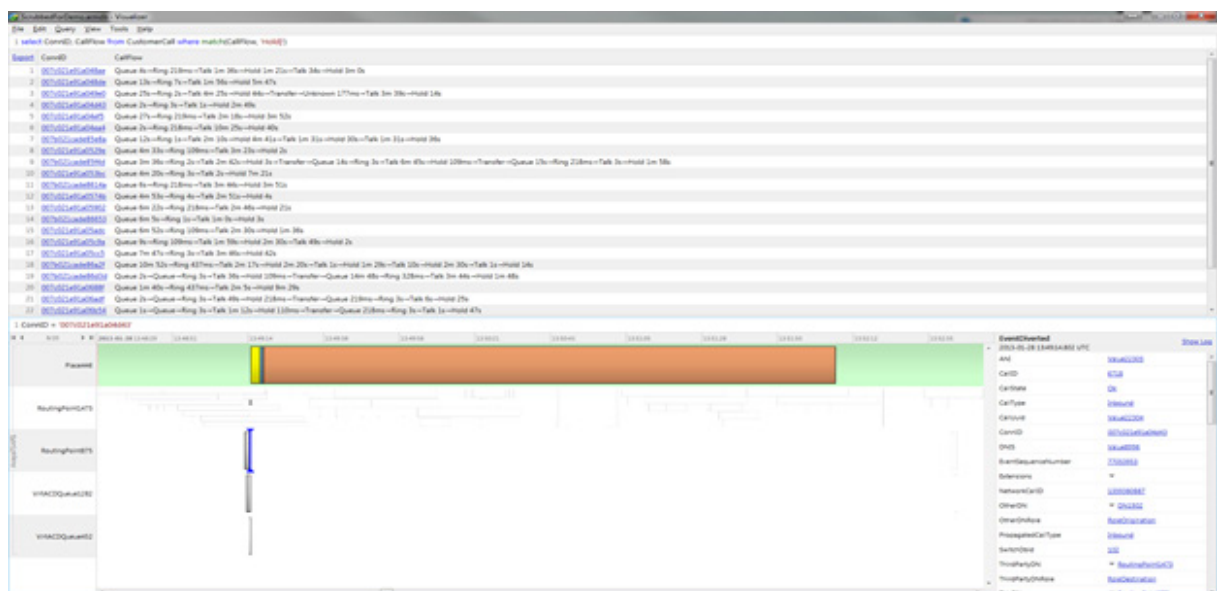
The agent can both - introduce themselves (often with an alias) and ask to hold or just place the client directly into hold when they are delivered. Some conscientious agents may even let the client describe their issue, then politely ask for them to hold for a period of time but not address it.

How to spot it with Visualizer?

CIMplicity™ Visualizer is able to show all the call flows that have a final state of “hold” and order by length of hold.

The meaning of the returned results will depend on how the agent is instructed to handle hold scenarios. Agents are often instructed that if a client has been on hold for a predetermined time and more holding is required, they are to get back on the line and relay that back to the holding client. If that is the case, Visualizer can return all hold times that exceed that threshold.

If that is not best practice, Visualizer integrates into several call recording and screen capture platforms to retrieve recordings to see if the agent said anything prior to putting the customer on hold or to view the screen capture while on hold to see if they were working the problem during the customer time on hold.



6. Transferring calls back into the same queue

An agent may have dashboards to make them aware of their current day's stats. Should they notice and be aware that their Average Handle Time is high or maybe their Total Calls Answered is low, they can immediately transfer the caller back into the queue from which they came.

The caller gets queued twice without potentially knowing that they were in fact delivered to someone who chose not to take their call. They may complain about an abnormally long wait but if they say they waited 5 minutes when the longest queue wait time is known to be 2.5 minutes, their complaint is often dismissed as exaggeration and agents are not questioned.

How to spot it with Visualizer?

Another of the Out-Of-the-Box™ CIMPlicity™ Visualizer filters is the Alternating Ready State Pattern. It scans the collected data for repeating agent state changes of short duration.

Similar to the Ready/Not Ready issue above, Visualizer displays this agent behavior in the following manner:



The pattern for this bad behavior displayed is that of yellow (Ringing), blue (Established), orange (Hold) and below fuchsia (Dialing). All durations of state are only of a few seconds. Visualizer integration into a Call Recording system can retrieve recordings to play back the Established states in order to see if anything is said to the client.

All agent behaviors establish event patterns. These patterns are just a few of the ones that Visualizer quickly and easily presents to the help improve contact centre operations and customer experience. Undesired or bad behaviors jump off the page as activities that don't fit the normal day-to-day actions. Visual pattern recognition greatly reduces analysis time and eliminates hours poring over log text in an attempt to decipher what is happening. With specific actions clearly displayed, training and corrective action can be easily taken, ensuring customer experience is optimized and agents are productive.



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