Claims

What is claimed is:

1. A system for customer contact management, comprising:

a contact center including an internet connection, automatic call distributor means, computer/telephony integration means, interactive voice response means, and a database, wherein said contact center is coupled to receive contacts from a network via a router/gateway;

a balanced service process, comprising:

means for determining and managing real-time, intraday, and historical first contact resolution (FCR) statistics and customer satisfaction (CSAT);

means for dynamically reporting issues driving contact volume;

means for determining every contact that was not resolved; and

a closed loop channel to define, report and correct actions and trending issues that impede FCR and CSAT.

2. The system according to claim 1, wherein said ACD means comprises an internet call management device.

3. The system according to claim 1, wherein said network comprises a public switched telephone network.

4. The system according to claim 1, wherein said network comprises an IP network.

5. The system according to claim 1, wherein said contact center is coupled to receive contacts from said network via a switch or the internet.

6. The system according to claim 1, wherein said contacts comprise one or more of voice calls, SMS messages, e-mails, chat and social media contacts.

7. A computer-implemented method comprising:

receiving a plurality of customer contacts in a contact center which includes an internet connection, automatic call distributor means, computer/telephony integration means, interactive voice response means, a database, and a plurality of resolvers;

presenting each said contact to one of said plurality of resolvers;

determining a cause of each said contact; and

determining first contact resolution (FCR) and customer satisfaction (CSAT) rates for each said contact;

8. The computer-implemented method according to claim 7, further comprising:

storing said FCR and CSAT data and rates in said database; and

determining which ones of said contacts that were not resolved;

9. The computer-implemented method according to claim 7, further comprising dynamically reporting issues driving a contact volume.

10. The computer-implemented method according to claim 7, further comprising:

providing a closed loop channel to define trending issues that impede FCR and CSAT;

reporting said trending issues that impede FCR and CSAT.

11. The computer-implemented method according to claim 7, further comprising:

Initiating an issue resolution and CSAT survey with said interactive voice response means, e-mail, sms or chat; and

storing the results of said survey in said database.

12. A computer-readable medium, in a machine-readable storage device, storing a computer program product, the computer program product including instructions that, when executed, cause a balanced service processor to perform operations comprising:

receiving a plurality of customer contacts in a contact center which includes an internet connection, automatic call distributor means, computer/telephony integration means, interactive voice response means, a database, and a plurality of resolvers;

routing each said contact to one of said plurality of resolvers;

determining a cause of each said contact; and

determining true first contact resolution (FCR) and customer satisfaction (CSAT) rates for each said contact;

13. The computer-readable medium according to claim 12, further comprising instructions that, when executed, cause the balanced service processor to perform operations for storing said FCR and CSAT rates in said database.

14. The computer-readable medium according to claim 12, further comprising instructions that, when executed, cause the balanced service processor to perform operations for determining which ones of said contacts that were not resolved.

15. The computer-readable medium according to claim 12, further comprising instructions that, when executed, cause the balanced service processor to perform operations for dynamically reporting issues driving a contact volume.

16. The computer-readable medium according to claim 12, further comprising instructions that, when executed, cause the balanced service processor to perform operations for:

providing a closed loop channel to define trending issues that impede FCR and CSAT; and

reporting said trending issues that impede FCR and CSAT.

17. The computer-readable medium according to claim 12, further comprising instructions that, when executed, cause the balanced service processor to perform operations for:

Initiating an issue resolution and CSAT survey with said interactive voice response means; and

storing the results of said survey in said database.

Claims

1. A system for customer contact management, comprising:

a contact center including an internet connection, automatic call distributor (ACD) means, computer/telephony integration means, interactive voice response means, a database, and a plurality of resolvers, wherein said contact center is coupled to receive contacts from a network via a router/gateway and present each of the contacts to one or more of said plurality of resolvers;

a balanced service process, comprising:

means for determining and managing real-time, intraday, and historical resolver disposition of contact (RDP), customer disposition of contact (CDP), first contact resolution (FCR) rates, and customer satisfaction (CSAT);

means for dynamically reporting issues driving contact volume, said issues including said real-time, intraday, and historical RDP, CDP, FCR and CSAT, exception rates, and a plurality of cause codes;

means for determining every contact that was not resolved; and

a closed loop channel to define, report and correct actions and trending issues that impede FCR and CSAT, based on said dynamically reported issues driving contact volume.

2. The system according to claim 1, wherein said contact center comprises a single location.

3. The system according to claim 2, wherein said contact center comprises a work at home location.

4. The system according to claim 1, wherein said contact center comprises a plurality of locations.

5. The system according to claim 4, wherein said plurality of locations comprises one or more work at home locations.

6. The system according to claim 1, wherein said ACD means comprises an internet call management device.

7. The system according to claim 1, wherein said network comprises a public switched telephone network.

8. The system according to claim 1, wherein said network comprises an IP network.

9. The system according to claim 1, wherein said contact center is coupled to receive contacts from said network via a switch or the internet.

10. The system according to claim 1, wherein said contacts comprise one or more of voice calls,

SMS messages, e-mails, chat and social media contacts.

11. A computer-implemented method comprising:

receiving a plurality of customer contacts in a contact center which includes an internet connection, automatic call distributor means, computer/telephony integration means, interactive voice response means, a database, and a plurality of resolvers;

presenting each said contact to one or more of said plurality of resolvers;

determining a cause of each said contact;

determining resolver disposition of contact (RDP), customer disposition of contact (CDP), first contact resolution (FCR) rates and customer satisfaction (CSAT) for each said contact;

providing a closed loop channel to define trending issues that impede FCR and CSAT;

dynamically reporting said trending issues that impede FCR and CSAT; and

dynamically reporting issues driving a contact volume, said issues including said real-time, intraday, and historical RDP, CDP, FCR and CSAT, exception rates, and a plurality of cause codes.

12. The computer-implemented method according to claim 11, further comprising:

storing said FCR and CSAT data and rates in said database; and

determining which ones of said contacts that were not resolved.

13. The computer-implemented method according to claim 11, further comprising:

initiating an issue resolution and CSAT survey with said interactive voice response means, e-mail, SMS or chat; and

storing the results of said survey in said database.

14. A non-transitory computer-readable medium, in a machine-readable storage device, storing a computer program product, the computer program product including instructions that, when executed, cause a balanced service processor to perform operations comprising:

receiving a plurality of customer contacts in a contact center which includes an internet connection, automatic call distributor means, computer/telephony integration means, interactive voice response means, a database, and a plurality of resolvers;

routing each said contact to one or more of said plurality of resolvers;

determining a cause of each said contact; and

determining resolver disposition of contact (RDP), customer disposition of contact (CDP), true first contact resolution (FCR) rates, and customer satisfaction (CSAT) for each said contact; and

providing a closed loop channel to define trending issues that impede FCR and CSAT;

performing operations for dynamically reporting issues driving a contact volume, said issues including said real-time, intraday, and historical RDP, CDP, FCR and CSAT, exception rates, and a plurality of cause codes;

performing operations for dynamically reporting issues driving a contact volume, said issues including said real-time, intraday, and historical RDP, CDP, FCR and CSAT, exception rates, and a plurality of cause codes; and

dynamically reporting said trending issues that impede FCR and CSAT.

15. The non-transitory computer-readable medium according to claim 14, further comprising instructions that, when executed, cause the balanced service processor to perform operations for storing said FCR and CSAT rates in said database.

16. The non-transitory computer-readable medium according to claim 14, further comprising instructions that, when executed, cause the balanced service processor to perform operations for determining which ones of said contacts that were not resolved.

17. The non-transitory computer-readable medium according to claim 16, further comprising instructions that, when executed, cause the balanced service processor to perform operations for:

initiating an issue resolution and CSAT survey with said interactive voice response means; and

storing the results of said survey in said database.