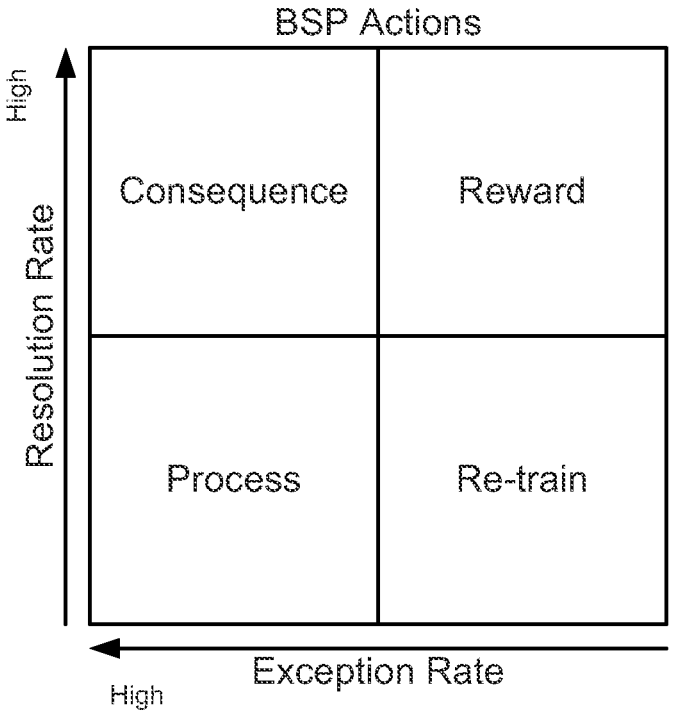
BSP Actions
High
Resolution Rate
Consequence
Reward
Process
Re-train
High
Exception Rate

FIG. 1

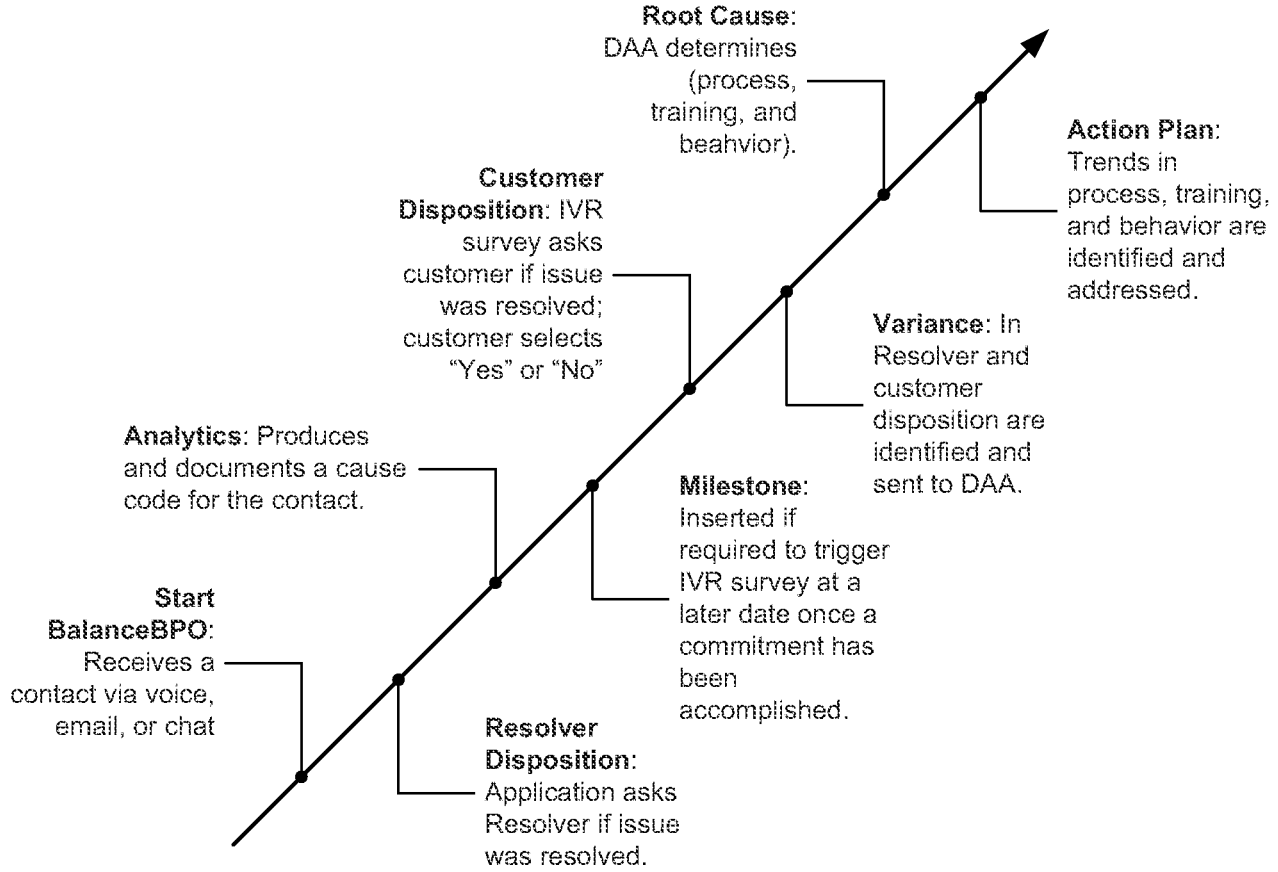
Root Cause: DAA determines (process, training, and beahvior).
Action Plan: Trends in process, training, and behavior are identified and addressed.
Customer Disposition: IVR survey asks customer if issue was resolved; customer selects "Yes" or "No"
Variance: In Resolver and customer disposition are identified and sent to DAA.
Analytics: Produces and documents a cause code for the contact.
Milestone: Inserted if required to trigger IVR survey at a later date once a commitment has been accomplished.
Start BalanceBPO: Receives a contact via voice, email, or chat
Resolver Disposition: Application asks Resolver if issue was resolved.

FIG. 3

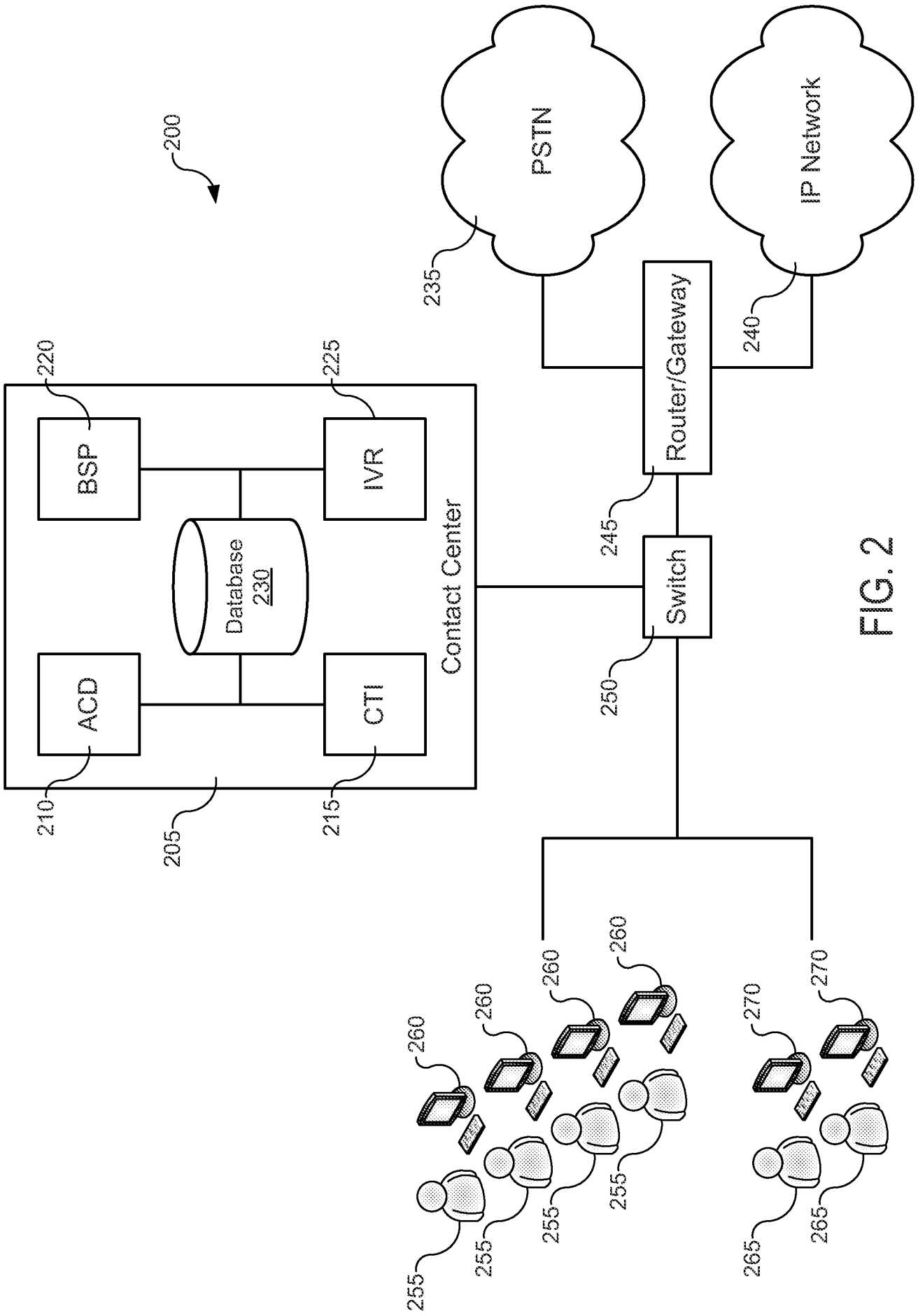
200
PSTN
IP Network
235
240
Router/Gateway
245
Switch
250
Contact Center
205
BSP
220
IVR
225
Database
230
ACD
210
CTI
215
260
255
270
265

FIG. 2

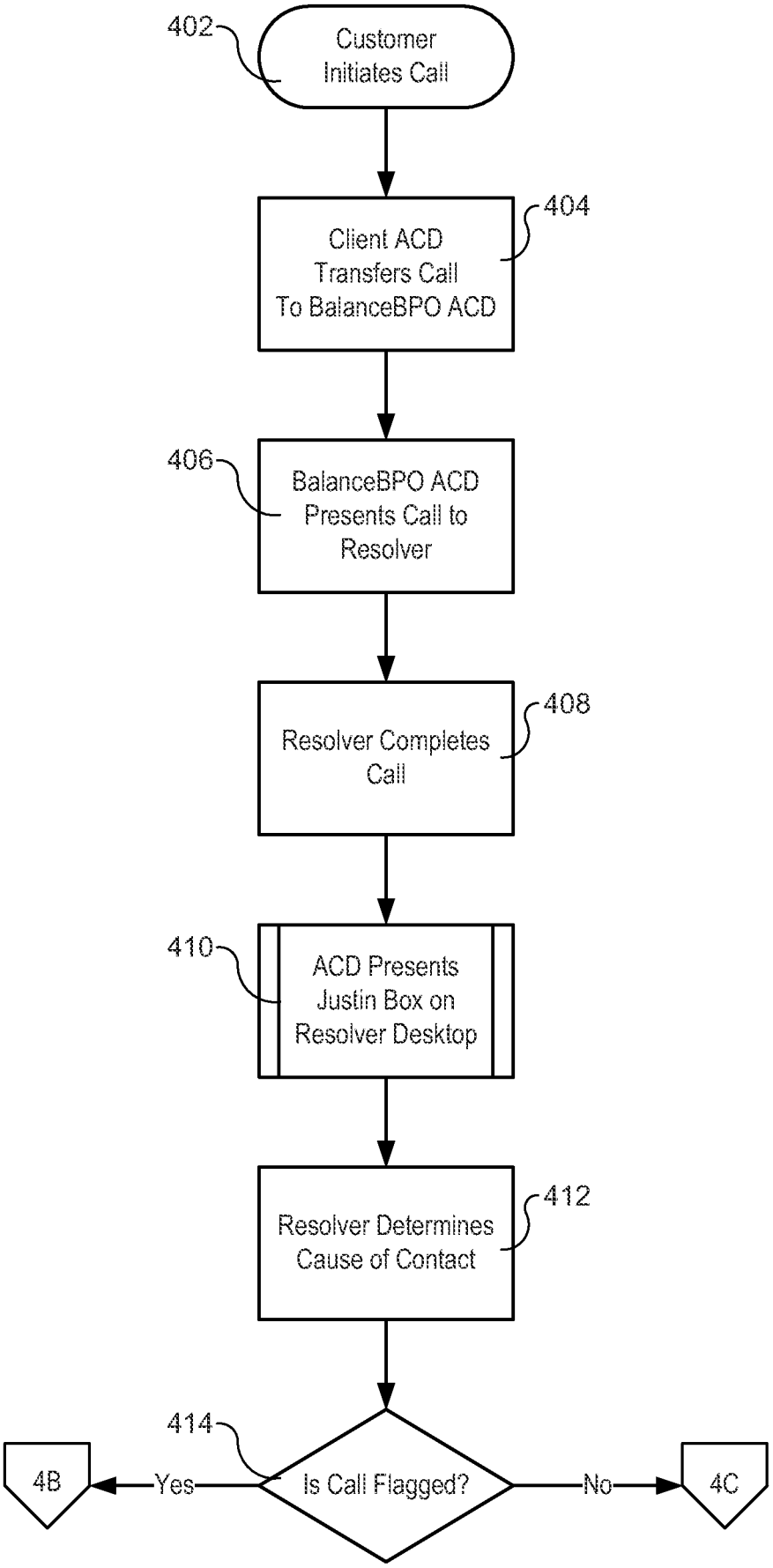
402
Customer Initiates Call
404
Client ACD Transfers Call To BalanceBPO ACD
406
BalanceBPO ACD Presents Call to Resolver
408
Resolver Completes Call
410
ACD Presents Justin Box on Resolver Desktop
412
Resolver Determines Cause of Contact
414
Is Call Flagged?
Yes
4B
No
4C

FIG. 4A

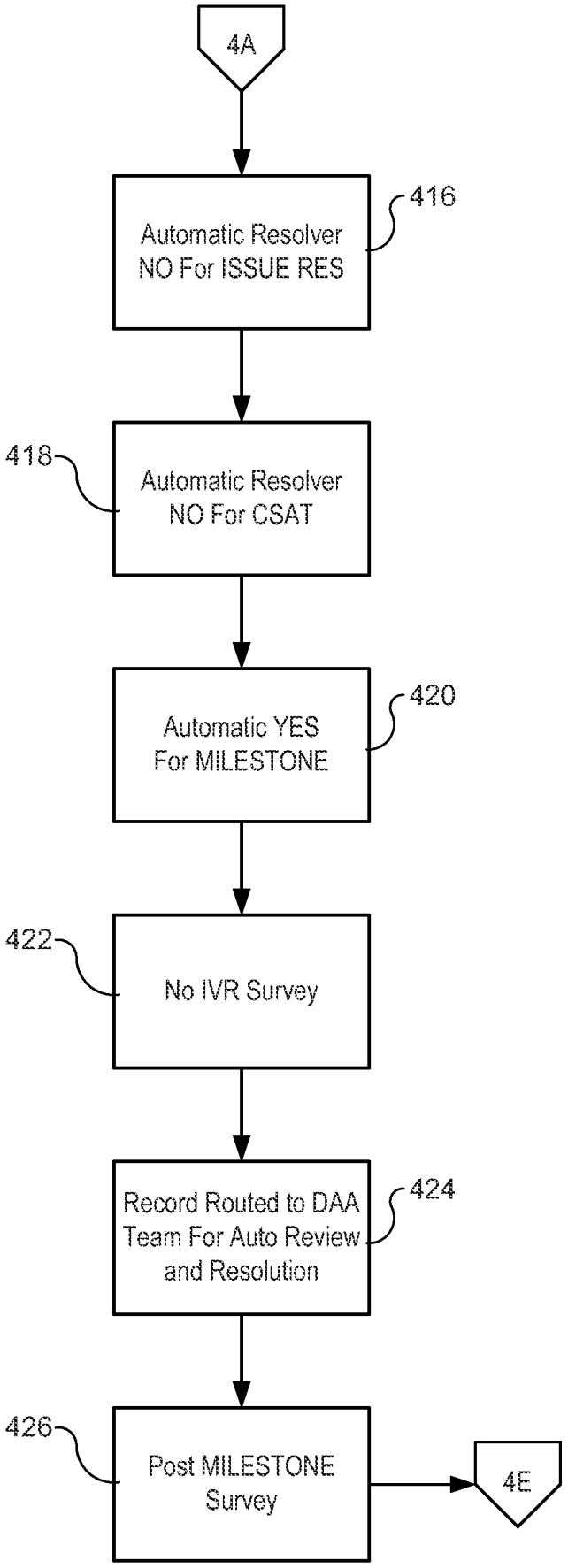
4A
Automatic Resolver NO For ISSUE RES
416
Automatic Resolver NO For CSAT
418
Automatic YES For MILESTONE
420
No IVR Survey
422
Record Routed to DAA Team For Auto Review and Resolution
424
Post MILESTONE Survey
426
4E

FIG. 4B

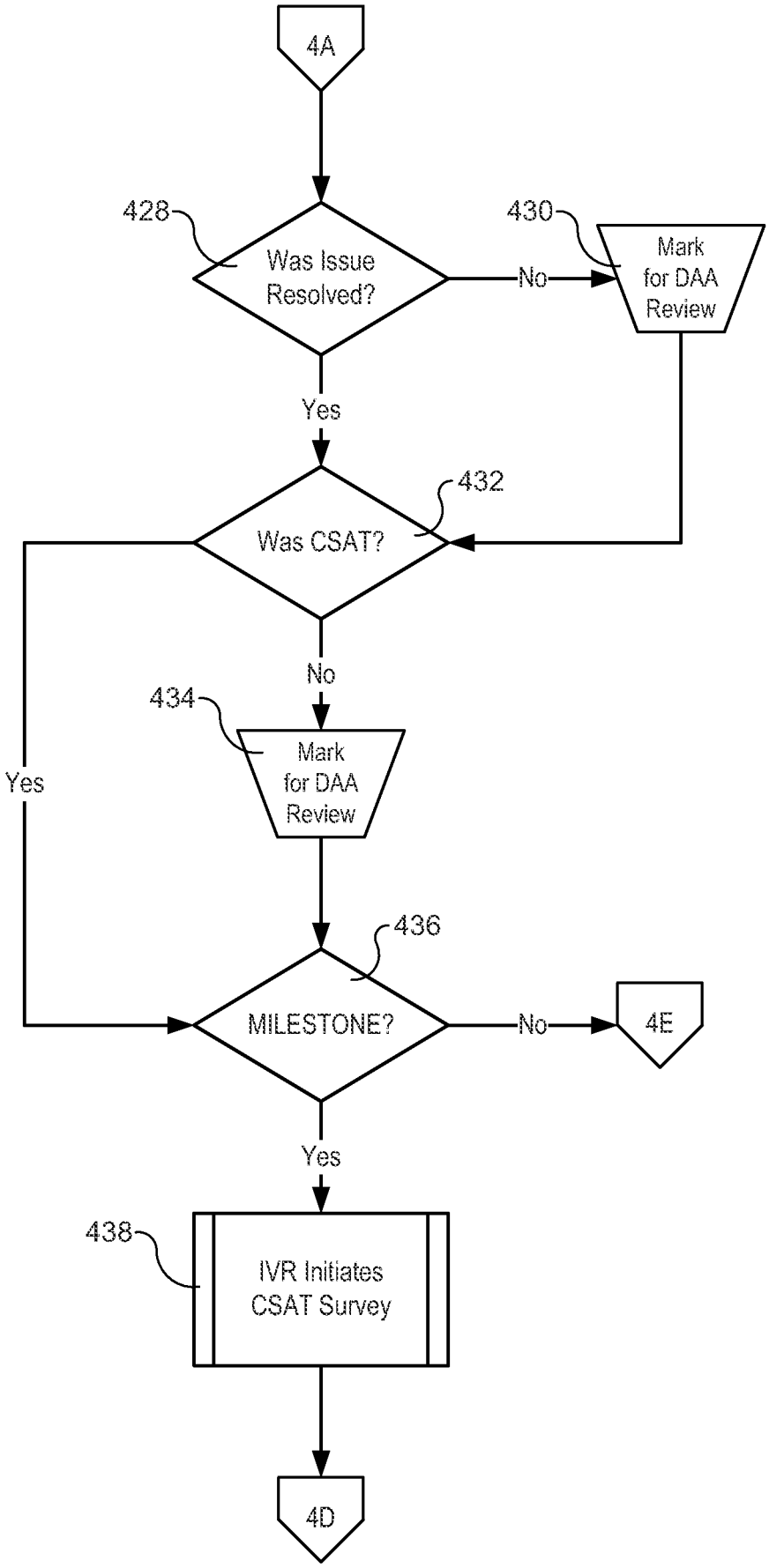
4A
428
Was Issue Resolved?
No
430
Mark for DAA Review
Yes
432
Was CSAT?
No
434
Mark for DAA Review
Yes
436
MILESTONE?
No
4E
Yes
438
IVR Initiates CSAT Survey
4D

FIG. 4C

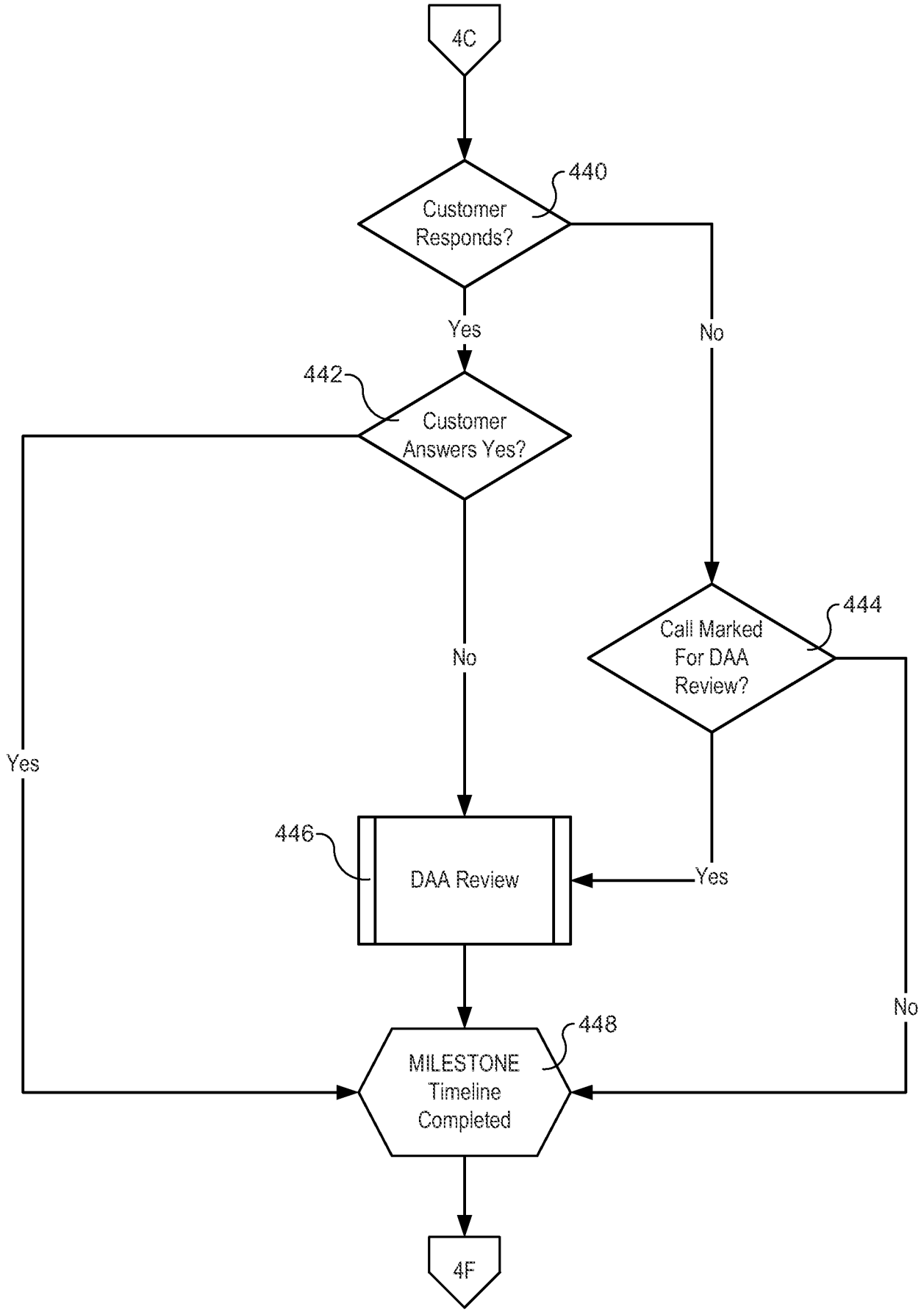
4C
440
Customer Responds?
Yes
No
442
Customer Answers Yes?
444
Call Marked For DAA Review?
Yes
No
No
Yes
446
DAA Review
448
MILESTONE Timeline Completed
4F

FIG. 4D

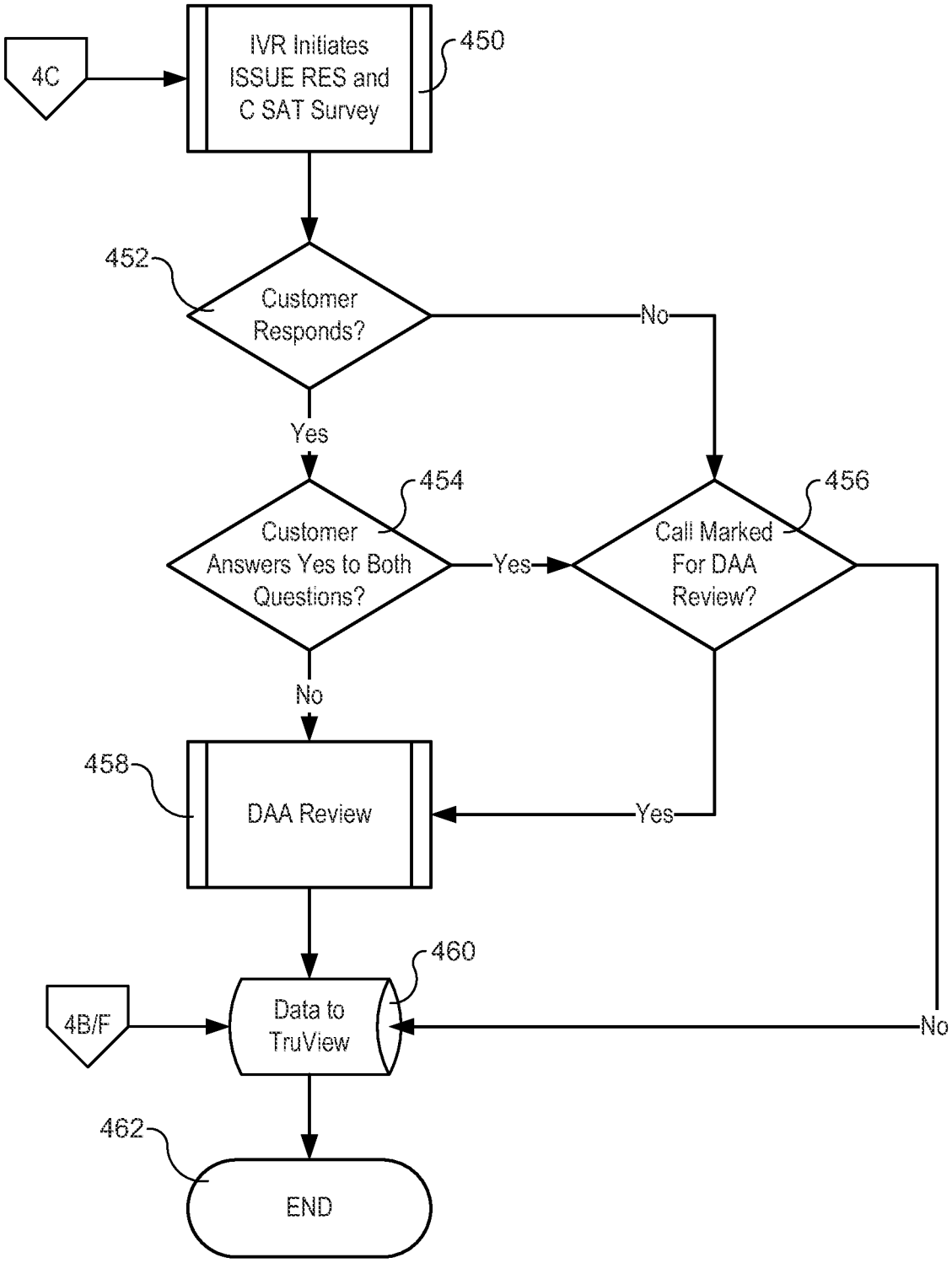
4C
IVR Initiates ISSUE RES and C SAT Survey
450
452
Customer Responds?
No
Yes
454
Customer Answers Yes to Both Questions?
Yes
456
Call Marked For DAA Review?
No
458
DAA Review
Yes
460
4B/F
Data to TruView
No
462
END

FIG. 4E

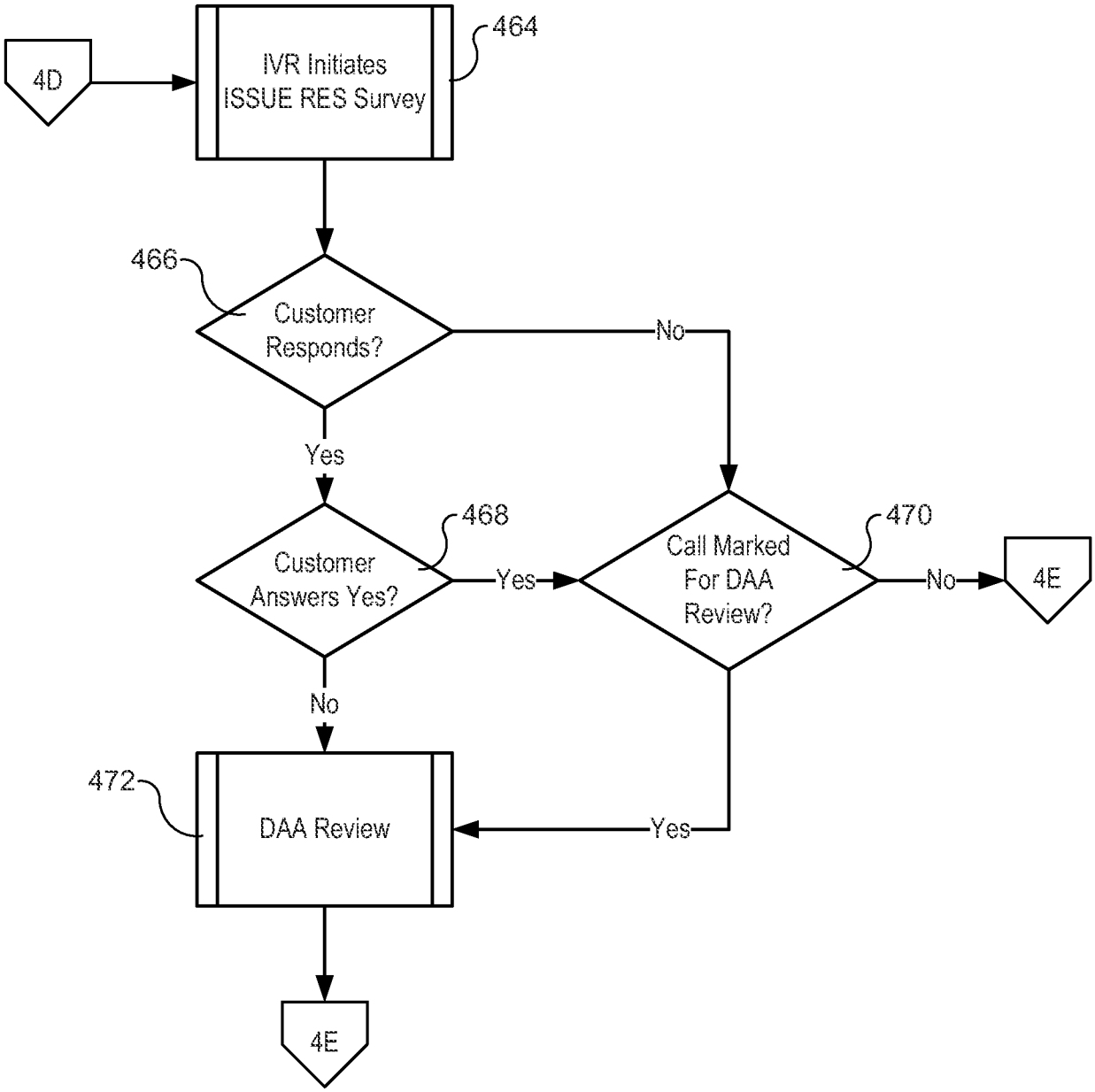
4D
IVR Initiates
ISSUE RES Survey
464
466
Customer
Responds?
No
Yes
468
Customer
Answers Yes?
Yes
470
Call Marked
For DAA
Review?
No
4E
No
472
DAA Review
Yes
4E

FIG. 4F