

Abstract

A system for managing a telemarketing complex is disclosed wherein the probability of meeting a given performance objective by the agents servicing an automatic call distributor (ACD) within the complex is computed for each subinterval of a predetermined service interval. This probability is then compared with threshold levels in order to determine whether the ACD requires that calls be shifted to meet the performance objective or whether calls can be accepted by that ACD. A record is maintained for each subinterval of the probabilities computed for that subinterval and as to whether the system succeeded or failed in achieving the performance objective at the end of the service interval. This record is used to compute the threshold levels used in future comparisons. In addition, the system computes a line-estimation factor which when multiplied by the number of agents working can be used to estimate the call load for an ACD.

This Sheet Has Been Replaced

