



farsouth
networks

Call Center Analyser
User Requirements Specification
(URS)

For

Com.X and Wanderbox PBX

Version 1.0, 20 March 2017

Document History

Version	Date	Description of Changes
1.0	2017/03/20	Document initiation
1.1	2017/03/30	Initial release

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Introduction

1 Purpose

This document provides a means for capturing a clients Call Center requirements and specifically for the Far South Networks (FSN) Reseller to evaluate the client compliance within the FSN Call Center Analyser (CCA) product set.

This forms the active part of the Reseller CCA proposal.

Finally, this document would also require acceptance signoff by the client, as per the original compliance feature list.

2 Introduction

Where a client has a requirement for a Call Centre solution, a FSN Reseller will utilise the requirement specification document to determine compliance of the FSN CCA application against the client documented requirements.

3 Terminology

URS

CCA

FOP

Call Notification Alert

4 Reference Documents

CCA Brochure <http://www.farsouthnet.com/wp-content/uploads/2011/06/Com.X-Call-Center-Analyser-1.2.pdf>

CCA User Guide: <http://www.farsouthnet.com/wp-content/uploads/2011/06/Call-Center-Analyser-User-Guide-1.01.pdf>

CCA Features and Benefits: http://www.farsouthnet.com/wp-content/uploads/2011/06/Com.X-Call_Center_Analyser-feature_review.pdf

CCA Installation Guide: <http://www.farsouthnet.com/wp-content/uploads/2011/06/com.X-callcentre-analyser-setup-1.0.pdf>



Client Site Evaluation

1 Site Infrastructure

This section captures site specific information.

Specification	Detail
Is there an existing PABX Platform	
Is there an existing Call Centre Solution	
Do the Call Centre and PABX share the same Hardware or Application Platform?	

2.1 Existing or required PABX System

(If new, a FSN PABX specific URS is required)

Specification	Detail
PBX Make	
PBX Model	
Number of Call Centre Seats (excluding Admin extensions)	
Number of Admin Extensions	
Number of PRI Trunks	
Number of Analogue Trunks	
Number of SIP Trunks	

2.2 Existing or Required Call Centre

Specification	Detail
Call Center Make	
Call Center Model	
Number of Call Centre Seats (Excluding Admin Extensions)	
Number of Admin Extensions	
Number of PRI Trunks	



Number of Analogue Trunks	
Number of SIP Trunks	

2.3 Business Process

Days of Operation per Week and Hours per day:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Specification

Detail

Average quantity of calls received per month	
Maximum Calls Received per Day	
Peak Calls expected per hour	
Average Call duration	
Existing Database Platform	
Existing CRM Platform	



2 Customer Requirements for Call Centre

2.4 Call Centre System Requirements

Feature / Functionality	Detail
Distributed Call Centre required	(Yes / No)
Geographically (Multi site)	(Yes / No)
Expand with further information if Yes...	
Distributed Agents	(Yes / No)
Expand with further information if Yes...	
Redundant Call Centre Required	(Yes / No)
Auto Attendant/IVR required	Yes/No Inbound
Call Centre: How many incoming Call Centre Numbers	
Call Center: How many incoming Call Centre Groups	
Outbound Call Centre:	(Yes / No)
How Many Outbound Campaigns	
Call Centre Voice Mail Required	(Yes / No)
Web Chat Required	(Yes / No)
Caller Identification required	(Yes / No)
Business phone book management	(Yes / No)
Caller and Company identification (CLI lookup to phone book)	(Yes / No)

2.5 Reporting Requirements

Feature / Functionality	Detail
Wall Board quantity	
Number of Supervisors	
Report delivery via Email	(Yes / No)



Queue Summary Reporting	
Display of Queue Name (all queues on one screen)	(Yes / No)
Number of calls in the queue	(Yes / No)
Number of calls waiting	(Yes / No)
Number of Agents in the Queue	(Yes / No)
Number of Agents Logged Off	(Yes / No)
Number of Agents Busy	(Yes / No)
Number of Agents Paused	(Yes / No)
Total "Answered, Unanswered, Abandoned" Calls	(Yes / No)
Average Waiting time of the call in the queue	(Yes / No)
An alert to show that the call has been waiting too long in the queue	(Yes / No)
Calls taken (cleared at day end)	(Yes / No)
Calls abandoned in each queue (cleared at day end)	(Yes / No)
Talk Time within each queue (cleared at day end)	(Yes / No)
Calls re-directed to switchboard or elsewhere to display as re-directed (not abandoned)	(Yes / No)
Agent Summary Reporting	
Display current Agent status in Queue	(Yes / No)
Real time view of Agent activity	(Yes / No)
Agent total answered calls	(Yes / No)
Agent call duration	(Yes / No)
Agent Last Call Status	(Yes / No)
Reporting Analytics requirements	
<u>Call Distribution Analytics</u>	
Call Distribution Summary	(Yes / No)
Total Calls over time period (with drill down)	(Yes / No)
Call type distribution (received, answered, abandoned, unanswered, transferred)	(Yes / No)
Call Distribution: Answered vs Abandoned	(Yes / No)
Call Distribution: Ave Talk time vs Ave Wait	



time	
<u>Answered Call Analytics</u>	
Call Service Levels	(Yes / No)
Calls Answered by Queue	(Yes / No)
Calls Answered by Agent	(Yes / No)
<u>Unanswered Call Analytics</u>	
Total Abandoned Call and disconnection reason	(Yes / No)
Unanswered Calls Service Levels (with drill down to queue and Agent)	(Yes / No)
<u>Agent Analytics</u>	
Agent Availability	(Yes / No)
Agent Sessions and Pause Durations	(Yes / No)
Agent Pause distribution analytics	(Yes / No)
Display of Agent Name	(Yes / No)
Agent status e.g. Logged in, Logged out, Lunch, Admin, Smoke, etc	(Yes / No)
Queue agent is logged in to	(Yes / No)
List types of Agent pause conditions requiring capture	(Yes / No)
Expand on specific reporting requirements not outlined herewith	

2.6 Agent Requirements

Feature / Functionality	Detail
Number of PC /soft based Agents	
Type of Voice Terminal:	
Analogue	(Yes / No)
Voice over IP /SIP based	(Yes / No)



App based "Soft Phone"	(Yes / No)
Type of Headset:	
Corded	(Yes / No)
USB	(Yes / No)
Cordless	(Yes / No)
Number of Phone Based Agents	
Host desk "login via pin code"	(Yes / No)
Agents require unique ID for:	
Performance Management	(Yes / No)
Billing	(Yes / No)
Management Reporting	(Yes / No)
Agent Call Pickup from Queue	
Call Centre Call transfer between Agents required with reporting on transferred calls	(Yes / No)
Agent Voice Mail	(Yes / No)
Whisper Function Required	(Yes / No)
Voice Logging (Recording) required	(Yes / No)
Record all calls	(Yes / No)
Record On Demand	(Yes / No)
Expand on agent functionality outlined herewith	

2.7 Supervisor Requirements

Feature / Functionality	Detail
Supervisor Intervention:	
Silent Observe	(Yes / No)
Take over Call	(Yes / No)
Is it required for a Supervisor to act as an agent with all agent features/functions	(Yes / No)
Is it required for the Supervisor to be able to view the status of any/all agents in any/all groups via	(Yes / No)



GUI interface	
Should the display be hard coded or configurable per Supervisor according to their needs	(Yes / No)
Supervisor Add / Remove Agents from queues	(Yes / No)

2.8 Integration Requirements

- Predictive Dialler Requirement Yes/No
- Skill Based Agents required Yes/No
- Fax Routing Required Yes/No

Integration required between Call Centre Application and CRM system: Yes/No

Will the client do the required Integration Development Yes/No

Please expand on CRM integration requirement if answered Yes in above:
