

**[CA-273246] IVR/Contact Center eGAIN Report Update**

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Status: Committee Review
Project: CalSAWS
Component/s: None
Fix Version/s: None

Type: CER
Reporter: Frederick Gains
Assignee: Yogesh Patel
Labels: CSC-Committee

Main

Region #: 5
County: Orange
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Programs Impacted: CalFresh, CalWORKs, CAPI, GA - Managed, General Relief, Medi-Cal/MSP/CMSP
Request:
Justification / Request Summary:
Create reports within eGAIN to better support Counties with monitoring agent and queue performance.
Issue:
eGAIN provides 13 canned, 7 historical and 2 real-time base custom reports for a total of 22 reports for Counties to utilize. Being limited to these report parameters is leading to uncertainty in how our Contact Center is performing.
The Agent Non-Response Report provides missed contact details by an agent but does distinguish the reason for the missed contact as Agent fault or Customer fault (customer abandons while ringing). This report is ambiguous as the cause of the missed contact and cannot be used for HR purposes.
eGain does not contain an Agent Calls Per Hour Report like that of Calabrio, making the process cumbersome in gathering all relevant agent data statistics between the two systems.
Call volume and wait times have increased prompting customers to contact us repeatedly. eGAIN does not have a report that captures the Customer Phone Numbers used when contacting our call center. This report could be used in determining the number of times a customer contacts us daily, weekly, and monthly.
eGAIN does not provide a report that shows the number of customers who self-served in our IVR and connect to an agent and the number of customers who self-served in our IVR and disconnected the call. Note, the Welcome Bot report sent from CalSAWS only provides the # of callers who self-served, total # of callers who also engaged with the IVR and the % of callers who self-served.
Recommendation:
We would like to have the following four reports built in eGain:
1. Agent Non-Response Report – Please build this report to only include agent does not answer in time and agent rejects calls using the reject call button metrics. Additionally, we would like this report to include each calls respective Contact Id and Contact Origin.
2. Agent Calls Per Hour – We would like this Agent Calls Per Hour metric to be included as an option within the agent canned reports and/or available through the agent menu options available through the Amazon Report Builder menu.
3. Customer Phone Numbers – we would like to have a report or report metric built into eGain that would allow us to properly determine the number of times a customer phone number was used to call into our call center. This report should also include the daily, weekly, and monthly parameters.
4. IVR Self-Serve Report – We would like to have a report built that would provide us with the number of customers who self-serve in our IVR and connect to agent and the number of customers who self-serve in our IVR and disconnect the call. This report should be built with daily, weekly, and monthly parameters. Again, the Welcome Bot report we receive from CalSAWS only provides the # of callers

Priority/ Implementation Consideration(s):	<p>who self-served, total # of callers who also engaged with the IVR and the % of callers who self-served.</p> <p>When shared with Region 5 RCM's they had this to share:</p> <p>Nina Olivas - SD County has reviewed, and we are in agreement that these reports would also be useful to meet our needs.</p> <p>Cori Robertson - Santa Barbara also feels like these would help.</p> <p>Peggy Mazaras - Ventura agrees these reports would be useful to meet our needs.</p> <p>Joanne Arnott - San Bernardino also agrees having access to these reports.</p> <p>Briyit Carbajal - Riverside County would benefit from having access to these newly proposed reports in eGain.</p>
Area(s) Impacted:	Call Center, Reports
Committee:	IVR & Contact Center