

**[CA-273583] Los Angeles County - Call Center - eGain - Calls routed to each EW not available on the EW summary report**

Created: 02/01/2024 10:35 AM - Updated: 02/29/2024 04:02 PM

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

Type: CER
Reporter: Lien Phan
Assignee: Yogesh Patel
Labels: CSC-Committee, LA_IVR_CER

Main

Region #: 6
County: Los Angeles
Submitter's Name: Ng Kelly
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Programs Impacted: Other
Request: eGAIN reporting for agents does not provide any data for "Call Routed" / "Calls Offered" - when running an agent report, various fields are available, but some expected fields are missing. LA County is requesting a field to be added to eGAIN / AWS, that would count the number of calls that were presented to a user - normally referred to as "Calls Routed" or "Calls Offered".
Recommendation: LA County is requesting a field to be added to eGAIN / AWS, that would count the number of calls that were presented to a user - normally referred to as "Calls Routed" or "Calls Offered". Without this field there is no method to count the number of calls presented, and comparing it to the calls answered, to get a calls abandon.
Priority/Implementation Consideration(s): Enhancement is necessary to meet business needs.
Area(s) Impacted: Call Center
Committee: IVR & Contact Center

Attachments

CER - BSO-24-00256.pdf (87 kB)

Comments*Yogesh Patel added a comment - 02/29/2024 04:01 PM*

To be reviewed in committee