

[CA-273585] Los Angeles County - Call Center - eGain - Missed calls by each EW not available on the EW summary report

Created: 02/01/2024 11:02 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		

<i>Main</i>			
Region #:	6		
County:	Los Angeles		
Submitter's Name:	Ng Kelly		
Submitter's Email:	KellyNg@dpss.lacounty.gov		
Submitter's Phone:	5629088594		
Programs Impacted:	Other		
Request:	eGAIN reporting for agents does not provide any data for "missed calls" - when running an agent report, various fields are available, but some expected fields are missing. A County is requesting a field to be added to eGAIN / AWS, that would count the number of calls that were missed by a user of calls presented - normally referred to as "Calls Missed" or "Calls Abandon"		
Recommendation:	LA County is requesting a field to be added to eGAIN / AWS, that would count the number of calls that were missed by a user of calls presented - normally referred to as "Calls Missed" or "Calls Abandon". Without this field there is no method to count the number of calls missed from an agent standpoint.		
Priority/ Implementation Consideration(s):	Enhancement is necessary to meet business needs.		
Area(s) Impacted:	Call Center		
Committee:	IVR & Contact Center		

Attachments
CER - BSO-24-00257.pdf (87 kB)

Comments
<i>Yogesh Patel added a comment - 02/29/2024 04:01 PM</i>
To be review on Committee