

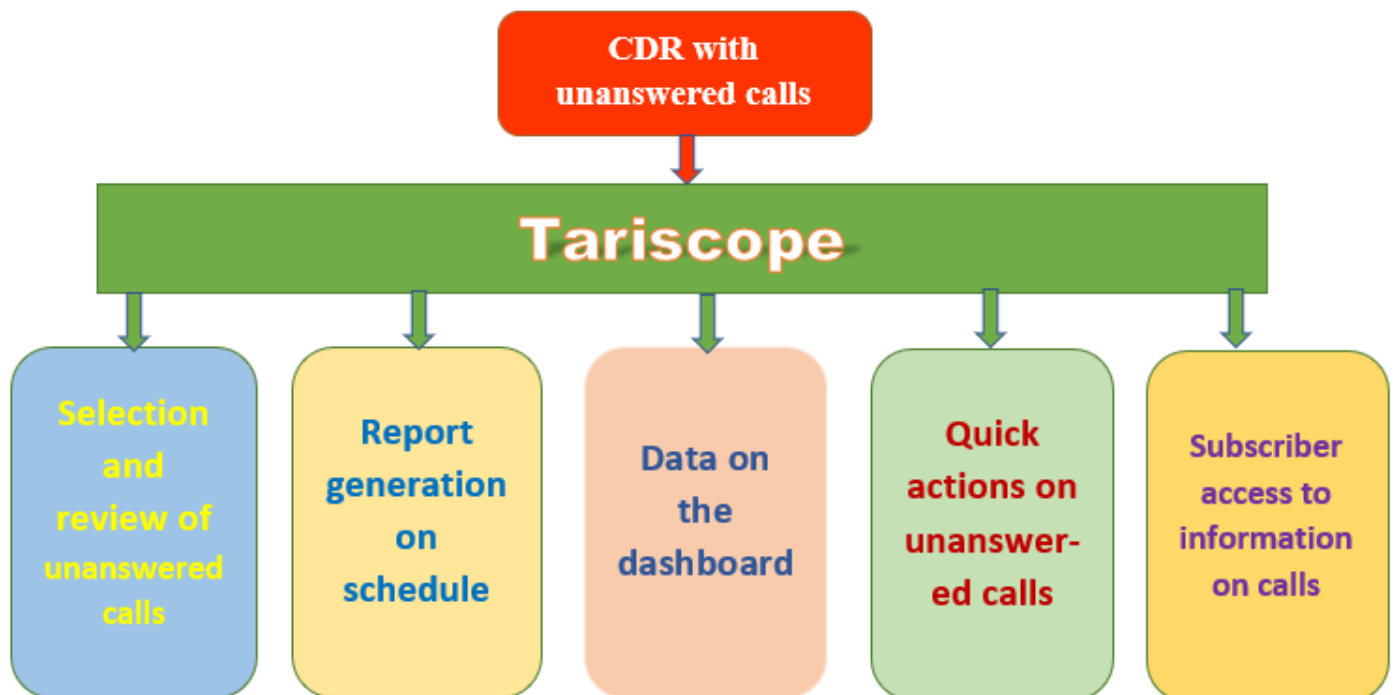


Processing unanswered incoming calls

Modern business is impossible without telephone communications. And despite the ever-increasing growth of Internet communications, many buyers prefer a phone call. Large companies use Call Centers to receive (or make) calls from (to) clients. These centers have the tools to analyze all information about calls, but only if a call does not go beyond the Call Center. In practice, this is far from always the case. There are frequent cases when a Call Center operator redirects a call to company managers. Statistics from the Call Center cannot provide what happens next with such calls. Most companies may not need a detailed analysis of successfully completed incoming calls, but there are also unanswered incoming calls that leads to a lost customer.

Unanswered incoming calls leads to lost customers.

How to quickly detect such calls and is it possible to reduce their number? Yes, it is possible. The **Tariscope Enterprise** call accounting system (hereinafter **Tariscope**) from **SoftPI** allows you to do this.



Selection and review of unanswered calls

The Tariscope system uses views to look through and analyze completed calls. Each view is a table with call records. The view supports many different functions, including various data filtering options. Using filtering, it is easy to select not answered incoming calls. This can

be done already at the time of creating the view by setting the appropriate call attributes (Figure 1).

The screenshot shows the 'New view for calls' configuration interface. The 'Call attributes' section is highlighted with a red box. It contains two fields: 'Direction' with a dropdown menu showing 'Incoming' and 'Record type' with a dropdown menu showing 'Not answered'. Other fields in the form include 'View name', 'Rows limit (zero for no limit)', 'Devices', 'Period', 'Source', 'Destination', 'From city', 'To city', 'Source value', 'Destination value', 'Call type', and 'Terminate reason'. The 'Combine with filter' section at the bottom shows 'OR' and '<No filter>'. At the bottom right, there are three buttons: 'Save', 'Show query', and 'Cancel'.

Figure 1

You can also select not answered incoming calls from a view that contains all calls. To do this, find the value '*Not answered*' in the **Record** column and click on the **Filter by selection** icon on the toolbar (Figure 2). Then repeat this operation for the **Call Type** column to select incoming calls. Thus, in two clicks, you can select unanswered incoming calls.

A view for calls allows you to sort data, for example, by the subscriber to whom the calls were made, or group calls by those subscribers, that allows you to get the total number of missed incoming calls by each subscriber. Considering that it is possible to filter data for any period in the view, for example, for month, week, day, hour or any other, you can get a picture of missed calls at these time periods. And having such information, you can understand the reasons why the company's employees could not answer these calls. Maybe they were answering other calls at that time or were absent, or something else.

Report generation on a schedule

Considering that there is not always time to select the necessary data in the Tariscope views, you can use another feature of this system. In the **Tariscope Tasks**, you can create a task that will periodically generate the required report. In our case, this is one or a group of various reports on unanswered incoming calls. Such reports can be saved in the specified folder, sent by e-mail to the specified employee, or be available to the desired employee

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Filter by selection

Menu | [Icons] | [Filter icon]

ID	Equipment	Date/time	Record	Call type	Direction	Number A	Number B	Call seconds	Cost	Parent call ID	Frc sul
▶ 1702254	CUCM	9/1/2017 7:40 AM	Not answered	Transit	Transit	104576	413000	0	0.00	1702254	
▶ 1702255	CUCM	9/1/2017 7:40 AM	Regular	Transit	Transit	104576	413000	62	0.00	1702255	
▶ 1702256	CUCM	9/1/2017 7:40 AM	Regular	Transit	Transit	104576	413000	62	0.00	1702256	
▶ 1702257	CUCM	9/1/2017 8:31 AM	Not answered	Transit	Transit	104576	104881	0	0.00	1702257	
▶ 1702258	CUCM	9/1/2017 8:32 AM	Not answered	Transit	Transit	104576	104581	0	0.00	1702258	

Thus, when receiving reports on such calls, you will always know how many, when, and by whom no calls were received.

Day	Incoming (answered)	Incomin (unanswered)	Percentage of unanswered, %	All incoming calls
04	4	2	33	6
05	3	3	50	6
07	1	0	0	1
08	4	0	0	4
11	1	0	0	1
12	4	0	0	4
13	6	0	0	6
15	4	0	0	4
18	2	1	33	3
19	7	2	22	9
20	1	0	0	1
21	1	0	0	1
22	1	0	0	1
25	2	1	33	3
27	5	0	0	5
28	1	0	0	1
29	1	0	0	1



Data on the dashboard

Another option that the Tariscope system provides is the display of data on unanswered calls in the dashboard. For this purpose, you should use the **Missed call statistics** widget, which allows you to select a period to find out unanswered calls, specific managers, or groups of employees for which calls were made and others. The widget displays data both graphically and textually.

Quick actions on unanswered calls

Above we considered the capabilities of the Tariscope system to find out and analyze unanswered incoming calls. But can these calls be answered? And Tariscope gives a positive answer to this question if your telephone system has an API that allows a software application to make calls.

Tariscope uses the **Tariscope Observer** services to receive data on calls made. Among its settings, it is possible to execute a given script when certain events occur. There is the **New call** event. The event occurs after processing information about each new call. The script that will be triggered in this case must check whether the call is incoming and unanswered. In the case of a positive response, it must, using the PBX API, make a call from the employee to whom the call was made, if he is in place, to a client who did not wait for a response. You can come up with more complex algorithms for making such a call.

As a simpler version of the script, it can send an e-mail to the subscriber who missed the call and his manager that contains information about such a call. If the subscriber is present at the workplace, then oblige him to call back.

SoftPI Support Team is ready to provide advice on creating such a script.

If the Tariscope user cannot or does not want to develop such a script on his own, then our company can develop it for a fee.

But the main thing that should be understood, the use of this opportunity will minimize customer losses due to the fact that for some reason it was not possible to answer their call!

Subscriber access to information on calls

To all of the above features of the Tariscope system, which can be applied to detect and minimize unanswered incoming calls, it should add the Tariscope ability for company employees to independently view information about calls that they made or were made to them through the Tariscope Personal Area. The subscriber can access to all his calls data at any time from any device (computer, tablet, smartphone) that has network access to the server where Tariscope was installed. Using filtering, a subscriber can select the calls of interest. For example, unanswered incoming ones. That is, at any time the subscriber can see that there were unanswered calls and telephone numbers from which called to him and, accordingly, call back on them.

In addition to information about his calls, the head of the employee group can view the calls of his employees, and thus monitor the presence of unanswered incoming calls.

Check it out for yourself!

The test version of Tariscope is available on the SoftPI website. Anyone who wants to be convinced of its ability to detect and minimize incoming unanswered calls can download and test it.

Good luck to everyone and do not lose customers!

Links

1. Tariscope system: <http://www.tariscope.com>
2. Download Tariscope installation: <http://tariscope.com/en/download/download-tariscope.html>
3. Tariscope knowledge base: <http://tariscope.com/en/support/kb.html>