

Hear and see what they are doing, as they do it

OAISYS, providers of call recording and call centre management solutions, has added features to its Talkument and Tracer products which, it says, are of particular value to small to medium sized call centres.

Tracer screen recording can now be initiated using various triggers, such as voice activation, integration with a predictive dialler or other third-party application, and via the Oaisys desktop client application, without dependence on CTI.

Users with permission – such as supervisors and managers – can view an agent's live desktop activity, synchronised with live voice monitoring.

Quality monitoring has been enhanced. Oaisys evaluations

provide categorical grouping of evaluation criteria, customised effectiveness codes for total business process alignment and user interface enhancements, including the use of radio buttons, drop-down menus and default values.

Keyless licensing enables automatic registration of an Oaisys recording system and the ability to apply additional licenses via and internet connection. System administration is streamlined.

Kevin Burns, managing director, said recent notable wins had included Sportech, the National Farmers Union and Northern Doctors Urgent Care, which provides out-of-hours care for nearly 1m patients.

CALL CENTRE EXPO STAND NO. B17

Call Centre Europe

For UK call centre professionals

We're on the web!

Visit us now at:

www.call-centre-europe.com

See us on stand No. D32 at Callcentre Expo

Here's what you'll find:

Our web site is entirely free of charge – we do not even ask you to register.

Reader Enquiry for more information about anything in the magazine or on the site

Subscriptions Apply for your free copy here

News All the late-breaking news

Features Tips, case studies, analysis...and a few jokes.

Archive Browse through our earlier issues

Media Details How to advertise with us...and what's in future issues

...and lots more

Bookmark our site **now...**
then you won't miss a thing!
www.call-centre-europe.com
...the only site you need for everything about call centres

News Briefs

SKY HIRES

Sky TV is hiring 50 more staff for a mix of full- and part-time roles to add to the 550 who work in its call centre in City Walk, Leeds. All staff get free broadband and high-definition sport subscriptions.

ANOTHER 15

Respondez, an outsourcer based in Hartlepool, is taking on 15 additional agency workers after winning new business. It will bring the number to over 200.

IRELAND FIGURES

Ireland has 100 call centres which employ a total of more than 29,000 people, says a new survey. More than half (52pc) of respondents said their revenue had grown in 2010 and nearly three-quarters (73pc) expected further growth in the next two-three years.

Other figures from the survey: Irish call centres handled more than 150m customer interactions in 2010, 90m (59pc) of which were telephone calls; the number of inbound calls were twice that of outbound calls; electronic communications (SMS and email) accounted for 16pc all communications, a figure which is forecast to grow significantly in the next 12 months.

The research was carried out by Amárach Research in the second quarter of this year on behalf of CCMA Ireland and

sponsored by IDA Ireland and Enterprise Ireland.

NEW NAME

Bellcom, a Glasgow-based outsourcer, has rebranded to become Bellcom Worldwide as part of a move to generate more business from foreign markets.

PHONE CHECK

Experian QAS has introduced a web-based service, called Mobile Validate, to check that customers' mobile phone numbers are correct and connected to a network. It also verifies that the mobile phone number is currently switched on and whether it was previously transferred from another network. It can also update existing records in bulk that have been previously captured, preventing future issues such as failed permission-based SMS messages.

The company's MD, Joel Curry, said: "As an average consumer rarely lets their mobile phone out of sight, permission-based mobile marketing is rapidly growing. A valid mobile phone number can be used to send permission-based messages that include offers and promotions and product and service updates to increase repeat business and attract new customers. And it is effective. The open rate for SMS messages is over 98 per cent".