CC Modeler Professional
Product Description

Erlang provides an efficient and cost effective call center calculator, known as the CC Modeler. A copy of this tool can be purchased for $89 at http://www.kooltoolz.com. Please note: this is a WINDOWS ONLY software product. There is not a version available for Macintosh computers.

The product can be used for workforce management. It enables the user to schedule, forecast, and analyze call center performance, resulting in improved productivity and the reduction of costs.

As described on their website, the CC Modeler Pro:

- It allows you to identify call center staffing requirements for each day and period throughout the day
- It shows the agents and shifts needed and provides extensive analysis of performance based on defined service level goals
- It handles multiple shifts and planned breaks, so that you can optimize agent rosters
- It makes it easy to investigate various scenarios, such as a telemarketing drive or a new product rollout
- It helps you improve agent utilization and reduce costs

The pages that follow provide a visual description of how the CC Modeler Pro works from the website http://www.kooltoolz.com.

For additional information refer to http://www.kooltoolz.com
Here's how it works!

1. **Multiple Projects**
   Each with one or more days.

2. **Service Levels**
   Define your service level goals for each project or forecast.

3. **Daily Calls**
   - Import your data from other applications or reports.
   - Time intervals can be either 15 or 30 minutes.

4. **Agents Required**
   cc-Modeler calculates the agents required throughout the day.

5. **Multiple shifts**
   Plan your shifts to optimize your coverage throughout the day. cc-Modeler shows you how efficient your shift schedule is.

6. **Breaks & Planned Activities**
   Define meal breaks and off-phone activities for one or more agents on each shift.

7. **Coverage Gaps**
   cc-Modeler shows you the actual versus required agents at each time throughout the day. All color coded for instant visibility of weaknesses in your shift coverage.
Here’s how it works (2 of 3)

1. **Service Performance**
   - See detailed performance statistics for each time interval through the day.
   - Along with a summary for the total day.

2. **Average Speed to Answer**
   Color-coded according to whether the service level is met or not.

3. **Comprehensive Graphs**
   - Calls answered within service level
   - Percent of calls queued
   - Maximum time in queue
   - Agent talk ratio (productivity)
   - Incoming phone lines required
Here’s how it works (3 of 3)

1. **Scenarios**
   Vary any of the parameters to instantly see the effect on your staffing needs and service performance:
   - Call volumes
   - Talk time and wrapup
   - Service goals

2. **Save the Details**
   Then either save the details as a new project or undo the scenario.

3. **Examples**
   - Create a forecast for an extra 15% of calls
   - Identify the improvement which would be achieved by reducing the talk time by 15%
   - Look at what would be required to improve the ASA by 10 seconds