

How Seven Misfit Products Became One Coherent Software Solution

**bad
dad** design

Eyretel, Inc. - Contact 7000 Product Suite

BACKGROUND: A London-based company that sells recording equipment and software to call centers for quality assurance and employee evaluation.

PROBLEM: Eyretel offered several different software products to its clients. Some were developed internally and some were purchased. All were different looking and all functioned differently while sharing many of the same tasks such as audio

playback. Having consistency in the look and functionality was essential for the evolution of the product suite.

SOLUTION: After Bad Dad Design conducted a heuristic analysis, a new GUI was created, integrating all the products. Functionality and button placement was standardized. A comprehensive document was written to assist Eyretel developers in the recreation of the software.

The new web-based GUI seamlessly flows from one product to another.

A standards document, written by Bad Dad Design, defines the placement and functionality of all controls and buttons.

All graphical elements are easily created by developers using predetermined HTML code and a set of images. A sample of each is explained in the standards document.

Parameters

Call Centres
Westborough ▾

Teams
Show All ▾

Managers
--- ▾

Agents
--- ▾

From (mm/dd/yy)
To (mm/dd/yy)
Between (hh:mm:ss)
And (hh:mm:ss)

Submit Advanced Query

Log Out Administration Help Eyretel Corporate Site

My Portal Call Activity/Replay Performance Levels Scoring Reporting Messages

SUPERVISOR'S VIEW

Logged On As
Joe Supervisor
Westborough Office

Alerts

- 15 new agents
- 7 calls are waiting to be scored
- Group 3627 performance warning

Reminders

- The Employee Recognition Dinner is this Friday
- Don't forget to turn in your insurance forms to HR by 5PM on Friday
- Check out the Company Calendar for this month

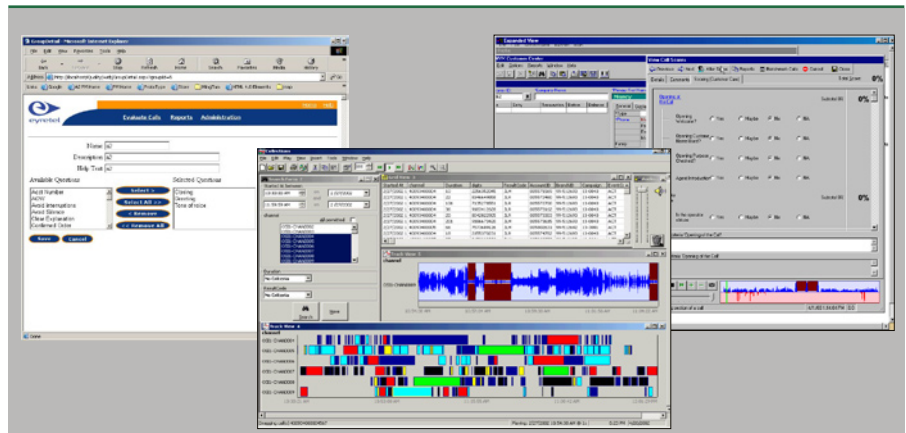
Call Activity from Today

	Holds	Trans.	Wrap	Loss	Total
Westborough	5	1	2	3	11
Supervisor 1	1	0	0	9	10
Manager 1	0	5	4	0	9
Manager 2	5	1	2	3	11
Supervisor 2	1	0	0	9	10
Manager 1	0	5	4	0	9
Manager 2	5	1	2	3	11
Manager 3	1	0	0	9	10
Calverton	0	5	4	0	9
Supervisor 1	1	0	0	9	10
Manager 1	0	5	4	0	9
Manager 2	5	1	2	3	11
Manager 3	1	0	0	9	10
Total	24	21	29	18	102

Performance Levels

	Westborough SC	Calverton SC
Revenue / call hour	\$125(+)	\$147(-)
Average call time / hour	1 min 58 sec(+)	2 min 36 sec(-)
Average wrap time / hour	38 sec(-)	54 sec(+)
Hold time / call hour	8 min 17 sec(-)	11 min 19 sec(-)
Hold frequency / call hour	6(+)	16(-)
Quality index	87(+)	65(-)

Some of Eyretel's products were originally web-based while others were client side.



Setting parameters allows you to view the same set of data between different products.