



(22) Date de dépôt/Filing Date: 2001/12/11

(41) Mise à la disp. pub./Open to Public Insp.: 2002/12/05

(45) Date de délivrance/Issue Date: 2007/03/27

(30) Priorité/Priority: 2001/06/05 (US09/874,634)

(51) Cl.Int./Int.Cl. *H04Q 3/64* (2006.01),
G06Q 10/00 (2006.01), *H04M 3/51* (2006.01),
H04M 3/523 (2006.01)

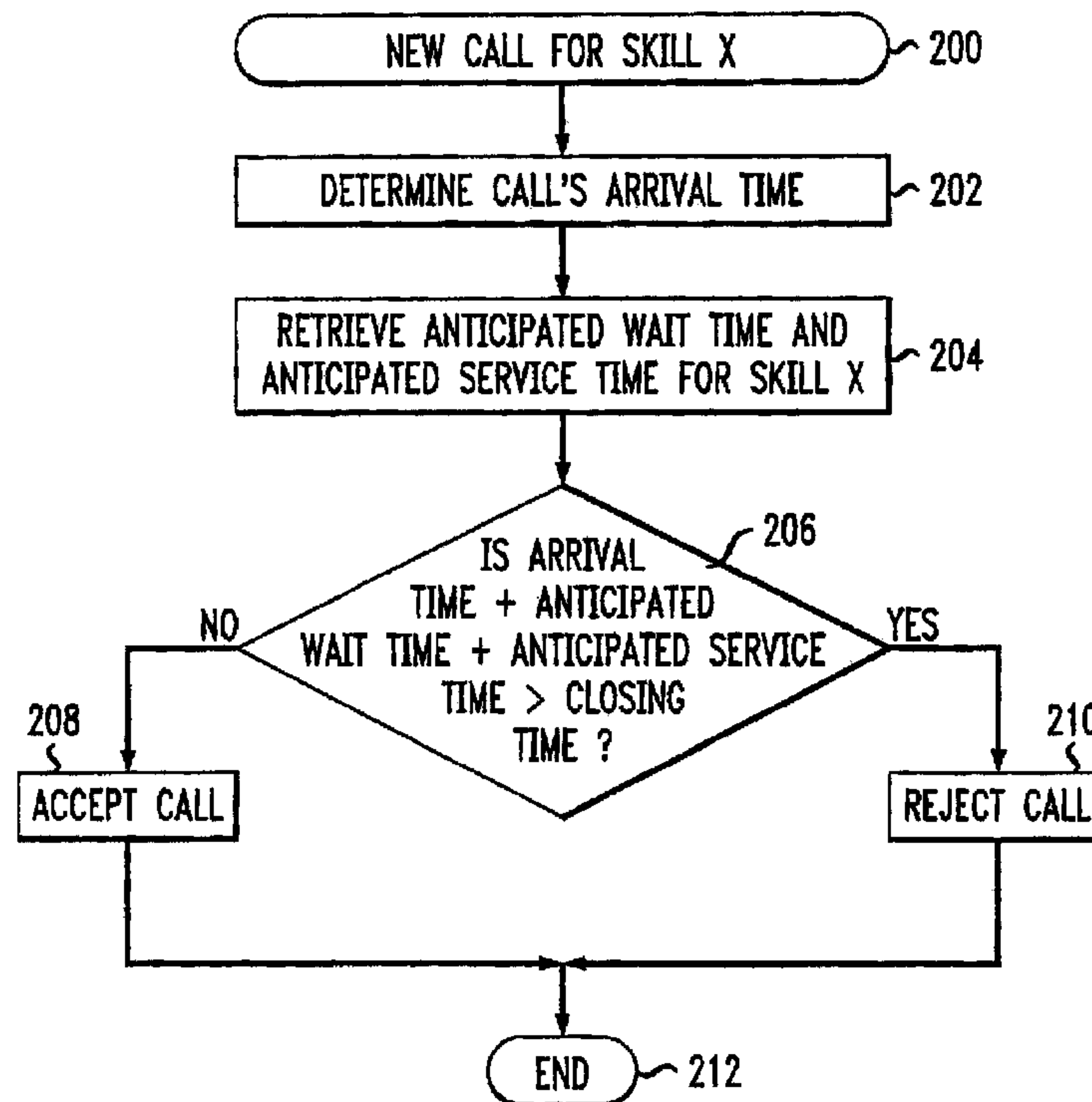
(72) Inventeurs/Inventors:
FLOCKHART, ANDREW D., US;
FOSTER, ROBIN H., US;
MATHEWS, EUGENE P., US

(73) Propriétaire/Owner:
AVAYA TECHNOLOGY CORP., US

(74) Agent: KIRBY EADES GALE BAKER

(54) Titre : FERMETURE EN TEMPS OPPORTUN D'UN CENTRE D'APPELS EN TEMPS REEL

(54) Title: TIMELY SHUT-DOWN OF A REAL-TIME WORK CENTER



(57) Abrégé/Abstract:

A call center rejects further calls when the sum of the present time, the anticipated call in-queue wait time, and the anticipated call service time for this type of call exceeds the closing time of the call center. The call center may redirect the rejected calls to another call center if it determines that the other call center can service them by its closing time.



Abstract

A call center rejects further calls when the sum of the present time, the anticipated call in-queue wait time, and the anticipated call service time for this type of call exceeds the closing time of the call center.

- 5 The call center may redirect the rejected calls to another call center if it determines that the other call center can service them by its closing time.

Timely Shut-Down Of A Real-Time Work Center

Technical Field

This invention relates to real-time work centers in general and to call centers in particular.

5 Background of the Invention

One of the problems of managing a real-time work center is deciding when to allow new work to enter the center and when to deny entry. For example, given a call center that does not operate around-the-clock, customer calls to the call center that occur near the call center's
10 closing time must be either refused or diverted to another call center if the calls are not expected to be answered and/or completed by the scheduled closing time.

In the prior art, this is typically done by vector programming, where a fixed time is chosen for ceasing to accept new calls, e.g., ten
15 minutes before closing time. For example, one known system can be structured to have pre-programmed closing/opening times in its scripts that either control call distribution in a multi-site environment or control call distribution to various skills in a single-site environment. There are serious flaws with this approach. For example, for a skill with an average
20 call-handling time of three minutes, if ten minutes before the closing time there are no calls in queue and agents are available, then seven minutes of potentially productive work time will be lost. Conversely, if ten minutes before closing time the call wait-time in queue is 15 minutes, then either agents will have to work eight minutes beyond the closing time to handle
25 old waiting calls, or already-enqueued calls will have to be abandoned.

Another known approach is to have a "closing" skill defined into which a manager of a call center logs in to close the center and logs out of to open the center. In vectoring, if there are agents logged in to the "closing" skill, the center (or a part of it) is assumed to be closed.

To determine the opening/closing of the call center, the "closing" skill is monitored. If the "closing" skill is staffed, the site cannot take a call. If the "closing" skill is not staffed, and if there are "sufficient" resources to support a predictable level of operation (e.g., if there are
5 more than a predetermined minimum number of agents logged into the call center), the center is considered open. This approach leaves open the question of when the manager should log into the "closing" skill to close the call center.

Summary of the Invention

10 This invention is directed to solving these and other problems and disadvantages of the prior art. Generally, according to the invention, acceptance or rejection of new work at a work center is conditioned on whether the work arrival time plus anticipated wait time and service time for this type of work exceeds the work center's closing time by some
15 margin (e.g. a predetermined amount of time, down to and including zero).

Various embodiments provide a method of operating a work center comprising determining if a sum of arrival time plus anticipated wait time plus anticipated service time of a work item exceeds a closing time of the work center by a margin, and then accepting or rejecting the work item
20 depending on whether it is determined that the sum does or does not exceed the closing time by the margin. The margin is illustratively nil. Preferably, these considerations are made separately for each type of work item serviced by the work center, e.g., individually for each skill/split served by a call center. Also preferably, the rejecting comprises
25 redirecting the work item to another work center if it is determined that the other work center can service the work item by its closing time. The invention thus ensures that the work center will likely complete servicing of waiting work items by its closing time, without unnecessarily refusing work items whose servicing can likely be completed by the work center's
30 closing time.

While the invention has been characterized in terms of a method, it also encompasses apparatus that performs the method. The apparatus preferably includes an effector—any entity that effects the corresponding step, unlike a means—for each step. The invention further encompasses any
5 computer-readable medium containing instructions which, when executed in a computer, cause the computer to perform the method steps.

In accordance with one aspect of the present invention there is provided a method of operating a work center comprising: determining if a sum of arrival time plus anticipated wait time plus anticipated service time of a work item
10 exceeds a closing time of the work center by a threshold amount; if the sum is determined to exceed the closing time by more than the threshold amount, rejecting the work item; and if the sum is determined not to exceed the closing time by more than the threshold amount, accepting the work item.

In accordance with another aspect of the present invention there is
15 provided a method of operating a customer contact center comprising: in response to arrival of a customer communication of one of a plurality of types of customer communications served by the center, determining if a sum of arrival time plus anticipated wait time plus anticipated service time of the communication of the one type exceeds a closing time of the center for communications of the
20 one type; in response to determining that the sum does not exceed the closing time, enqueueing the communication of the one type for servicing at the center; and in response to determining that the sum exceeds the closing time, refusing to accept the communication for servicing at the center.

In accordance with yet another aspect of the present invention there is
25 provided a computer-readable medium containing executable instructions representing a computer program which, when executed in a computer, causes the computer to perform the steps of: determining if a sum of arrival time plus anticipated wait time plus anticipated service time of a work item exceeds a closing time of the work center by a threshold amount; if the sum is determined to
30 exceed the closing time by more than the threshold amount, rejecting the work item; and if the sum is determined not to exceed the closing time by more than the threshold amount, accepting the work item.

3a

In accordance with still yet another aspect of the present invention there is provided an apparatus comprising: means for determining if a sum of arrival time plus anticipated wait time plus anticipated service time of a work item exceeds a closing time of the work center by a threshold amount; and means,
5 responsive to a determination that the sum exceeds the closing time by more than the threshold amount, for causing the work center to reject the work item, and further responsive to a determination that the sum does not exceed the closing time by more than the threshold amount, for causing the work center to accept the work item.

10 In accordance with still yet another aspect of the present invention there is provided a customer contact center comprising: means responsive to arrival of a customer communication of one of a plurality of types of customer communications served by the contact center, for determining if a sum of arrival
15 time plus anticipated wait time plus anticipated service time of the communication of the one type exceeds a closing time of the contact center for communications of the one type; and means responsive to a determination that the sum does not exceed the closing time, for enqueueing the communication of the one type for servicing at the contact center, and responsive to a determination that the sum
20 exceeds the closing time, for refusing to accept the communication for servicing at the contact center.

These and other features and advantages of the invention will become apparent from the following description of an illustrative embodiment of the invention considered together with the drawings.

Brief Description of the Drawings

25 FIG. 1 is a block diagram of a call center that includes an illustrative embodiment of the invention; and

FIG. 2 is a function flow diagram of operation of a shutdown program of the call center of FIG. 1.

Detailed Description

FIG. 1 shows a work center that includes an illustrative embodiment of the invention. The work center is illustratively a customer contact center such as a call center comprising an automated call distributor (ACD) 100 that serves a plurality of agent positions 120. Customer communications such as calls incoming and/or outgoing on trunks 130 are distributed by ACD 100 for servicing among agent positions 120. ACD 100 is a stored-program-controlled machine comprising at least one memory 102 for storing programs and data and a processor 104 for executing the programs and using the data. ACD 100 is illustratively the Definity® enterprise communications system of Avaya Inc. Included among contents of memory 102 are call queues 110 for buffering calls that are waiting to be serviced, one queue 110 for each split or skill 106-108 handled by call center 100. Associated with each skill 106-108 is also an expected or anticipated wait time 112 that indicates how

long a call can be expected to wait in the corresponding queue 110 before being assigned to an agent position 120 for servicing, and/or an anticipated average service time 114 that indicates how long on average it takes an agent position 120 to service this type of call. As described so far, the call center of FIG. 1 is conventional.

According to the invention, memory 102 of ACD 100 includes a shutdown program 116 that decides when to cease accepting new calls for each skill 106-108 as the closing time of call center 100 approaches. The functionality of shutdown program 116 is shown in FIG. 2.

Execution of shutdown program 116 is invoked when a new call arrives for a skill x (one of the skills 106-108), at step 200. Program 116 determines the call's arrival time (the present time), at step 202, and retrieves anticipated wait time 112 and anticipated service time 114 for skill x, at step 204. Program 116 then sums these three times and compares the sum against the closing time of the call center, at step 206. If the sum does not exceed the closing time, program 116 indicates acceptance of the call to ACD 100, at step 208, whereupon ACD 100 proceeds to enqueue the call in queue 110 of skill x and/or assign the call to an agent position 120 for processing. If the sum exceeds the closing time, program 116 indicates rejection of the call to ACD 100, at step 210, whereupon ACD 100 proceeds either to play a rejection announcement to the call or to redirect the call to an alternative call center. Following step 208 or 210, execution of program 116 ends, at step 212.

In the just-described embodiment, the tolerable margin for exceeding the closing time is assumed to be nil. In an alternative embodiment, a non-zero margin may be tolerated, such that the determination at step 208 becomes whether the sum exceeds the closing time by more than the tolerable margin. The tolerable margin may either be predetermined and fixed, or it may be dynamically computed by the system based on current data of the call center.

In a multi-site (multi-call center) arrangement, each call center must know its own operational hours. If the (arrival time + anticipated wait time + anticipated service time) of a call placed in a queue 110 of the call center would exceed the closing time of the call center, the call should not be enqueued there, in order that all pending work have a good chance of being completed by closing time. (This could be a call that originally arrived at this call center, or one that was redirected from another call center.) Instead, the call should be rejected or enqueued at another call center, even if the other call center would predict a longer wait in queue. Alternatively, the (arrival time + anticipated wait time) must not exceed the closing time of the call center.

The call center with an upcoming closing could reply to a remote call center that is seeking to relocate a call that the wait time is infinite, that the call is rejected (send a reason code) and/or with a projected re-opening time. This information does not mean that a remote call center cannot try again to relocate a call to the closing call center.

In addition, it should be possible as well to maintain an opening and closing schedule on a per-skill basis at each call center, to take care of situations in which not all skills are supported at each call center at all times, but some skills are available (a partial closing, for example, where some of the main skills are staffed but some of the less common skills are not.) Additionally, if each call center has knowledge of operational hours and the average service times by skill across all call centers, then each call center can complete the evaluation of the suitability of a remote call center based upon only the anticipated caller wait time being provided by the remote call center.

Additionally, the caller may hear a busy tone or an announcement such as "Please call tomorrow" when the [arrival time + anticipated wait time + anticipated service time] exceeds the closing time.

Also, reporting capabilities may identify calls, skills, and call centers affected by these rules so that system managers are aware of the

logic being invoked. In addition, the real-time nature of this logic would allow for real-time display of enterprise operations indicating where redirection has been discontinued due to shutdown conditions, on a skill-by-skill basis.

5 Of course, various changes and modifications to the illustrative embodiment described above will be apparent to those skilled in the art. Such changes and modifications can be made within the scope of the invention and without diminishing its attendant advantages. It is therefore intended that such changes and modifications be covered by the following
10 claims except insofar as limited by the prior art.

CLAIMS:

1. A method of operating a work center comprising:
determining if a sum of arrival time plus anticipated wait time plus
anticipated service time of a work item exceeds a closing time of the work
center by a threshold amount;
5 if the sum is determined to exceed the closing time by more than
the threshold amount, rejecting the work item; and
if the sum is determined not to exceed the closing time by more
than the threshold amount, accepting the work item.
- 10 2. The method of claim 1 wherein:
the threshold amount is nil.
3. The method of claim 1 wherein:
determining comprises
15 determining if the sum of arrival time plus anticipated wait time plus
anticipated service time of a work item of one of a plurality of types of work
item exceeds a closing time of the work center for the one type of work
item by a threshold amount for the one type of work item;
rejecting comprises
20 rejecting the work item of the one type; and
accepting comprises
accepting the work item of the one type.
4. The method of claim 3 wherein:
25 the threshold amount for the one type of work item is nil.

5. The method of claim 1 wherein:
determining comprises
effecting said determining in response to arrival of the work item at
the work center.

5

6. The method of claim 1 wherein:
accepting comprises
enqueueing the work item at the work center; and
rejecting comprises
10 refusing to accept the work item at the work center.

7. The method of claim 1 wherein:
rejecting comprises
redirecting the work item to another work center.

15

8. The method of claim 1 wherein:
rejecting comprises
determining if a second sum of arrival time plus anticipated wait
time plus anticipated service time of the work item at another work center
20 would exceed a closing time of the other work center by a threshold
amount of the other work center;
if the second sum is determined to exceed the closing time of the
other work center by more than the threshold amount of the other work
center, rejecting the work item; and
25 if the second sum is determined not to exceed the closing time of
the other work center by more than the threshold amount of the other work
center, redirecting the work item to the other work center.

9. The method of claim 8 wherein:
30 the threshold amount of the other work center is nil.

10. The method of claim 1 wherein:
the work center comprises a call center; and
the work item comprises a call.

5

11. A method of operating a customer contact center comprising:
in response to arrival of a customer communication of one of a
plurality of types of customer communications served by the center,
determining if a sum of arrival time plus anticipated wait time plus
10 anticipated service time of the communication of the one type exceeds a
closing time of the center for communications of the one type;
in response to determining that the sum does not exceed the
closing time, enqueueing the communication of the one type for servicing at
the center; and
15 in response to determining that the sum exceeds the closing time,
refusing to accept the communication for servicing at the center.

12. The method of claim 11 wherein:
refusing comprises
20 in response to determining that the sum exceeds the closing time,
determining if a second sum of arrival time plus anticipated wait time plus
anticipated service time of the communication of the one type exceeds a
closing time of a second customer contact center for communications of
the one type;
25 in response to determining that the second sum does not exceed
the closing time of the second center, redirecting the communication for
servicing to the second center; and
in response to determining that the second sum exceeds the
closing time of the second center, rejecting the communication for
30 servicing.

13. A computer-readable medium containing executable instructions representing a computer program which, when executed in a computer, causes the computer to perform the steps of:

5 determining if a sum of arrival time plus anticipated wait time plus anticipated service time of a work item exceeds a closing time of the work center by a threshold amount;

if the sum is determined to exceed the closing time by more than the threshold amount, rejecting the work item; and

10 if the sum is determined not to exceed the closing time by more than the threshold amount, accepting the work item.

14. The medium of claim 13 further containing instructions which cause the computer to perform the rejecting as the steps of:

15 determining if a second sum of arrival time plus anticipated wait time plus anticipated service time of the work item at another work center would exceed a closing time of the other work center by a threshold amount of the other work center;

20 if the second sum is determined to exceed the closing time of the other work center by more than the threshold amount of the other work center, rejecting the work item; and

if the second sum is determined not to exceed the closing time of the other work center by more than the threshold amount of the other work center, redirecting the work item to the other work center.

25 15. An apparatus comprising:

means for determining if a sum of arrival time plus anticipated wait time plus anticipated service time of a work item exceeds a closing time of the work center by a threshold amount; and

30 means, responsive to a determination that the sum exceeds the closing time by more than the threshold amount, for causing the work center to reject the work item, and further responsive to a determination

that the sum does not exceed the closing time by more than the threshold amount, for causing the work center to accept the work item.

5 16. The apparatus of claim 15 wherein:
the threshold amount is nil.

 17. The apparatus of claim 15 wherein:
the means for determining comprise
means for determining if the sum of arrival time plus anticipated
10 wait time plus anticipated service time of a work item of one of a plurality
of types of work item exceeds a closing time of the work center for the one
type of work item by a threshold amount for the one type of work item; and
the means for causing comprise
means responsive to a determination that the sum for the work item
15 of the one type exceeds the closing time for the one type by the threshold
amount for the one type, for causing the call center to reject serving the
work item of the one type at the work center, and responsive to a
determination that the sum of the work item of the one type does not
exceed the closing time for the one type by the threshold amount for the
20 one type, for causing the call center to accept serving the work item of the
one type at the work center.

 18. The apparatus of claim 17 wherein:
the threshold amount for the one type of work item is nil.

19. The apparatus of claim 17 wherein:

the means for determining effect said determining in response to arrival of the work item at the work center.

5 20. The apparatus of claim 17 wherein:

the causing means comprises

means for enqueueing the accepted work item at the work center.

21. The apparatus of claim 17 wherein:

10 the causing means comprise

means for redirecting the rejected work item to another work center.

22. The apparatus of claim 17 wherein:

the determining means comprise

15 means for determining if a second sum of arrival time plus

anticipated wait time plus anticipated service time of the work item at another work center would exceed a closing time of the other work center by a threshold amount of the other work center; and

the causing means comprise

20 means responsive to a determination that the second sum exceeds

the closing time of the other work center by more than the threshold

amount of the other work center, for rejecting the work item, and

responsive to a determination that the second sum does not exceed the

closing time of the other work center by more than the threshold amount of

25 the other work center, for redirecting the work item to the other work center.

23. The apparatus of claim 22 wherein:

the threshold amount of the other work center is nil.

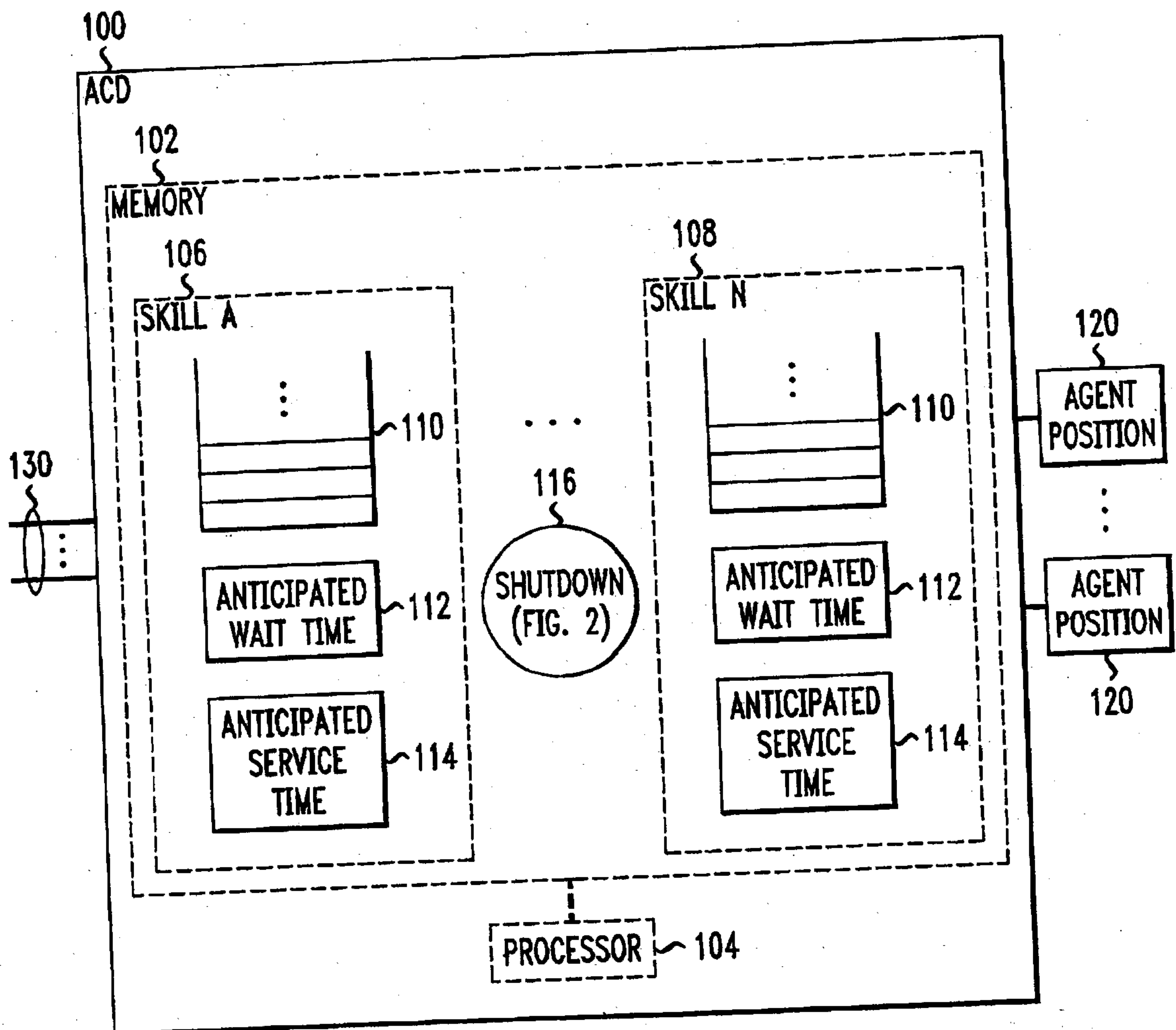
24. The apparatus of claim 17 wherein:
the work center comprises a call center; and
the work item comprises a call.

5 25. A customer contact center comprising:
means responsive to arrival of a customer communication of one of
a plurality of types of customer communications served by the contact
center, for determining if a sum of arrival time plus anticipated wait time
plus anticipated service time of the communication of the one type
10 exceeds a closing time of the contact center for communications of the
one type; and
means responsive to a determination that the sum does not exceed
the closing time, for enqueueing the communication of the one type for
servicing at the contact center, and responsive to a determination that the
15 sum exceeds the closing time, for refusing to accept the communication
for servicing at the contact center.

26. The contact center of claim 25 wherein:
the determining means comprise
20 means responsive to the determination that the sum exceeds the
closing time, for determining if a second sum of arrival time plus
anticipated wait time plus anticipated service time of the communication of
the one type exceeds a closing time of a second customer contact center
for communications of the one type; and
25 the enqueueing and refusing means comprise
means responsive to a determination that a second sum does not
exceed the closing time of the second contact center, for redirecting the
communication for servicing to the second contact center, and responsive
to a determination that the second sum exceeds the closing time of the
30 second contact center, for rejecting the communication for servicing.

1/2

FIG. 1



2/2

FIG. 2

