

Technologies for Raising Efficiency in Support Services

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Abstract

Fujitsu Laboratories is researching and developing technologies for raising efficiency in support services such as those provided by hardware support operation and call centers. Efficiency can be raised by assigning the appropriate human resources to support services and enhancing call center agent skills. We focus on technologies that raise productivity by analyzing the large volume of data concerning customer inquiries and agent responses stored by support services. One of these is a technology for assisting in the creation of problem-solving knowledge that automatically detects and collects frequently occurring problems (Figure1). Another is an agent assignment assistance technology that simulates call center activity, accurately estimates key performance indexes, and optimizes call center agent arrangement (Figure2).

Technology

- High Speed Hierarchical clustering for huge number of texts, which detects frequently appearing incidents exhaustively (Incident Identification)
- Knowledge Management and Searching System using the Incident Identification
- Call center simulation system which estimates key performance index from current agent arrangement and Computer Telephony Integration (CTI) log
- Call center agent optimization system using the call center simulation system

Application Examples

- FAQ (Frequently Asked Question) management for call center from Incident log (Cf. Azby Technical Center)
- Fault cause analysis and preparation of maintenance procedure for hardware support from maintenance sheets
- Call center Diagnosis Service (Cf. CenterDoc, BPM-C (Business Process Management-Communication))
- Call center management plan

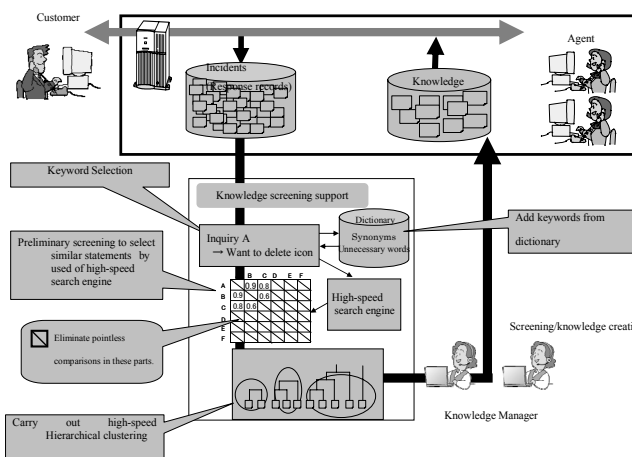


Figure 1. Knowledge screening assistance technology.

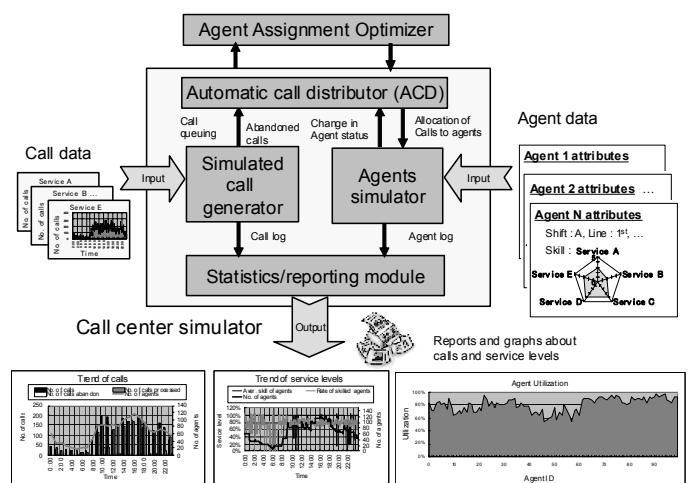


Figure 2. Agents arrangement support system.