

strategies tasking automation
define triggers
monitoring measure accurate cognitive
algorithms advanced reliable



BrainGauge™

Quality Monitoring for Call Centres

As call centres continue to grow and the use of 'at home' agents increases, it is impossible for managers to monitor every agents' performance by just walking around. Also, the manual quality review process used by call centre management only checks a very small proportion of calls after they have occurred. BrainGauge™ is a solution that allows managers to define, measure and manage the mental demand on their call centre agents in real-time.



The Features

- Real-time monitoring
- Intuitive and user friendly dashboard for managers
- Ability to integrate into existing quality monitoring system
- Triggers alerts when agent is overloaded
- Automates workforce allocation in an overload incident
- Language and accent independent.

The Benefits

- Higher customer satisfaction
- Wider coverage than existing call review practices
- Earlier detection of problems enabled by targeted approach
- Cognitive load is a direct and accurate indicator of performance.

The NICTA Approach

Agents are required to cope with high volumes of increasingly complex information, often under pressure. This results in high mental demand (and consequently high cognitive load), which often leads to errors and omissions, improper call handling, and customer dissatisfaction. Ultimately this is eventually reflected in high staff turnover.

NICTA has created the first Cognitive Load Monitoring (CLM) System based on the automatic analysis of speech. Grounded in a strong theoretical foundation, the patent-pending CLM engine (BrainGauge™) quantifies the cognitive load experienced by an agent from live calls in real-time. BrainGauge™ is unique because it directly measures mental load not stress or emotion, and it is not based on keyword-spotting, which does not accurately reflect the ability to manage multiple tasks.

Contact Details

Email: braingauge@nicta.com.au
Web: www.braingauge.com.au
Tel: +612 9376 2101

www.nicta.com.au/dism

