

Call Center Services' Optimization; The best way to distribute calls and agents.

ABOUT BYTE COMPUTER & FORECASTING SERVICES:

Byte is involved in system integration, software development, technology unification and networking. The company has become one of the top partners for organizations and businesses that need specialized and advanced solutions to cover their increased operational needs in the modern environment.

WHAT WE OFFER



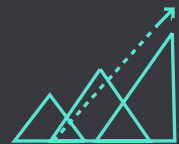
Effective machine learning, which predicts insightful business information based on existing customer data. The algorithm is called "Theta" and it has been created in collaboration with the Forecasting & Strategy Unit of the National Technical University of Athens



Fast and personalized service. Byte Computer applies the prediction algorithm and adapts it to the customer. Then, a presentation is issued with the business proposals that are needed, in order to make the appropriate decisions that solve the respective problem.



The algorithm predicts the calls that the company's call center will receive. The method considers the daily trends, the pattern that is followed and the frequency of the calls depending on the respective period. The solution proposes the number of employees to be in their post at any time of the week, automating the process for the customer.



The result of our solution offers the client the appropriate data to optimize his work. The purpose is to properly classify the company's resources, minimize costs and maximize profits.

LEARN MORE

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