

Customer Care



PËRKUJDESJA NDAJ KLIENTIT

Përkujdesja ndaj klientit është bazë për një zhvillim të kompanisë si dhe produktit tuaj.

Ne jemi shumë të vetëdijshëm për këtë, prandaj kemi fituar besimin e partnerëve tanë.

Ata koncentrohen në produktet e tyre primare kurse ne marrim përsipër komunikimin dhe përkujdesjen ndaj klientit.

Këtë e bëjmë qoftë përmes komunikimit me telefon, email, rrjete sociale si dhe forma tjera të komunikimit.

SHËRBIMET TONA OFROHEN NË GJUHËT SI NË VIJIM:

Anglisht

Gjermanisht

Frenjisht

Italisht

Spanjisht

TEKNOLOGJIA BASHKËKOHORE

Kompania jonë ka investuar shumë në teknologji bashkëkohore dhe në ndërtimin e njohurive në kompani në mënyre që çdo proces pune të jetë në vendin e duhur.

Ne përdorim infrastrukturë teknologjike dhe software të mirëfilltë në mënyre që klientët tanë në çdo kohë të kenë qasje në informata të sakta në lidhje me projektin e tyre.

E gjithë infrastruktura teknologjike për përpunimin e të dhënave me të cilat ne punojmë janë në tokën e BE-së.

Pra, ne jemi fizikisht si personel në Republikën e Kosovës, me pajisje moderne për të kryer punë, duke ju garantuar juve cilësi të lartë dhe çmim të ulët. Mbrojtja e të dhënave tek ne shkruhet me shkronja të mëdha.

RAPORTET

Raporte të sakta në cdo kohë!

Ne kemi ndërtuar tashmë një kulturë pune si resurs human por edhe si përdorues dhe shfrytëzues të teknologjisë informative. Ne kemi mundësi të ndryshme për të plotësuar të gjitha nevojat dhe kërkesat e klientëve tanë. Gjenerimi i raporteve të sakta për ne janë punë sekondi!

Për ju ne kemi në çdo kohë raporte të sakta rreth:

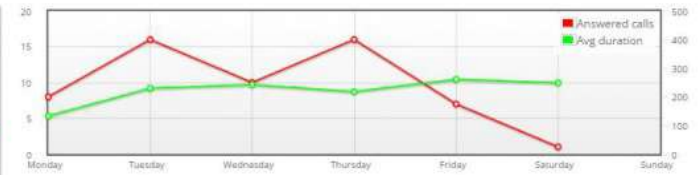
- Thirrjeve gjithsej
- Thirrjeve brenda një kohe të caktuar
- Indeksit të cilësisë së pranimi të thirrjeve
- Pranimi i thirrjeve në sekonda
- Pritjet në radhë
- Agjentet në radhë
- Arsyja e ndërprerjes së thirrjeve
- Etj.

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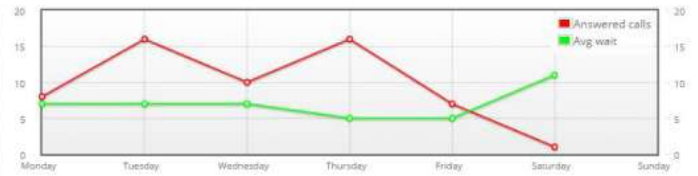
Answered call distribution per day of week

Day	Num	Answered calls	Avg	Min	Max	Avg duration
Monday	8	13.8%	2:13	0:24	5:02	
Tuesday	16	27.6%	3:50	1:11	7:46	
Wednesday	10	17.2%	4:02	0:40	8:47	
Thursday	16	27.6%	3:38	0:08	9:56	
Friday	7	12.1%	4:21	1:21	9:39	
Saturday	1	1.7%	4:09	4:09	4:09	
Sunday		0.0%	-	0:00	0:00	



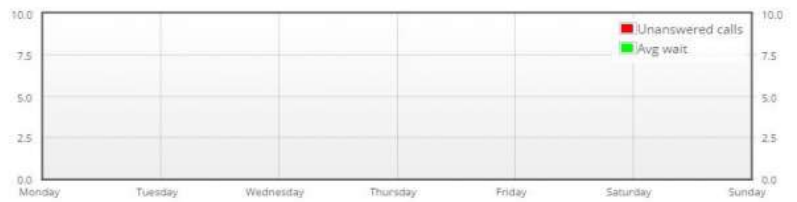
Answered call wait time per day of week

Day	Num	Answered calls	Avg	Min	Max	Avg wait
Monday	8	13.8%	0:07	0:04	0:13	
Tuesday	16	27.6%	0:07	0:03	0:17	
Wednesday	10	17.2%	0:07	0:04	0:25	
Thursday	16	27.6%	0:05	0:03	0:11	
Friday	7	12.1%	0:05	0:03	0:11	
Saturday	1	1.7%	0:11	0:11	0:11	
Sunday		0.0%	-	0:00	0:00	



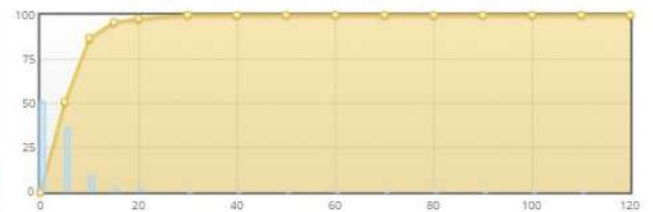
Unanswered call wait time per day of week

Day	Num	Unanswered calls	Avg	Min	Max	Avg wait
Monday		0%	-	0:00	0:00	
Tuesday		0%	-	0:00	0:00	
Wednesday		0%	-	0:00	0:00	
Thursday		0%	-	0:00	0:00	
Friday		0%	-	0:00	0:00	
Saturday		0%	-	0:00	0:00	
Sunday		0%	-	0:00	0:00	



Service level agreement

Answer	N. Calls	Delta	Percent	Of Offered	...
Within 5 seconds:	30		51.7%	51.7%	
Within 10 seconds:	51	+ 21	87.9%	87.9%	
Within 15 seconds:	56	+ 5	96.6%	96.6%	
Within 20 seconds:	57	+ 7	98.3%	98.3%	
Within 30 seconds:	58	+ 7	100.0%	100.0%	
Within 40 seconds:	58	0	100.0%	100.0%	
Within 50 seconds:	58	0	100.0%	100.0%	
Within 60 seconds:	58	0	100.0%	100.0%	
Within 70 seconds:	58	0	100.0%	100.0%	
Within 80 seconds:	58	0	100.0%	100.0%	
Within 90 seconds:	58	0	100.0%	100.0%	
Within 100 seconds:	58	0	100.0%	100.0%	
Within 110 seconds:	58	0	100.0%	100.0%	
Within 120 seconds:	58	0	100.0%	100.0%	



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Calls fully within the given time interval

Calls fully within the given time interval:	
N. calls answered by operators:	58
Average call length:	210.0 s.
Min call length:	0:08
Max call length:	9:56
Total call length:	3:5 H
Average call waiting time:	6.6 s.
Min waiting time:	0:03
Max waiting time:	0:25
Total waiting time:	0.1 H
Average initial position:	1.0
Min initial position:	1
Max initial position:	1
Coverage:	100.0%

All calls

All calls:	
N. calls answered by operators:	58
Average call length:	219.9 s.
Min call length:	0:08
Max call length:	9:56
Total call length:	3:5 H
Average call waiting time:	6.6 s.
Min waiting time:	0:03
Max waiting time:	0:25
Total waiting time:	0.1 H
Average initial position:	1.0
Min initial position:	1
Max initial position:	1
Coverage:	100.0%

Answered call distribution per day of week

Day	Num	Answered calls	Avg	Min	Max	Avg duration
Monday	12	11.0%	3:30	1:20	6:50	
Tuesday	17	15.6%	5:09	0:52	13:43	
Wednesday	26	23.9%	3:23	0:01	11:05	
Thursday	25	22.9%	3:56	0:05	11:12	
Friday	14	12.8%	5:16	0:03	13:25	
Saturday	13	11.9%	4:48	0:37	14:59	
Sunday	2	1.8%	5:12	2:37	7:48	

Answered call wait time per day of week

Day	Num	Answered calls	Avg	Min	Max	Avg wait
Monday	12	11.0%	0:04	0:02	0:11	
Tuesday	17	15.6%	0:04	0:02	0:07	
Wednesday	26	23.9%	0:06	0:01	0:21	
Thursday	25	22.9%	0:04	0:02	0:17	
Friday	14	12.8%	0:04	0:02	0:09	
Saturday	13	11.9%	0:06	0:03	0:16	
Sunday	2	1.8%	0:10	0:10	0:10	

Service level agreement

Answer	N. Calls	Delta	Percent	Of Offered	...
Within 5 seconds:	72		66.1%	64.3%	
Within 10 seconds:	103	+ 37	98.5%	92.0%	
Within 15 seconds:	107	+ 41	98.2%	95.5%	
Within 20 seconds:	108	+ 42	99.1%	96.4%	
Within 30 seconds:	109	+ 43	100.0%	97.3%	
Within 40 seconds:	109	0	100.0%	97.3%	
Within 50 seconds:	109	0	100.0%	97.3%	

Unanswered calls - distribution by length

Hangup	N. Calls	Delta	Percent	Of offered	...
Within 5 seconds:	3		100.0%	2.7%	
Within 10 seconds:	3	0	100.0%	2.7%	
Within 15 seconds:	3	0	100.0%	2.7%	
Within 20 seconds:	3	0	100.0%	2.7%	
Within 30 seconds:	3	0	100.0%	2.7%	
Within 40 seconds:	3	0	100.0%	2.7%	
Within 50 seconds:	3	0	100.0%	2.7%	

Time / Efficiency	Total call length		Wrap-up time		Waiting time		Total call length + Wrap-up time + Waiting time		Total length for the abandon call	
	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total
	00:04:05	00:12:14	00:00:30	00:01:30	00:00:05	00:00:15	00:04:40	00:13:59	00:00:00	00:00:02
	00:05:18	00:37:05	00:00:30	00:02:30	00:00:04	00:00:29	00:05:52	00:41:07		
	00:06:02	00:24:07	00:00:30	00:02:00	00:00:04	00:00:14	00:06:35	00:24:21		
	00:13:54	00:41:43	00:00:30	00:01:30	00:00:04	00:00:12	00:14:29	00:43:24		
	00:05:13	00:10:25	00:00:30	00:01:00	00:00:10	00:00:20	00:05:53	00:11:45		
	00:02:33	00:10:32	00:00:30	00:02:00	00:00:04	00:00:17	00:03:12	00:12:49		
	00:04:38	00:27:49	00:00:30	00:03:00	00:00:10	00:00:57	00:05:16	00:31:46		
	00:05:43	00:11:24	00:00:30	00:01:00	00:00:02	00:00:05	00:06:15	00:12:31		
	00:06:32	00:19:35	00:00:30	00:01:30	00:00:03	00:00:10	00:07:05	00:21:15		
	00:02:35	00:10:18	00:00:30	00:02:00	00:00:05	00:00:22	00:03:10	00:12:40		
	00:03:04	00:06:09	00:00:30	00:01:00	00:00:05	00:00:09	00:03:29	00:07:18		
	00:04:54	00:41:33	00:00:30	00:03:00	00:00:03	00:00:20	00:07:20	00:44:53		
	00:03:07	00:24:59	00:00:30	00:04:00	00:00:05	00:00:43	00:03:43	00:29:42		
	00:01:48	00:05:24	00:00:30	00:01:30	00:00:04	00:00:12	00:02:22	00:07:06		
	00:04:44	00:18:57	00:00:30	00:02:00	00:00:06	00:00:24	00:05:20	00:21:21		
	00:01:45	00:10:29	00:00:30	00:03:00	00:00:08	00:00:48	00:02:23	00:14:17		
	00:02:05	00:10:30	00:00:30	00:02:00	00:00:05	00:00:21	00:02:40	00:22:01		
	00:02:29	00:09:55	00:00:30	00:02:00	00:00:05	00:00:18	00:03:03	00:12:13	00:00:01	00:00:03
	00:03:22	00:13:28	00:00:30	00:02:00	00:00:07	00:00:28	00:03:59	00:15:56		
	00:03:06	00:24:49	00:00:30	00:04:00	00:00:06	00:00:45	00:03:42	00:29:34		
	00:03:44	00:11:13	00:00:30	00:01:30	00:00:05	00:00:14	00:04:19	00:12:57		
	00:04:23	00:17:32	00:00:30	00:02:00	00:00:05	00:00:19	00:04:53	00:19:51		
	00:08:30	00:25:29	00:00:30	00:01:30	00:00:05	00:00:15	00:09:05	00:27:14		
	00:01:54	00:09:32	00:00:30	00:02:30	00:00:05	00:00:25	00:02:29	00:12:27	00:00:00	00:00:02
	00:03:55	00:19:24	00:00:30	00:02:30	00:00:04	00:00:22	00:04:29	00:22:26		
	00:04:30	07:42:55	00:00:30	00:04:30	00:00:05	00:00:25	00:05:05	05:47:00	00:00:00	00:00:07

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