

Oracle Stateful Call Tracking

Oracle Customer Solutions for Industries- Communications

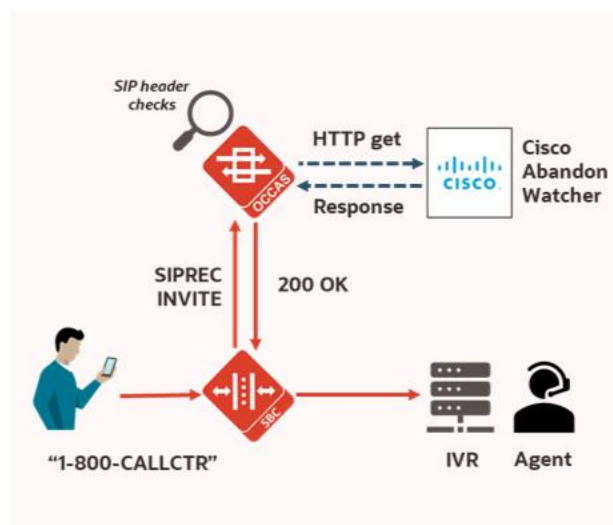
In the telecommunications industry, where high call volumes and extended hold times can critically impact customer satisfaction, Oracle's Stateful Call Tracking solution emerges as a game-changer. Statistics reveal that over 70% of customers abandon calls due to long wait times, and businesses lose up to \$75 billion annually due to poor customer service. Oracle Stateful Call Tracking transforms this scenario by delivering real-time insights into call states, allowing organizations to pinpoint exactly when and where a call was dropped or if it reached an agent. This precise tracking empowers businesses to streamline their call handling processes, minimize hold times, and swiftly address customer issues. By leveraging these insights, organizations can effectively manage customer expectations, enhance service efficiency, and significantly boost overall satisfaction. As a result, Oracle's solution not only addresses the immediate challenges of call volume management but also fosters long-term customer loyalty, even during peak periods.

Stateful Call Tracking Solution Powered by OCCAS

Oracle Customer Solutions for Industries-Communications offers an incredible feature that can increase customer satisfaction and significantly lower call abandonment rates and repeat callers in an enterprise - Stateful Call Tracking. It provides organizations with the clarity needed to determine whether a call reached an agent or was abandoned by the caller. This is achieved by analyzing SIPREC signaling streams and specific SIP headers.

Stateful Call Tracking is accomplished by using the Oracle Communications Converged Application Server (OCCAS) capabilities along with a custom Java application that has been customized by Oracle communication professionals to integrate fully into the Oracle environment. This solution can be deployed in a simplex mode or scaled out in a clustered high availability option that can retain call state information to minimize loss of calls. The flexibility of the OCCAS solution allows customers to fully integrate the call tracking application directly into their existing environment with other vendor technologies.

Stateful call tracking yields valuable data that highlights the ongoing challenge of managing abandoned call rates and the impact of wait times on customer satisfaction.



Key Features

- **SIPREC Signaling Stream Analysis:** Monitors and analyzes SIPREC signaling streams to track call states.
- **Call State Determination:** Identifies if a caller reached an agent or abandoned the call while in the queue.
- **SIP Header Monitoring:** Utilizes specific SIP headers on initial INVITE and RE-INVITE to determine call outcomes.
- **Agent Connection Detection:** If the call-info header is present, it indicates that the customer made it to an agent.
- **Abandoned Call Detection:** If a BYE message is received before the application sees the call-info header, it means the caller disconnected before reaching an agent.

Key Benefits

- **Enhanced Clarity:** Provides clear insights into call outcomes, helping organizations improve their customer service strategies.
- **Real-time Monitoring:** Enables real-time tracking of call states, ensuring immediate detection of abandoned calls.
- **Improved Customer Experience:** Helps in identifying and addressing issues that lead to call abandonment, enhancing overall customer satisfaction.

Use Cases

- **Contact Centers:** Enhances contact center operations by providing detailed insights into call handling and agent performance.
- **Customer Support:** Improves customer support by identifying and reducing call abandonment rates.
- **Telecommunications:** Assists telecom providers in monitoring and optimizing call routing and handling processes.

Improve Customer Satisfaction with Oracle Stateful Call Tracking!

Stateful Call Tracking is an essential tool for organizations looking to gain detailed insights into their call-handling processes. By leveraging SIPREC signaling streams and specific SIP headers, clear and actionable data on whether calls reach agents or are abandoned can be achieved which can help improve customer service and operational efficiency. With hundreds of service providers and thousands of enterprises trusting Oracle communication services to secure their voice networks, we have the experience to help your organization ensure that when it comes to customer satisfaction, your network integrity remains uncompromised.

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