

strategies real-time monitoring development cognitive technology delivery demand advanced networking

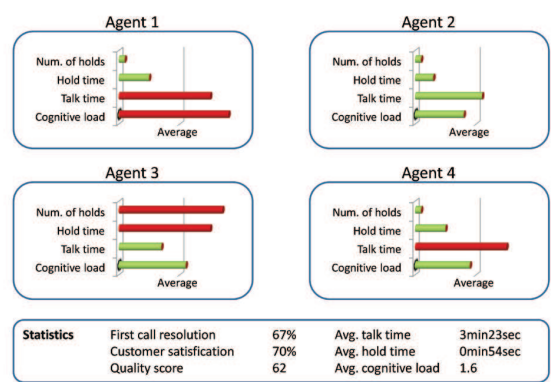


BrainGauge® Monitoring

As call centres continue to grow and the use of “at home“ agents increases it is impossible for managers to monitor every agent’s performance by just walking around. As well the manual quality review process only checks a very small proportion of the calls after the fact rather than real-time. BrainGauge® is a solution that allows managers the ability to define, measure and manage the mental workload on their call centre agents in real time.



QM Dashboard



The NICTA Approach

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

NICTA has created the first Cognitive Load Management (CLM) System based on the automatic analysis of speech. Grounded in a strong theoretical foundation, the CLM engine (BrainGauge®) developed by NICTA is capable of quantifying 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 nor is it based on keyword-spotting, which may not accurately reflect the ability to manage multiple tasks.

The Features

- Real-time monitoring
- Intuitive and user friendly dashboard for managers
- Identify calls that may require manual review.
- Trigger alerts when an agent is overloaded
- Option to integrate into existing quality monitoring system
- Option to automate workforce allocation in an overload incident
- Language and accent independent.

The Benefits

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

Contact Details

Email: braingauge@nicta.com.au
 Web: www.braingauge.com.au
 Tel: +612 9376 2101
 Fax: +612 9376 2027



From imagination to impact

strategies partnerships development
 education commercialisation
 use-inspired collaboration
 clusters linkages
 outcome international portfolio



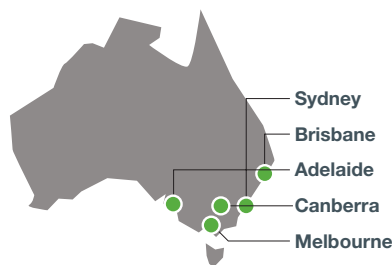
Leading the Way

NICTA is Australia's Information and Communications Technology (ICT) Research Centre of Excellence, answering the hard questions in ICT research. NICTA drives innovation through high-quality research, research training and technology transfer. We are located in five laboratories in four cities around Australia: Melbourne, Sydney, Canberra and Brisbane. Specialised teams are focused on a series of specific research themes and business areas.

Our work as a world-class research institute and Centre of Excellence in science and innovation brings together many of Australia's and the world's top ICT researchers. NICTA provides them with the facilities and support they require, making imagination to impact a reality.

NICTA's unique approach fosters and develops ICT research. We work closely with both industry and other research institutions to solve problems and make breakthroughs in ICT with real impact. NICTA's focus on use-inspired research means our projects have direct relevance to the challenges faced by business, government and individuals around the world. The result is breakthrough technologies that provide commercial opportunities and have a positive impact on Australia's export earnings.

www.nicta.com.au



ATP Research Laboratory & Corporate Head Office
 Australian
 Technology Park
 Level 5,
 13 Garden Street
 Eveleigh NSW 2015
 Australia
 Locked Bag 9013
 Alexandria NSW 1435
 Australia
 Tel: +61 2 9376 2000
 Fax: +61 2 9376 2300

Canberra Research Laboratory
 Tower A
 7 London Circuit
 Canberra ACT 2601
 Locked Bag 8001
 Canberra ACT 2601
 Australia
 Tel: +61 2 6267 6200
 Fax: +61 2 6267 6220

Victoria Research Laboratory
 Lvl 2 / Bldg 193
 (Dept. of Electrical Engineering)
 Wilson Avenue
 The University of Melbourne VIC 3010
 Australia
 Tel: +61 3 8344 4489
 Fax: +61 3 9348 1682

Neville Roach Laboratory
 Level 4,
 223 Anzac Parade
 Kensington NSW 2052
 University of NSW
 Locked Bag 6016
 Sydney NSW 1466
 Australia
 Tel: +61 2 8306 0400
 Fax: +61 2 8306 0404

Queensland Research Laboratory
 Level 5,
 Axon Building (47),
 Staff House Road,
 St Lucia QLD 4072
 PO Box 6020
 St Lucia QLD 4067
 Australia
 Tel: +61 7 3300 8400
 Fax: +61 7 3300 8420

Adelaide Facility
 Innovation House
 First Avenue
 Mawson Lakes SA 5095
 Tel: +61 8 8343 8710
 Fax: +61 8 8343 8711



Australian Government
 Department of Broadband, Communications
 and the Digital Economy
 Australian Research Council

NICTA Funding and Supporting Members and Partners



THE AUSTRALIAN NATIONAL UNIVERSITY



THE UNIVERSITY OF NEW SOUTH WALES



Industry & Investment



The Place To Be



MELBOURNE



THE UNIVERSITY OF SYDNEY



Queensland Government



Griffith UNIVERSITY



Queensland University of Technology



THE UNIVERSITY OF QUEENSLAND AUSTRALIA