The amount of data contained in an IVR application is enormous. You need to see what’s going on.

CHI Scan

CHI Scan is a web-based investigative tool that lets you quickly see and analyze what is going on in your IVR application.

More than simply diagramming the call flow or displaying call statistics, CHI Scan lets you interact with the data and display it in a way that makes sense for the task at hand.

Data display is both dynamic and layered. You’re free to explore the data on the fly; just click to get data about calls or prompts. Click again for more detailed information or to reformat the data into plots, graphs, tables, or trajectories. Click another time period to compare it to the current one. And click to save any table or graph to an Excel spreadsheet.

Layering data makes it more accessible and more meaningful for the given context. Start from a high-level view and drill down through successive layers to get only the data you need.

Business managers can quickly evaluate costs and savings using actual hard data. IT managers can identify areas where the system works, and where it doesn’t. Human factor specialists can “watch” as callers interact with the system. QA and test staff can easily pinpoint trouble spots.

Since CHI Scan is web-based, information about your IVR application is always accessible, from anywhere, on any system.

Choice of graphic displays

- Trajectories for analyzing call flow & assessing individual prompts
- Mouse over for more information (e.g., the prompt wording).
- Click to update table for calls on this path.
- Click to show prompts before & after this prompt.

Bar graphs for statistics, comparisons

- Click a date for summary information for that date.
- Call drill-down views for examining each step

High-level analysis for business decisions

What is the call volume? What trends are apparent? What percentage of callers need live agents? Is this percentage increasing or decreasing?

More in-depth analysis for IT management, evaluating the human experience

Where are the bottlenecks? Did a change improve performance? By how much? What percent of call outcomes was successful?

What problems did callers have? Did they understand what they needed to say or do?

Detailed analysis for testing, troubleshooting

Which prompts are causing the most hangups and rejections? What are the exact events?

Individual call analysis

What did this caller say? Did the recognized utterance match the actual one?

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