



Cork Constraint Computation Centre

University College Cork

"Making Hard Choices Easier"



Artificial Intelligence Approach to Call Centre Management

Project Description

Current call centre management products are focused on monitoring call metrics and providing basic statistics. This project is the first to fully apply its research to the various data streams available in a call centre. The project intends to take an "all-inclusive" approach to call centre management by employing modern Artificial Intelligence techniques to combine and analyse data from multiple data sources within Abtran's call centre.

Project Coordinator

Dr. Dara Curran

Project Partners

Abtran



Enterprise Ireland

Innovation Partnership IP/2009/0031

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