

# Analysis of ergonomics problems contact-centers

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**Abstract.** *The analysis of the ergonomic problems of the contact center. It allocates main factors of influence on man- operator.*

**Keywords.** *Ergonomics, Contact Center, Man-Operator, Queue, Workload, Queuing System.*

## INTRODUCTION

Modern organizations working in the service sector, tend to clock and interoperability with actual and potential users. Herewith, the contact centers are an effective means of communication with its customers companies.

Developers define parametres and the structure thus to ensure the maximum performance and reliability of customer service, when designing such services. Herewith, in the less considered state of the operator, which is constantly under the influence of various physical and physiological factors.

Ignoring the influence of these factors can lead to erroneous work of the operator and further deterioration in the efficiency of outsourcing companies.

A large number of studies of domestic and foreign scientists [1-3] devoted for questions to the impact of the illumination of the working area, noise, microclimate and comfort in the workplace employee contact center. Herewith, questions of the impact of physiological factors on the quality of operators outsourcing companies do not fully disclosed.

## FORMULATION OF THE PROBLEM

It is necessary to analyze the ergonomic problems contact centers to identify the main factors influencing the activity of the operator in the customer service.

## RESULTS

To identify ergonomic problems contact center survey was conducted the poll of among employees of such organizations [4]. To participate in the survey were involved in the passage of Ukrainian outsourcing companies, among which are Global Bilgi, PortaOne, NetCracker. Analysis of the survey results showed that the owners of these companies care about comfortable workplace human operator, which positively affects operator activity. But the principles of construction of modern contact centers do not consider the maximum allowable standart activities of human operator [5] (fig. 1).

Among the ergonomic problems activities of employees of contact centers can select a random character receipt of requests for changes greatly complicates the work of operators. It is also possible deterioration of service efficiency due to operational tempo, intensity of work, which is characterized by intellectual, sensory, emotional stress, the degree of monotony and mode of operations of the operator.

Is necessary to take into account the following ergonomic parameters for a comprehensive analysis of the effectiveness of the contact center:

- load factor of operator,
- coefficient of queue,
- queue length,

describing the information of load factor of operator [5]. An important factor is also fixing the operator for service a certain type of applications, that appropriate to the skill level [6]. Otherwise people will work under stress, that affecting the correctness of execution of the application.

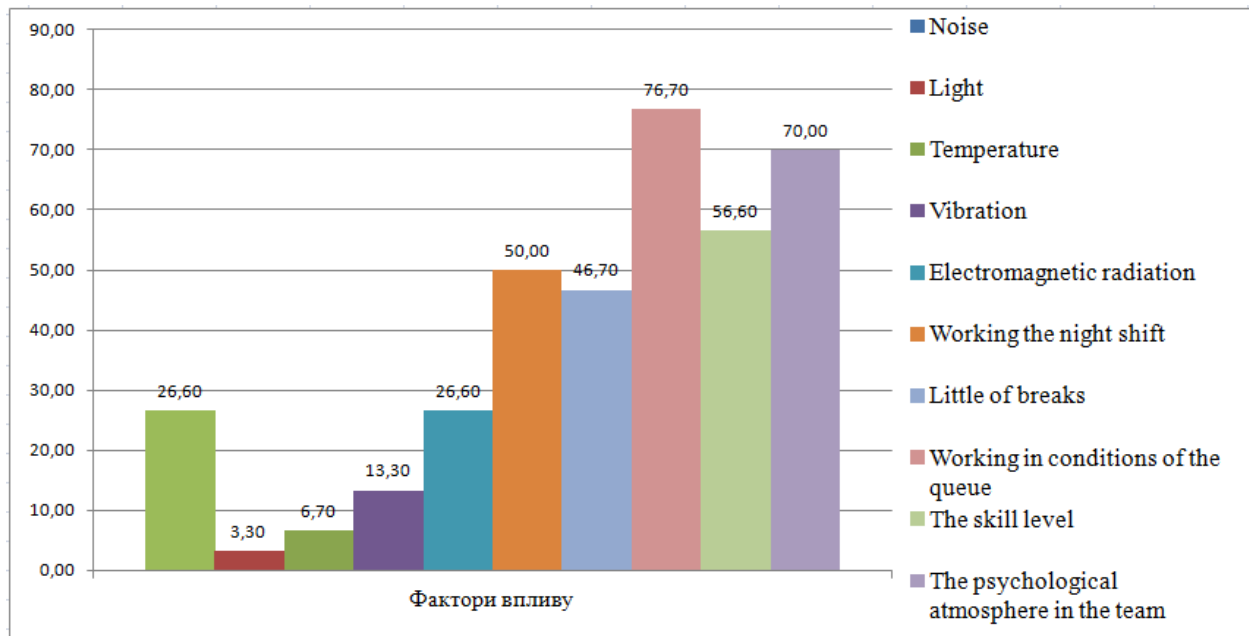


Figure 1 - Result assess the impact of physical and physiological on operator contact center

## CONCLUSIONS

The assessment of working conditions in the workplace the operator of contact center must take account of ergonomic standards and requirements. The analysis allowed to compare the level of influence of different factors on staff outsourcing companies and identify the most influential:

- a work in the terms of queues,
- the lack of procedures for securing operators for the execution of certain types of applications according to skill level,
- dependence of the operator from psychological atmosphere of the collective.

Prospects for research - development models for assessing conditions in the workplace human operator outsourcing companies with the influence of physiological factors.

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