Multi-layered Alert Filtration and Feedback Cycle Using Brahms Model (Conference Paper)

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Abstract

Customer service improvement is directly related with organizational standards and productivity. Employees' activities have certain objectives to be fulfilled but sometimes outcomes are different than expected. Human error while performing regular job activities cause sufficient losses and difficult to address. Management faces real challenges while dealing with employee-related issues and sometimes becomes unproductive. We propose Brahms Model with multi-layered alert filtration and feedback cycle which would address the human error in the system and generate the filtered alerts in the form of errors by emails. This is especially useful for Human Computer Interfacing (HCI) domains. Controlling human error and addressing all issues may prevent any institution from severe damage and losses. Efficiency of a customer service department can be improved and maximized by multi-layered alert filtration system using Brahms Model. © 2015 IEEE

Author keywords

Alert Generation and Filtration, Brahms Model, Context AWARE Applications, Customer Service Improvement, Human Computer Interfacing, Organizational behaviour

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