

QPC pRo100 MIS

real-time & historical call reporting system for the Siemens Realitis ACD, with optional performance management and call recording modules



QPC pRo100 MIS is an advanced Management Information System (MIS) for the Siemens Realitis ACD and is designed to enable more efficient and effective management of your contact centre.

Real-time information, from QPC's pRo100, allows you to understand your current call volumes so you can see whether the day is going to match your forecast and ultimately if you are going to be able to meet your service level. Real-time agent reporting will also let you see who is working from moment-to-moment so you can tell if agents are where they should be and take immediate action if necessary.

QPC pRo100's historical reporting will also allow you to get information for past periods. With easy to create reports it will let you see individual productivity, so you can manage performance better, how many calls have arrived, so you can forecast for the future, and the service level you have achieved.

Benefits of the QPC pRo100 MIS solution:

- **Informative** - presentation of full colour graphic screens allow you to monitor call and agent activity as it happens.
- **Optimise** - maintain customer service levels through the use of visual alerts, delivering a faster response to changing circumstances.
- **Present** - using the historical reporting facility allows you to accurately measure your success in reaching service level objectives and produce realistic plans to meet expected future needs.

- **Develop** - by continually analysing the performance of agents you will be able to reward them in line with their performance and have a better chance of retaining them as well.
- **Motivate** - using IP, serial and virtual wallboards you can deliver feedback and important real-time information to agents.
- **Enhance** - a web-based browser option eases deployment of supervisor client screens and reduces the need for IT support.

QPC pRo100 MIS is part of an advanced family of performance management applications, additional modules include:

- **pRo100 Record** - a dedicated quality monitoring module that enables supervisors to replay agent's call recordings that have been captured through custom recording schedules.
- **pRo100 Quality** - an enhanced performance management module that enables an improvement to be achieved in every agent's quality and productivity within the contact centre.

QPC pRo100 works as a client and server application in two steps. Firstly, the server component collates information from the ACD and distributes this to an ODBC database. Then, using this data, the client software allows you to monitor the activity of the contact centre in real time as well as display previous call volumes using the reporting system.

Benefits

- Tried, tested and reliable system
- Report individual productivity to support performance improvement programmes
- Get vital real-time and historical information to better match call demand with available agents to improve service level and reduce costs
- Ensure agents are working at the right times to improve service
- Better manage your contact centre with views of service level for every type of call

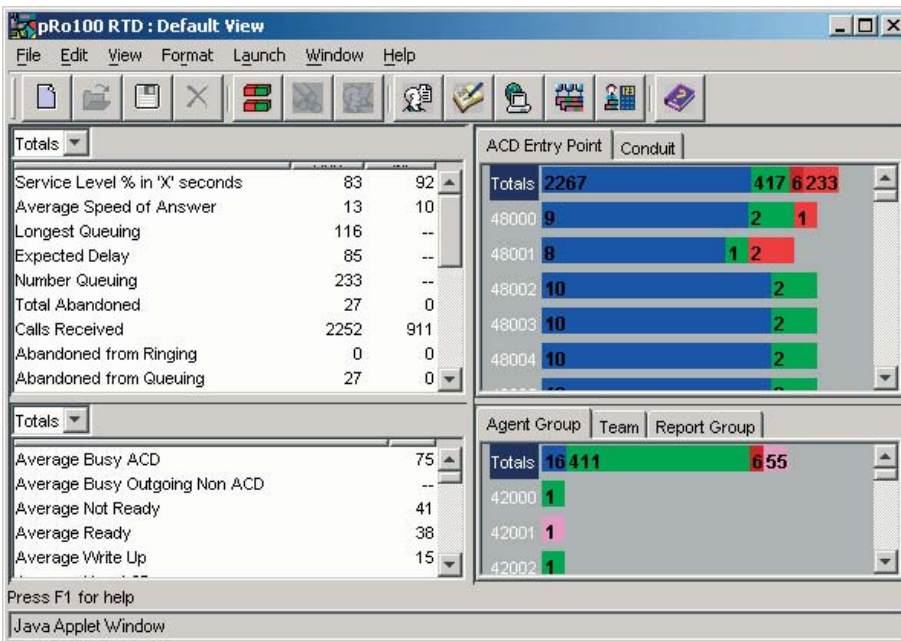




'pRo100 MIS enables you to obtain a higher level of service to improve customer satisfaction'

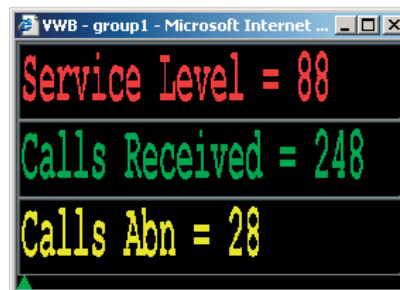
Real-time display

Gives you overall agent and call activity at a glance and presents the call performance data as coloured histograms, icons and real-time data values.



Virtual Wallboards

You can set virtual wallboards to show any external display through a browser.



Features

- Real-time individual, team and centre call statistics
- Easily report historical call data for any previous period
- Add wallboards and displays
- Optional recording module
- Additional performance management module

QPC - customer service transformation

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