

Workforce Dynamics

hosted IEX TotalView workforce management and operational staff

the industry leading workforce management system as a hosted solution and expert personnel on a 'per-agent per-month' fee so you can implement and maintain better resource planning with the minimum of effort, and manage your capital expenditure better

Available for up to 150 agents you can get all the advanced functionality that IEX TotalView workforce management system has to offer, plus the personnel needed to run it successfully, on a 'per-agent per-month' cost model to help you manage your capital expenditure better.

As our Workforce Dynamics solution includes IEX TotalView as a hosted solution we'll look after the system software and hardware for you on your site, or in our data centre. This removes the costs and delays typically caused by training IT staff, implementing software/hardware, keeping this up to date and carrying out essential backups and maintenance. Our expert support and training services for IEX TotalView are also included.

When it comes to doing better resource planning day-to-day the Workforce Dynamics package also includes our expert planning staff and processes so you won't have the headache of having to recruit, train, manage and retain this business critical team.

What's more, our consultants also have experience of helping some of the world's leading companies like Vodafone, Barclays and Capgemini, to successfully implement workforce management. So, we can even help you with the people and process elements of your project before, during and after implementation.

The benefits of a hosted solution

Lower operating costs - With the 'per-agent per-month fee' you will be able to flex the number of agents you are paying for to meet your organisation's growth or shrinkage. This avoids the risk of tying up cash in licences that your organisation does not yet, or no longer, requires but still gives you the flexibility to grow as and when you want to. A hosted solution also removes the operating costs

typically caused by training IT staff, implementing software/hardware, keeping this up to date and carrying out essential backup and maintenance.

No capital expenditure - The hosted solution requires no capital expenditure because the hardware and software are rented to you, delivering significant cash-flow benefits for your organisation.

Minimum impact on IT resource - With a hosted workforce management solution there is only a minimum additional IT resource requirement from within your IT department. It also removes the ongoing IT headaches of keeping software up to date and carrying out essential backup and maintenance work.

Quick and easy implementation - Our hosted solution can be deployed rapidly into your contact centre as it removes the delays typically caused by training IT staff and implementing both software and hardware.

Reliability guaranteed - Reliability is key to delivering any managed service and with QPC's expertise in IEX TotalView systems you can be sure of a service that is always there when required. Our hosted service is subject to service level agreements (SLAs), which ensure your company can access and use the workforce management system when you need it.

Always up to date - with a hosted solution you are kept up to date with the latest features and releases of the workforce management software without potentially painful migration and investments in newer versions. Having a hosted service also means that QPC's expert engineering and support team handle any upgrades and service issues that may arise.

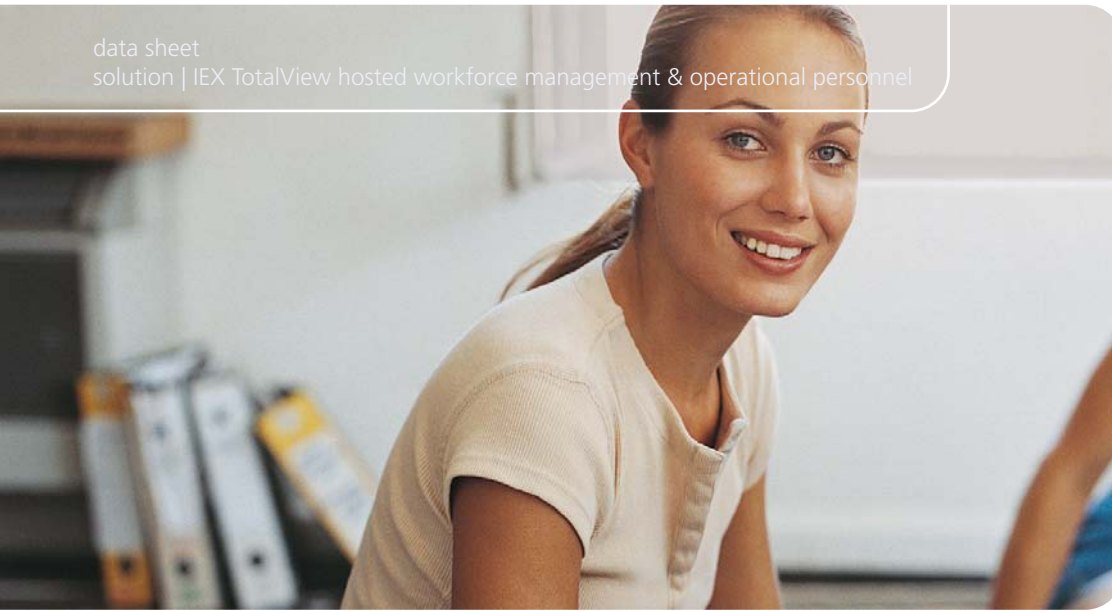
Expertise on hand - With QPC's managed service you will have access to the expertise



Benefits of Workforce Dynamics

- Reduce operating costs
- Improve service
- Make your contact centre a better place to work
- No capital expenditure
- Quick and easy to implement
- Minimum impact on IT resource
- Reliability guaranteed
- Always up to date
- Expertise always on hand
- Less recruitment and retention headaches
- Minimal training required





'QPC have extensive experience of helping the world's leading companies successfully implement and maintain IEX TotalView'



IEX TotalView is the market leading comprehensive workforce management solution for contact centres.

that QPC has built up over many years as a supplier of business critical workforce management systems to industry leading companies around the world. Our managed service offers expert forecasting, scheduling and reporting and means that there is no learning curve for your staff. This enables your company to take advantage of the benefits of a workforce management system more quickly.

Less recruitment and retention headaches - As part of the managed service QPC supplies the forecasting, scheduling, and reporting expertise. This means that you don't have to employ and retain expensive resource when you deploy a workforce management system.

Minimal training required - With a managed service from QPC you won't have any delay in

waiting for staff members responsible for forecasting and scheduling to be trained.

IEX TotalView overview

IEX TotalView is recognised by leading analysts such as Gartner and Frost & Sullivan as a market leading comprehensive workforce management (WFM) solution for contact centres. It helps your centre forecast and plan more accurately and schedule more effectively. It also supplies real-time information to let you better manage the performance of your people and your operation within the day. By integrating data seamlessly across your enterprise, and automating many time consuming and labour intensive processes, IEX TotalView gives your contact centre just what its name promises, total visibility into every area of your operation.

IEX TotalView advanced features

Building upon the solid foundation of IEX TotalView Central, advanced features deliver even greater power and performance for contact centres needing solutions to advanced operational challenges associated with managing multiple agent skills, agent adherence, self service capabilities, multiple customer contact media and enterprise level data sharing and integration.

For more information on how our Workforce Dynamics solution will benefit your contact centre contact us:

call +44 (0)870 242 1097
www.qpc.com

IEX TotalView features

- Accurate forecasting
- Powerful intraday management
- Comprehensive scheduling
- Extensive reporting
- Optimise agent effectiveness in a multi skilled environment
- Manage multiple contact channels including phone, email and web chat
- Monitor and track agent schedule adherence in real-time & historically
- Agent self-service vacation management and schedule bidding
- Seamless data exchange with other systems

QPC - customer service transformation

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