

Adherence Suite

TotalView® Adherence Suite allows managers to monitor and track schedule compliance in real time, as well as view historical reporting

Benefits:

- Identify and correct problems in real time, when it counts the most
- Document agent behavior for trend analysis, performance incentives or counseling
- Hold agents accountable for their performance
- Real-time information automatically updates without requesting display refreshes
- Tracks adherence for both inbound and outbound agents

Your contact center's performance depends on how well agents follow their scheduled activities. When agents keep to the schedule, they are more likely to be available to serve customers - and you get more productivity out of your contact center without adding staff.

The TotalView® Adherence Suite provides real-time and historical adherence features enabling supervisors to easily monitor and analyze agent activity. The result is better planning, improved agent performance, lower costs and happier customers.

Real-Time Adherence

Real-Time Adherence compares an agent's scheduled activity to current activity, using real-time data streams from ACDs and media routers to provide up-to-the-moment agent state information. With the Real-Time Adherence feature, supervisors are able to make sure agents follow their schedules throughout the day.

If an agent is not on schedule, the agent's name is highlighted to alert the supervisor so that action can be taken to correct the situation, if necessary. Supervisors can also print the current Real-Time Adherence screen so that issues can be documented or addressed in coaching sessions.

The Real-Time Adherence display combines information on agent adherence with schedules, agent adherence to work-state time limits, and an overall summary of agents in each state into one intuitive screen, providing supervisors an at-a-glance indication of agent performance.

By monitoring agent schedule and state adherence, supervisors and managers can quickly identify agents who need help or coaching and detect when agents are manipulating their availability to avoid receiving new contacts.

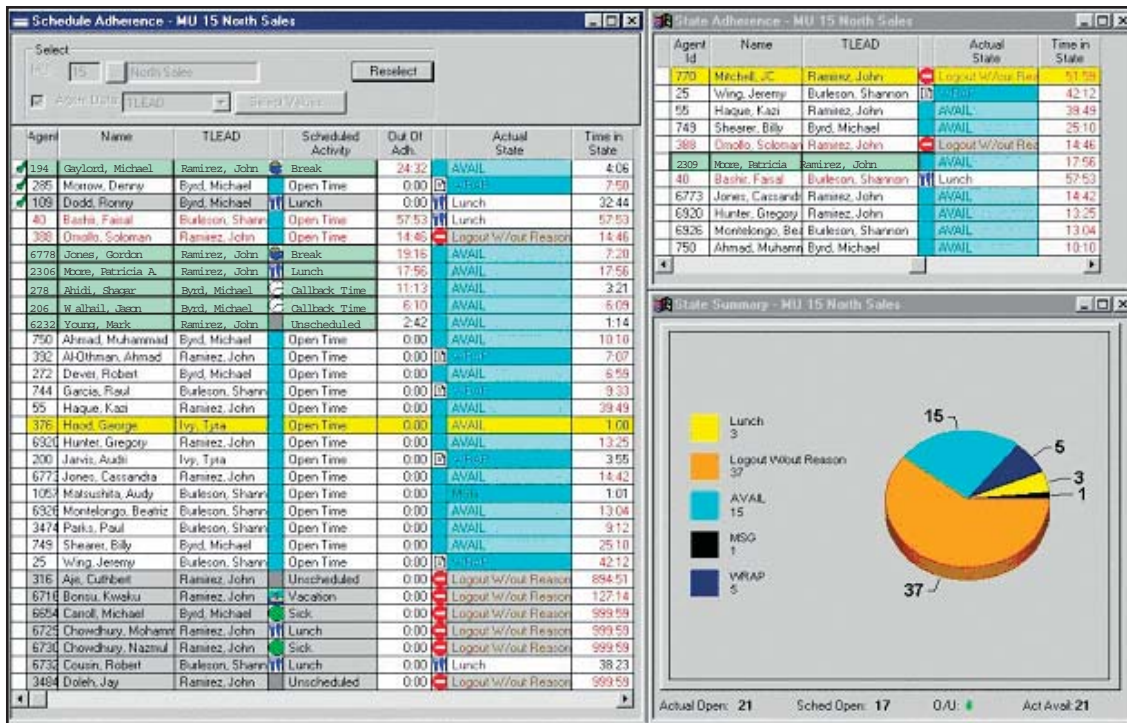
The Real-Time Adherence display also reveals which agents are late or fail to appear for their scheduled shifts, providing early indications of potential staffing problems.

Efficient Adherence Management

The TotalView Real-Time Adherence display includes powerful features to monitor and manage adherence from a single screen:

- Each agent's supervisor is identified so managers or adherence specialists can quickly contact the supervisor when needed.





Color coding and multiple sorting criteria give supervisors at-a-glance indications of agent performance in real time

- Double-clicking on an agent instantly displays that agent's schedule for easy comparison or modification.
- User-defined colors and adherence thresholds allow supervisors to set their own adherence tolerances and display preferences.
- Agents are automatically sorted by multiple user-defined criteria, including time out of adherence, state, scheduled activity, agent name, and others, so that the most critical adherence issues can be displayed first. Agents who need extra monitoring can be tagged to keep them at the top of the list, independent of the sorting criteria.
- In multisite configurations, customizable permission settings allow adherence to be viewed for an individual site -- or the entire contact center -- from any workstation.
- Real-time displays automatically update as new data is received, eliminating the need to perform manual screen refreshes.

Historical Adherence

The TotalView Historical Adherence feature provides comprehensive agent adherence reports for past days, comparing scheduled activity to actual activity

as reported by ACDs and other contact routing systems. With Historical Adherence, supervisors and managers can quickly view and document how well individual agents and groups of agents followed their schedules. Agents deviating from their schedules may compromise schedule efficiencies and service level goals based on planned staffing.

Historical Adherence reports print scheduled agent activities alongside actual agent activities, allowing supervisors to quickly analyze each agent's adherence. The report includes a description of schedule variances that indicate whether an activity started late, ended early, or was unscheduled. Adherence reports also include a summary of scheduled time, available time, and times and percentages in adherence. Since the activity data is stored precisely as reported by the ACD, thresholds may be adjusted so that different report generations use different variance values.

Let the TotalView Real-Time and Historical Adherence tools help you improve the performance of your contact center, so you can lower costs while better serving your customers.