

Outbound Solutions

The outbound contact center plays an integral role in generating revenue for your company. Whether you're managing marketing campaigns, spearheading collections or focusing on customer retention -- effective planning and management directly impact the bottom line.

The TotalView® Workforce Management system from IEX Corporation is helping more than 2,800 centers with over 800,000 agents around the world increase revenue through cost savings and productivity improvements. Its capabilities can help you improve planning, enhance performance and streamline tasks too.

Accurate Forecasts

TotalView provides you with the accurate forecasts you need to build efficient staff plans designed to meet the center's goals. Historical contact data can be imported via IEX SmartSync technology or integration to a dialer or ACD. Once the information is collected, patented TotalView forecasting algorithms help you build an accurate forecast based on historical trends. If your forecast cannot be predicted using historical data, forecasts can be imported into the system via IEX SmartSync technology. With this information, you'll have a clear understanding of your staffing requirements.

Efficient Schedules

Once you understand how the center should be staffed to meet your goals, it's easy to produce efficient schedules. TotalView can help you quickly and easily build schedules for centers using various contact handling approaches, including:

- **Outbound Only:** Agents are dedicated to only handling outbound contacts
- **Blended:** Agents handle both outbound and inbound contacts (or other media types, such as email) in a blended fashion
- **Block:** Agents switch between contact types (like outbound and inbound contacts) at designated times throughout the day
- **Combination:** Agents are scheduled using any mix of these methods

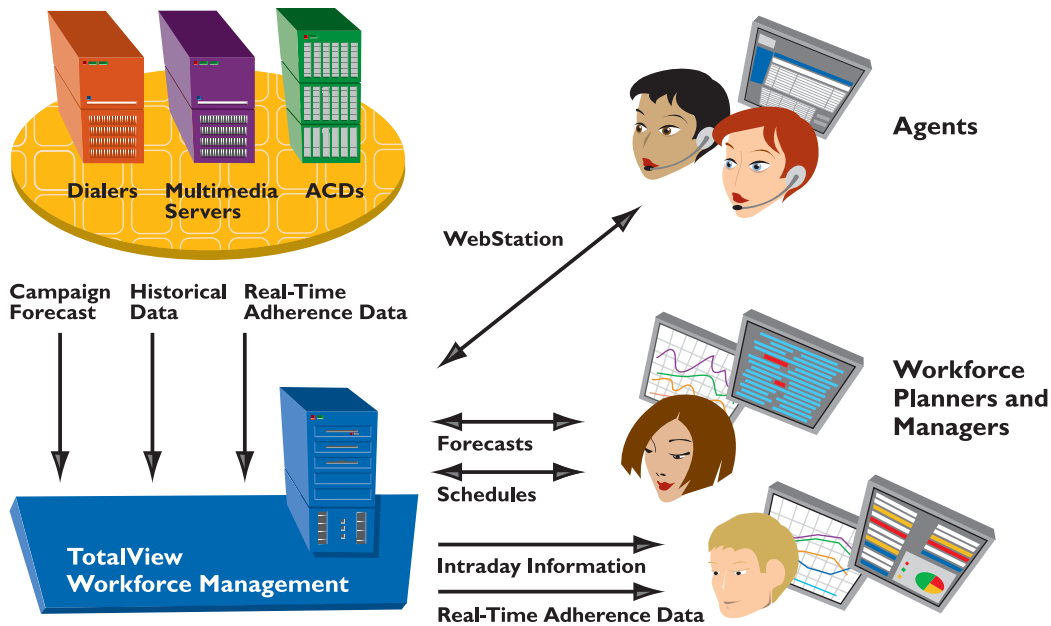
TotalView's ability to help you build efficient schedules tailored to your needs maximizes agent productivity. With TotalView, you can schedule dedicated agents, blended agents or handle various media channels at designated times. This gives you the flexibility you need to meet your business requirements. And since TotalView also has the ability to incorporate agent preferences or schedule bidding into the process, job satisfaction is also assured.

Outbound centers can use proven workforce management techniques to increase revenue generation through cost savings and productivity improvements

Benefits:

- **Accurately calculate staff requirements to lower costs**
- **Effectively plan and allocate resources across multiple sites**
- **Improve daily decision making through effective change management**
- **Ensure schedules are followed by tracking adherence**
- **Flexibility to create schedules tailored to your needs**





The TotalView system helps outbound centers improve staff planning, make more informed decisions, automate administrative tasks and more

Effective Change Management

The performance of your center is further enhanced with the TotalView system's Change Management capabilities. Using this feature, you can reforecast throughout the day to see how your campaign plan is aligning with the actual day's events. That way you can assess the impact changes have on the plan, such as agents calling in sick or not adhering to their schedules, as well as how actual handle times are impacting the daily plan, and much more. The real-time visibility gained with the TotalView system's change management capabilities helps ensure you consistently meet the center's goals.

Improve Schedule Adherence

Your contact center's ability to meet goals also depends on how well agents follow their scheduled activities. When agents keep to the schedule, they are more likely to help you meet your campaign goals -- 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 and lower costs.

Automate Time-Consuming Tasks

The TotalView WebStation feature streamlines many time-consuming tasks. The system improves productivity by allowing agents and supervisors to view schedules and outbound performance statistics right from their desktops using a standard Web Browser. With additional features available with WebStation Plus, agents can also trade schedules, submit schedule bid requests and schedule preferences, manage PTO time, and request schedule changes online. This feature significantly reduces the time and paperwork associated with routine tasks, while giving agents an unprecedented level of access to, and control over, their own schedules. That translates into improved employee morale and retention.