

SmartSync™ Suite enables seamless data exchange with other contact center and enterprise applications

SmartSync™ Suite

Information is the nerve system of your contact center. If it doesn't flow smoothly to the right place, your operation will be slow to react, react incorrectly or maybe not react at all. Getting the right information to the people who need it, when they need it, is critical to the success of your business.

Benefits:

- Enables a best-in-class contact center without integration challenges
- Simplifies integration and maintenance
- Protects investments in existing contact center technologies
- Eliminates redundant data entry and streamlines processes
- Allows managers to focus on managing operations rather than data

TotalView® Workforce Management plays a vital role at the core of your contact center, having a wealth of valuable information in its database - information that is crucial for the operation of many other applications within your contact center and within the enterprise. Getting that information seamlessly from one system to another can often be a challenge. You need a solution that helps you easily share data between systems within your contact center and with the rest of the enterprise.

SmartSync Suite is the IEX solution for advanced, trouble-free integrations between TotalView Workforce Management and other systems, including: quality monitoring, eLearning, human resources, employee resource management, performance management, agent scorecards, payroll, time keeping, custom applications, ACDs, email, other contact routers, and IVR employee access. SmartSync Suite streamlines the way your business runs by enabling your systems to communicate with each other, eliminating paper-based processes and redundant data entry. This open, easy-to-implement solution supports the rapidly changing technology environment of today's contact center, making it easier and less expensive to integrate with other systems from both new and existing vendors.

SmartSync Suite

SmartSync Suite provides an open solution for data exchange, enabling businesses to choose the best routing and other contact center systems to meet their needs, knowing that they will integrate smoothly. SmartSync Suite encompasses two powerful solutions, SmartSync Central and SmartSync Exchange.

SmartSync Central

SmartSync Central provides standardized interfaces to over 25 ACDs and other contact routing systems for the collection of historical and real-time information on queues and agents. It even collects information from multiple sources for the same agent. An innovative forms-based approach to data mapping allows new interfaces to be created quickly and enables existing interfaces to be easily customized, often with no programming required.

SmartSync Exchange

SmartSync Exchange extends the benefits of SmartSync Central to other contact center applications and systems. Providing full data synchronization between systems, SmartSync Exchange simplifies the



SmartSync™ Central for problem-free integration with:

- **Automatic Call Distributors**
- **Contact Routing Systems**
- **Media Servers**

SmartSync™ Exchange for seamless interaction with other contact center applications such as:

- **Performance Management/Analytics**
- **Strategic Planning**
- **eLearning**
- **Quality Monitoring**
- **Employee Self-Service Systems**
- **HR/Employee Resource Management**
- **Payroll/Time Keeping**
- **Custom Applications**

process of consolidating information within the center and eliminates the time and aggravation of having to enter redundant information in multiple systems. Information such as ACD login and log-out activity, agent information and statistics, schedules, adherence, forecasts and historical data is readily available through SmartSync Exchange.

Advanced, Trouble-Free Integrations

Other workforce management systems use simple database access technologies to share data, so when these systems are upgraded, the interfaces often no longer work due to changes in the underlying database structures. SmartSync Suite isolates TotalView's internal database structures from external systems, resulting in simpler, lower maintenance integrations with less downtime.

Select Best-in-Class Solutions

SmartSync Suite allows you to select best-in-class solutions across the various contact center technologies without worrying about integration challenges. Best-in-class solutions free you from the limitations of single-vendor "suite" products with basic features and from being locked into solutions from a single provider.

Eliminate Redundant Data-Entry Tasks

SmartSync Exchange saves significant amounts of time and money by eliminating redundant data-entry tasks. Agent information has to be entered into multiple systems in most contact centers such as ACD, workforce management, payroll, human resources and others. Keeping these systems up-to-date requires a lot of work, but SmartSync Exchange allows TotalView to synchronize agent information automatically with other systems. Additional data-entry efforts are eliminated, as well as the potential for introducing data-entry errors. With SmartSync Exchange data synchronization features, you are ensured that information between systems matches properly.

Require Fewer Interfaces to Other Systems

The wealth of data in the TotalView system can reduce the need and expense of developing interfaces to multiple systems. For example, an agent scorecard application could get agent statistics from the ACD, agent seniority from the HR system and schedule adherence information from a workforce management system. With SmartSync Exchange, all of that information is available from TotalView instead of multiple integrations with other systems.

Flexible Data Export Options

SmartSync Exchange export and import data formats are easily configured. For example, they can be configured to support differing international date and time formats. The selection of data items is also configurable. You can export all data entities in a single file or export multiple files with specific data entities.





Exporting of calculated information such as schedule adherence for agent scorecards, summarized schedule time for payroll and forecasted staffing levels for performance analysis, is also provided by SmartSync Exchange. The ability to export calculated data greatly simplifies the work needed to supply information to other systems.

Automated Schedule Changes via IVR

Many contact centers allow agents to call in late or sick using IVR systems. SmartSync Exchange simplifies the resulting schedule change process by collecting information from the IVR system and automatically updating agents' schedules. Schedule change notifications can then be automatically forwarded to their supervisors and the workforce planning team alerted to any critical impacts on staffing or service levels.

Connect Multiple Systems for Advanced Workforce Management

SmartSync Exchange connects multiple contact center and enterprise systems to create streamlined, paperless processes, saving time and money. The possibilities are endless.

Here is one possible scenario. An agent calls in to report that they will be one hour late. The employee-attendance IVR receives the call and sends the

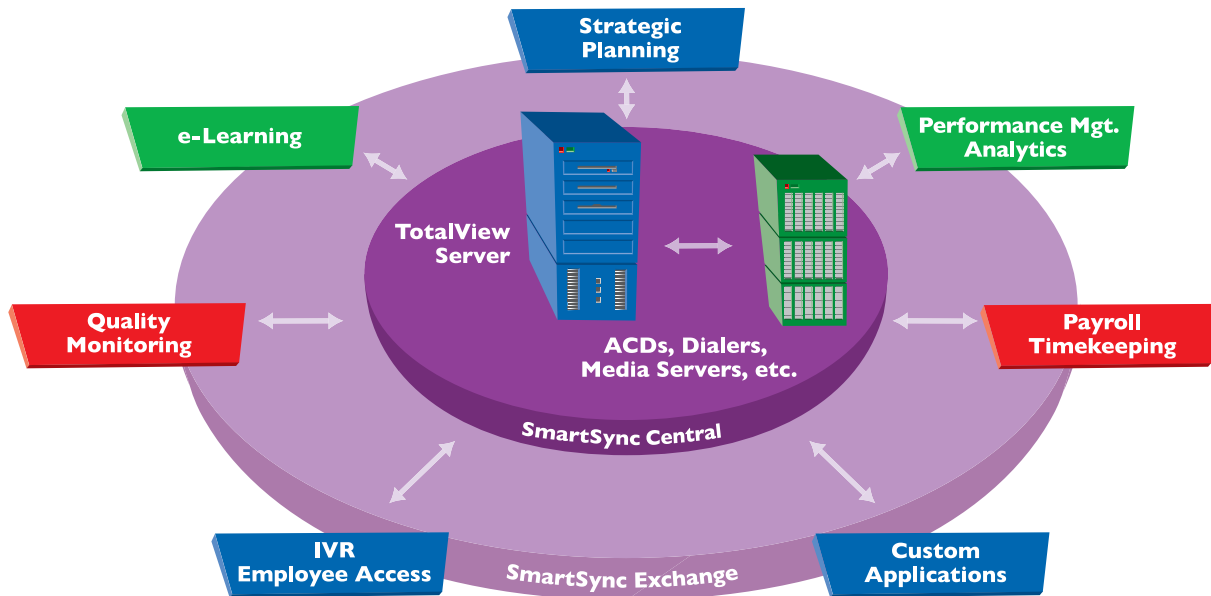
information via SmartSync Exchange to TotalView. The agent's schedule is updated within TotalView and the updated schedule is automatically sent to the:

- workforce planner's TotalView workstation, with service level automatically reforecasted,
- intraday manager's TotalView workstation, where breaks may be adjusted to cover the tardy agent,
- adherence manager's TotalView workstation, showing the updated real-time information,
- ScheduleViewer of the agent's supervisor, informing them of the late arrival,
- payroll system, and
- agent's performance scorecard for tardy tracking.

Up-to-Date Data for Up-to-Date Decisions

With SmartSync Exchange, information flows seamlessly and quickly throughout the contact center, keeping everyone up-to-date and enabling management to make informed decisions. Consider another example where an eLearning system is being used to push training content to agents.

The eLearning system monitors ACD queues and cancels learning sessions if service level is in jeopardy. Using SmartSync Exchange, the eLearning system then updates TotalView schedules so that intraday



SmartSync Suite is composed of SmartSync Central and SmartSync Exchange. SmartSync Central provides quick integration and problem-free data exchange with ACD and other contact routing systems. SmartSync Exchange simplifies data flow with other contact center and enterprise applications, enabling best-in-class solutions.

managers have an accurate count of staff, accurate service-level projections, and accurate real-time schedule adherence. Having up-to-date information helps managers know how to react and makes them aware that some actions have already been taken to help remedy the situation.

SmartSync Exchange gives you the information you need, when and where you need it.

Professional Services Ensure Success

The IEX Professional Services group will quickly set up your SmartSync Suite data synchronization. Information can be synchronized on demand or be scheduled to synchronize on a particular timetable.

Additional services can be provided by IEX to help you extract information from other systems for importing into TotalView. IEX services are also available to help you convert data into the appropriate format to import into TotalView or other systems. The IEX Professional Services team is there to help ensure your success with SmartSync Suite.

SmartSync™ Suite -- only from IEX

Connecting a workforce management system to just the ACD is no longer enough. SmartSync Suite and the TotalView Workforce Management system improve the way your contact center operates by integrating TotalView with your quality monitoring, eLearning, human and employee resource management, analytics, agent scorecard, payroll, time keeping, IVR and other custom systems and applications. SmartSync Suite helps you find the time to manage your contact center - rather than spending time managing data.

Our solutions to difficult workforce management challenges have made TotalView the leading workforce management system. Our broad range of expertise and real-world view of contact center operations are why so many of the world's best-run contact centers connect with IEX.