

pRo100 MIS

real-time agent and call tracking for a more efficient and effective contact centre



pRo100 MIS is an advanced Management Information System designed to make the management of your contact centre more efficient and effective. Firstly, by making real-time call and agent information graphically and available, problems can be identified and dealt with as they happen. Secondly, by analysing detailed historical reports, it is easier to plan for a more profitable future.

It's a basic fact of contact centre life – you can not manage what you can not measure. pRo100 MIS allows you to do both more effectively. Contact centre managers and supervisors can respond instantly to changes in the operation of their contact centre, for example, assign agents to different groups depending on call volumes. Access to historical data allows performance to be reported on and reviewed, providing a solid foundation for future planning. The result is a higher level of service and improved customer satisfaction.

Benefits of the pRo100 MIS solution:

- **Inform** - presentation of full colour graphic screens allowing you to monitor call and agent activity as it happens and increase the number and effectiveness of calls handled.
- **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 to produce realistic plans to meet expected future needs.

- **Develop** - by continually analysing the performance of agents, you are able to reward agents in line with their performance and retain valued agents.
- **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.

pRo100 MIS is part of an advanced family of performance management applications; additional upgradeable modules available to pRo100 MIS are:

- **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.

pRo100 is a client/server application that collates real-time information from the ACD switch.

The client software then allows you to monitor the activity of the contact centre in real-time and report on previous call volumes.

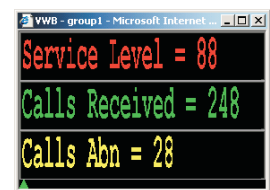
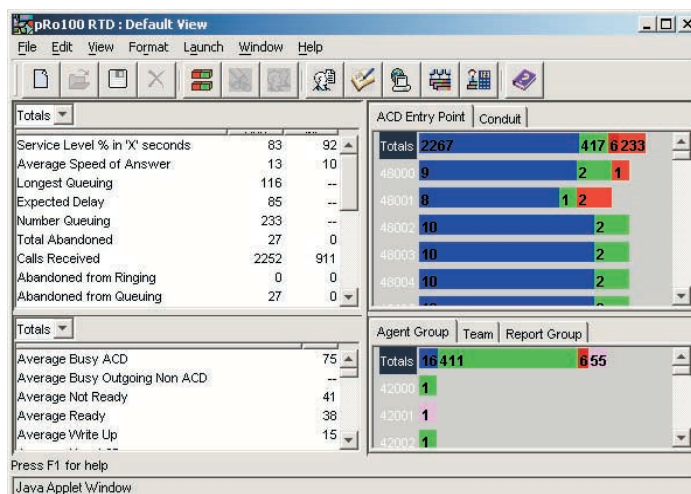
pRo100 MIS

enables you to obtain a higher level of service and 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.

QPC - 360° workforce optimisation management information systems, workforce management, performance management, quality monitoring, eLearning, skills management



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