

QPC Saly

IEX TotalView[®] payroll information management system

reduce the time and cost required to create accurate time and pay rate information for your payroll system by using ACD and schedule information from IEX TotalView



Accurate payroll is essential to reduce your operating costs and avoid damaging over or underpayment disputes that can affect employee morale and attrition. However, accurate time worked information can be difficult and time consuming to get correct with hundreds or thousands of employees working complex shift patterns at different rates of pay.

Saly, part of QPC's SNAPs system for IEX TotalView, allows you to automate the process of converting schedules, or ACD log on/off information, held in your IEX TotalView workforce management system into time worked information. This can also be combined automatically with pay rate information for the periods worked so you can make sure wage payments are correct and reduce the cost of calculating these.

About Saly

Offering more flexibility around when employees work, whether this is through schedule bidding/trades or a simple flexitime programme, helps contact centres provide a better work-life balance for employees and improve retention.

But, it can also place a large administrative burden on supervisors, managers and administrators responsible for calculating worked hours. What's more, often the quality of information used to ascertain hours worked is open to question and the process of querying this can be time consuming and difficult to manage.

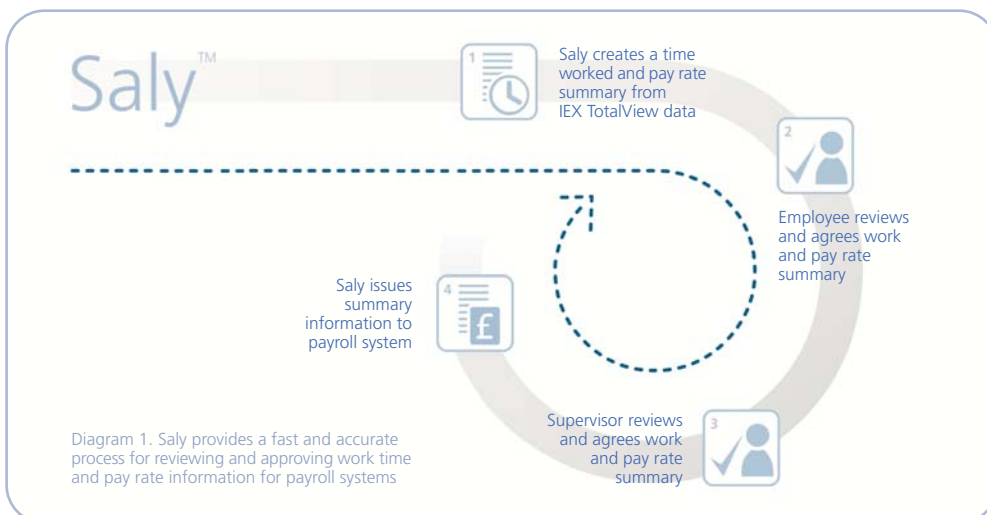
Using schedule data and agent ACD log on/off information held within IEX TotalView Saly produces an hours worked synopsis for every employee by day, week or month depending on your preference.

Using business rules (such as weekends carrying a higher rate of pay) and IEX TotalView's exception codes Saly can also define what rate of pay should be assigned to each working hour to provide a complete time at work / pay rate summary for use in payroll systems.

With a simple web browser supervisors and employees can access the summary information, to confirm that it is correct, before it's submitted to the payroll system for payment. With Saly you

Benefits

- Reduce administration costs linked to calculating hours worked and assigning the correct pay rates to these
- Lower the time taken to resolve pay disputes
- Cut employee dissatisfaction caused by pay disputes
- Speed up the payroll information approval process
- Increase the accuracy of payroll information





can also decide whether you want the employee and supervisor to confirm the summary, just the supervisor, or neither. By allowing visibility of the summary Saly provides a clear process for approval and agreement to be reached before a payment is made, reducing the likelihood of errors that will create potentially damaging pay disputes later.

Saly's web based user interface has separate views for both agents and supervisors and administration takes place through the SNAPs

administration module. These views are controlled by permissions that restrict access to certain parts of the system (menus) based on roles and certain entities (organisational units) set for individual users.

For more information on how Saly will benefit your enterprise

call +44 (0)870 242 1097

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Features

- Create time at work summaries for all employees from schedule and ACD log on/off information
- Associate pay rates to hours worked using business rules and exception codes
- Create a robust and fast approval process for supervisors and employees using a web browser
- Give visibility of hours worked and assigned pay rates to both employees and supervisors
- Quickly import management unit, team and individual data from IEX TotalView

QPC - customer service transformation

QPC Europe

6 Devonhurst Place, Heathfield
Terrace, London, W4 4JD,
United Kingdom

QPC Asia Pacific

350 Wellington Road,
Mulgrave, Victoria, 3170,
Australia

QPC Middle East & Africa

PSC Building, 3rd floor, South
Surra Governmental Area,
State of Kuwait

QPC North America

540 North Commercial Street,
Manchester, NH 03101
United States of America

