

TotalView® Central offers a single, comprehensive solution for driving contact center performance

# TotalView® Central

## Benefits:

- Effortlessly adapts to the way your center runs today and easily grows with you in the future
- Unique design provides trouble-free integration and low cost of ownership
- Real-time visibility throughout your operation improves decision-making and control
- Automates numerous operational and administrative tasks freeing significant amounts of time
- The proven choice for single and multisite contact center operations from an experienced vendor

The people who work in your contact center often represent your company's single largest investment in resources. The people they work to serve, your customers, hold the keys to the fate of your business. The stakes are high, the challenges complex and success ultimately hinges on the performance of your contact center. Drive peak performance in your center by giving the people you count on the best available tools to manage service delivery, make the most of your resources and control costs.

TotalView® Workforce Management from IEX provides a single, comprehensive solution to drive the performance of your contact center. By enhancing performance, improving resource planning, streamlining time-consuming tasks and integrating data between applications, TotalView enables your operation to deliver customer-winning service at the lowest possible operating cost.

TotalView Central, encompassing the core features of TotalView, provides a solid foundation for effective workforce management in your center. Forecasting, planning, scheduling and daily management -- everything your center needs to achieve quick and meaningful results.

## Forecaster

Forecasts are the foundation of workforce management planning. The TotalView system creates highly accurate forecasts while reducing the amount of time you spend working on them. Patented self-adjusting algorithms produce detailed, interval-by-interval projections of contact volumes, handling times and staffing requirements a week, a month or more in advance. TotalView automatically identifies and applies daily, weekly, monthly or seasonal trends, while excluding aberrant historical data, eliminating the need for manual manipulations. If you do get word at the last minute of a new promotion or marketing activity, it is quick and easy to make the necessary adjustments.

## Planner

Effective planning positions your organization to deliver better service, avoid unnecessary costs and operate more smoothly. The complexity of today's contact center makes planning even more essential to success -- and much harder to accomplish. TotalView's fully integrated planning functions help you create sound plans to achieve near-term and long-range success with ease. Assess the potential impact to your operation of changes in contact volumes, service goals, staffing levels or other parameters, then quickly determine the best way to handle expected changes by exploring the trade-offs involved with different approaches. Once you've charted a path, TotalView helps you communicate your plan effectively with clear and concise budgetary and performance reports.



**“IEX offers a comprehensive and technologically advanced workforce management package, combined with high quality customer service.”**

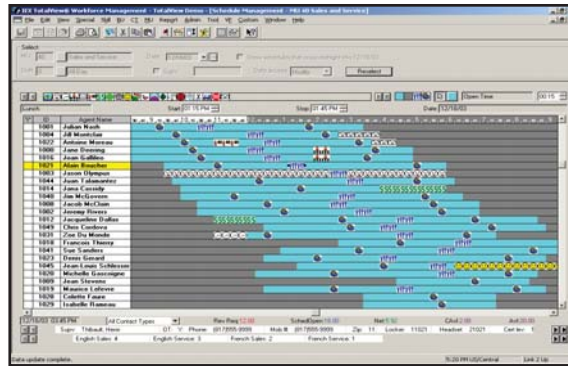
**Katrina Howell  
Frost & Sullivan**

**“We evaluated two other workforce management providers; the financial stability of IEX along with the unique single-server architecture were key decision factors in choosing TotalView.”**

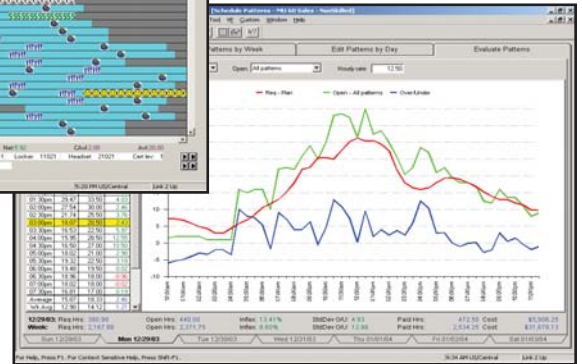
**Jeff Taber  
Southtrust Bank**

**“We chose TotalView over the competition because it is the best solution to improve and simplify our complex scheduling and forecasting process.”**

**Freek Weijtens  
Cendris**



Intuitive user interface combines power and ease of use



### Scheduler

TotalView constructs schedules around business rules you define for the way your operation needs to work. Whether you want to assign schedules based on individual agent preferences, conduct schedule bids, or even combine the two approaches, the TotalView system optimizes the use of your agent resources while keeping focus on your operational goals and reflecting your agents' personal needs. Making changes to schedules couldn't be easier with TotalView's icon-based, drag-and-drop schedule management function that lets you instantly assess the staffing impact of potential changes and evaluate alternatives. Specialized schedule management functions streamline routine tasks, like schedule trades, and can even automatically find the best time to schedule or reschedule meetings and training sessions.

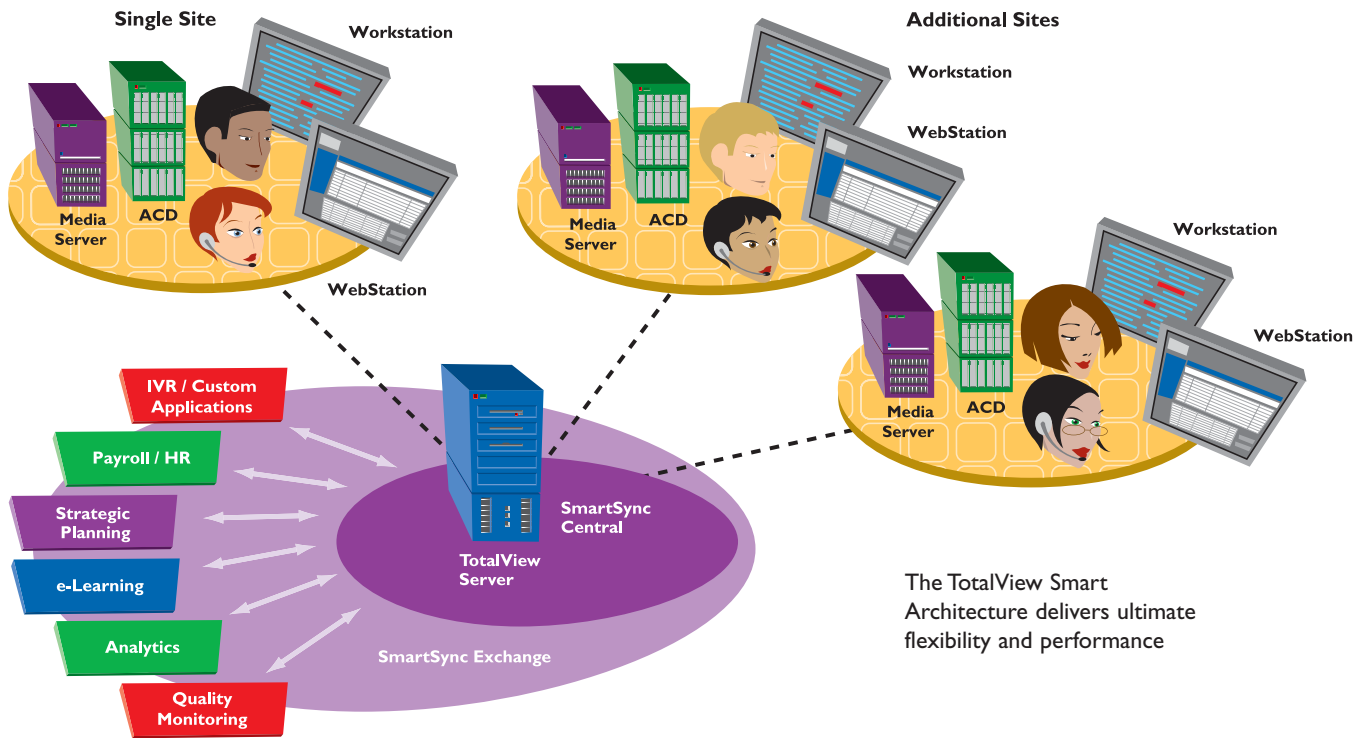
### Change Manager

In the contact center, even the best-laid plans are subject to change. By keeping a constant watch on the performance of your operation, TotalView lets you maintain a proactive management strategy. At every interval during the day, TotalView automatically updates results and forecasts, giving you advance notice of changing conditions and showing your ability to meet service targets in upcoming intervals. Whether you need to gather additional resources to help catch up with demand or reallocate underutilized agents to better uses, TotalView gives you the time and information you need to make informed decisions and manage your operation's performance, no matter what the day brings your way.

### Report Manager

Successfully managing the performance of your center relies on getting critical information into the hands of those who can use it. TotalView provides everyone in your organization -- from agents to supervisors to workforce planners -- easy access to the data they need, when they need it. Over 100 standard reports, covering the entire range of contact center performance, mean your team spends less time crunching numbers and more time looking for ways to improve. Detailed visibility into your operation lets you isolate trends and monitor performance. TotalView helps you manage your organization at whatever level you want, ensuring your center consistently delivers customer-winning service.





## Multisite

TotalView was designed from the beginning to handle the unique complexities of running a multisite contact center. This ensures unmatched flexibility for multisite centers to determine how and where planning and management functions are handled within the enterprise. For the virtual contact center, TotalView uses realistic simulation of ACD and network call routing policies to understand exactly how calls will flow to each site and then be distributed by ACD systems, enabling unparalleled forecast and planning accuracies. The single-server advantages of the TotalView Smart Architecture eliminate delays in data consolidation between sites while reducing hardware and network maintenance burdens.

## Administrator

TotalView minimizes administration efforts while enabling specific information access and ensuring that system integrity and security are maintained. Individual access rights allow full flexibility in controlling the level of information and functionality afforded every user in the system. Rudimentary administrative tasks, such as moving agents (along with their schedules, preferences, etc.) between groups, are easily accomplished using a wide range of timesaving utilities. Comprehensive auditing features provide a detailed historical record, by Login ID, of access granted and modifications made. System administrator functions are fully accessible from any TotalView workstation.

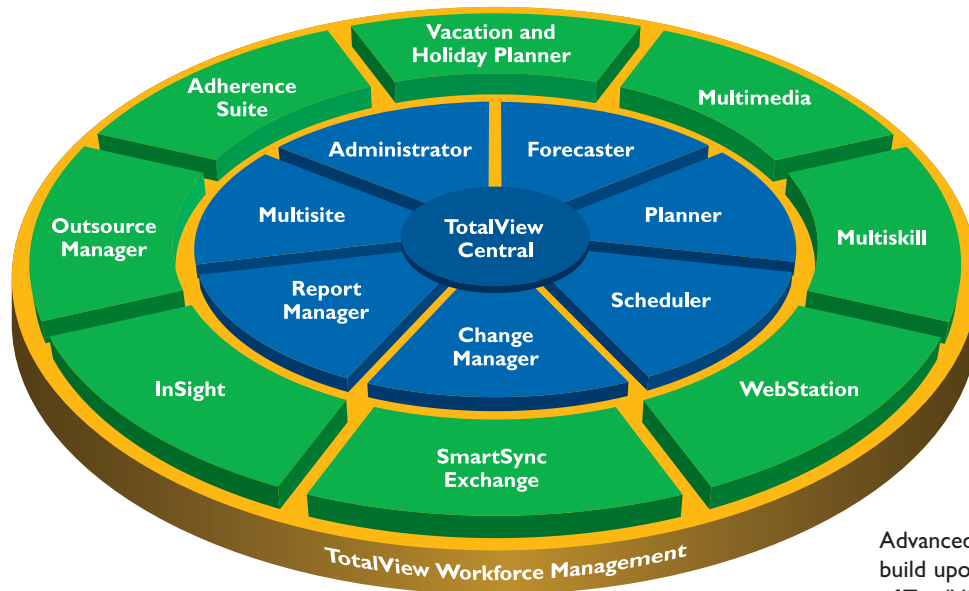
## TotalView SC for Small Centers

TotalView Small Center (SC) offers the core capabilities of the TotalView Workforce Management system for single or multisite operations with 100 agents or fewer. It includes turnkey installation and accelerated training that will get you up and running quickly. TotalView SC easily scales to accommodate future growth and organizational changes. Enjoy the same benefits as larger contact centers with an attractively priced solution tailored to your needs.

## Smart Architecture

TotalView delivers maximum power and flexibility with minimum maintenance and cost. Based on a unique 'smart' architecture, TotalView requires only a single Sun Solaris or Windows server, whether your contact center delivers service with a few agents at a single site or thousands of agents across multiple sites. This simple architecture is incredibly easy to install and maintain, and helps minimize long-term ownership costs. And because one server manages all data in the TotalView system, you have total visibility into what is happening across your enterprise, in real time.

Getting information into TotalView is easy and problem-free with TotalView SmartSync Central. Based on standardized interfaces, SmartSync Central provides stable and reliable data capture from ACD and other contact routing systems in your contact center.



Advanced TotalView features build upon the solid foundation of TotalView Central

### TotalView Advanced Features

Building upon the solid foundation of TotalView Central, TotalView Advanced Features deliver even greater power and performance to contact centers needing solutions to advanced operational challenges associated with managing multiple agent skills, agent adherence and self-service capabilities, enhancing performance, handling multiple contact channels and enterprise-level data integration. TotalView Advanced Features include:

- Multiskill - True skills scheduling based on patented simulation technology that enables centers to realize the full potential of skill-based routing and multiskilled agents.
- Multimedia - Integrated forecasting, scheduling and planning for all customer contact media to simplify service management in a multichannel environment.
- WebStation™ & WebStation™ Plus - Web-based, thin-client application for agents and supervisors automates many time-consuming tasks and allows access to schedule and performance information.
- Adherence Suite - Real-time and historical tracking of agents' adherence to their schedules reduces 'wasted' time and improves performance.
- Vacation and Holiday Planner - Complete management of agents' time off, automated requests and integration with HR and payroll applications.

- InSight™ Performance Manager - A powerful out-of-the-box solution to improve performance at all levels of your organization.
- Outsource Manager - Simplifies the process of managing outsourcer performance.
- SmartSync™ Exchange - Easy, trouble-free data exchange with enterprise systems and applications improves interoperability and streamlines data flow.

IEX is the leading provider of workforce management solutions because we uniquely combine TotalView, a product proven in real-world operation, with exceptional services designed to ensure your success.

Workforce management technology promises significant benefits to your contact center. It takes a combination of the right tools and the right environment, however, to fully realize these benefits. IEX implementation, training and support efforts are coordinated and focused on establishing an environment of success geared toward realizing the full promise of workforce management in your operation.

Join thousands of contact centers all over the world and start relying on IEX and TotalView to improve planning, enhance performance, streamline tasks and integrate data in your operation.