

WebStation™ gives agents and supervisors Web browser access for viewing schedules, monitoring performance and automating many common contact center tasks

Benefits:

- **Streamlines time-consuming administrative tasks and reduces paperwork with online schedule updating and distribution, saving time and money**
- **Improves agent performance and morale by allowing agents to participate in the process**
- **Provides supervisors real-time access to information for managing performance**
- **Allows management to process scheduling changes and trades fairly**
- **Available in multiple languages**

WebStation™

The TotalView WebStation solution lets agents and supervisors access work schedules and performance information using their Web browsers. It even allows agents to bid for and trade schedules over the Web within rules you define. Automating many common scheduling tasks, TotalView WebStation improves your contact center's productivity and provides a rapid return on your investment.

Utilizing a thin-client architecture and connecting to the TotalView server over existing TCP/IP networks, WebStation is easy to use and install, even across multiple sites.

Agent WebStation™ and Supervisor WebStation™

WebStation benefits agents and supervisors alike. The Agent WebStation module gives agents unprecedented direct access to, and control over, their own schedules. Displays are always up-to-date and support multiple languages.

The Supervisor WebStation module facilitates a paperless schedule change process by enabling supervisors to see their agents' schedules, schedule change notifications and acknowledgments, and to get better and more complete information with which to manage agent performance.

ScheduleViewer

The WebStation ScheduleViewer feature enables agents to view their daily, weekly or monthly schedules along with any changes. In fact, agents are automatically prompted to view and acknowledge schedule changes. ScheduleViewer also provides pop-up messages to remind agents of scheduled activities, helping them improve their adherence.

Supervisors use the ScheduleViewer feature to see their agents' schedules and to verify that they have acknowledged schedule changes. If agents call in sick, supervisors can be automatically notified and can view updated schedules. If your organization schedules training on short notice, ScheduleViewer functionality makes it easy to notify both agents and supervisors of scheduling changes.

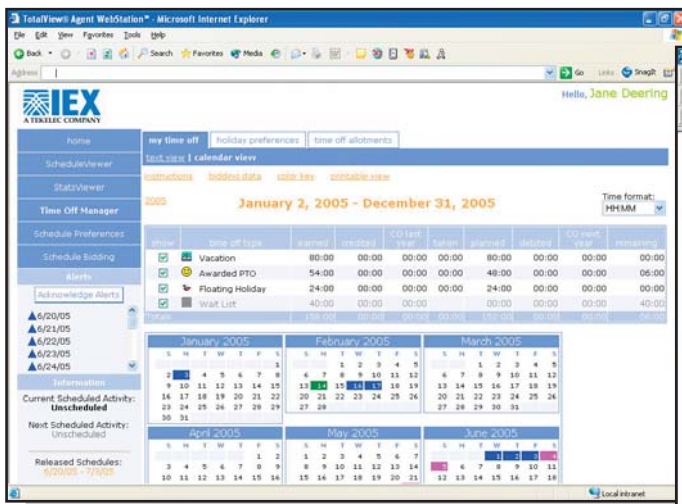
StatsViewer

The WebStation StatsViewer feature is a built-in performance management tool. StatsViewer displays each agent's current and historic performance statistics, as well as those of their peer group. By checking in during the day, agents and their supervisors see exactly where their performance meets or exceeds expectations and where it needs improvement.

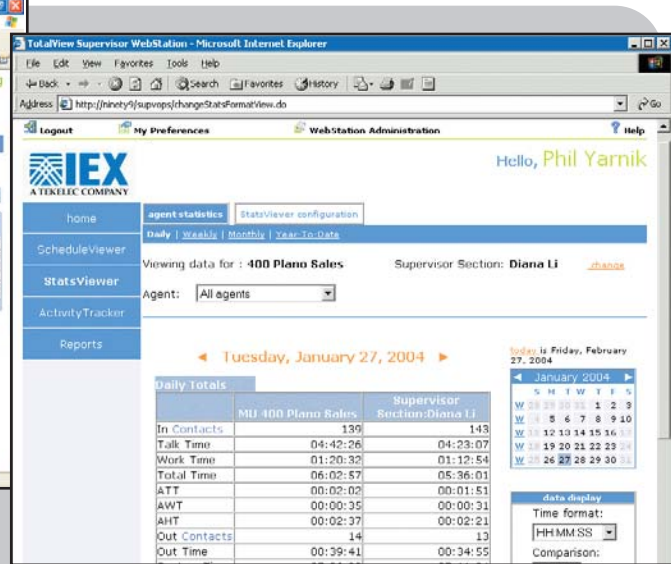
Activity Tracker

The WebStation Activity Tracker feature lets supervisors see all WebStation activity at a glance. Activity Tracker monitors when





WebStation gives agents and supervisors the power to access performance statistics and manage schedules



agents have logged in and out, whether or not they have received a change notification, and whether or not they have acknowledged the schedule change.

Reporting

The Supervisor WebStation module lets supervisors see how well agents adhere to their schedules by generating adherence and time utilization reports directly to the browser. Sharing this information with agents in coaching sessions improves their schedule adherence and the overall efficiency of the team.

WebStation™ Plus

WebStation Plus provides advanced workflow automation features to streamline schedule change, bidding and trading processes within the contact center. Eliminating paperwork and reducing data entry and manual processing, WebStation Plus helps your agents and supervisors be more productive.

Schedule Bids

The WebStation Plus Schedule Bid feature lets agents bid on desired schedules without leaving their workstations. Agents can view and sort available schedules, making it easy to find the assignments they prefer. Supervisors can easily see which agents have submitted bids and, once bidding is complete, the bids are automatically processed in seniority or other priority order.

Schedule Changes

The WebStation Plus Schedule Change feature allows agents to easily request changes in their schedules for vacation time, overtime work, personal time, or other activities. Requests are processed automatically using

flexible work rules or manually by a supervisor based on past requests and current schedules. Agents then track the status of change requests with ScheduleViewer.

Schedule Trades

The WebStation Plus Schedule Trade feature empowers agents to manage their own schedules by letting them perform trades with other agents by means of a virtual "trade board" or directly with other agents. Agent trade requests can be processed automatically or be manually approved by a supervisor. Configurable work rules account for agent skill capabilities, total work hours and many other requirements before granting trade approvals to ensure adequate staffing levels are maintained within your contact center.

Time Off Manager

The WebStation Plus Time Off Manager feature lets agents request partial or full days off for vacation, paid time off or other personal time for customers using the the TotalView Vacation Planner feature. Agents may view their entire vacation calendar and waitlist for specific days. Agents can also enter holiday work preferences.

Agent Preferences

The WebStation Plus Agent Preferences feature enables agents to easily update their work schedule preferences. The range of preferences includes: days off, start times, lunch times, weekend schedules and number of scheduled hours. Utilizing the patent pending Custom Schedule Preferences feature, agents may designate which parameters are most important to them and in which order they should be prioritized.



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