

PROFESSIONAL RESOURCE MANAGEMENT, INC.

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Agent Power – Agent Performance

For use with Nortel Meridian 1, ROLM 9005, Avaya BCMS

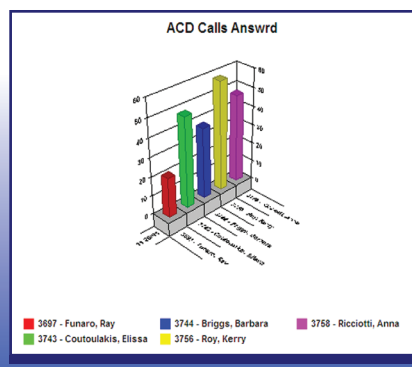
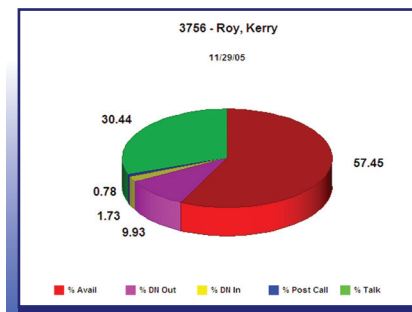
In today's contact/help centers, people, equipment and software drive productivity. Management needs information to make informed and effective decisions. Agent Power® helps you get the most from your personnel resources through Workforce Management Information tools that seamlessly enhance your center.

Most ACDs develop and output excellent performance information. What they lack is the capability to store, organize, interpret, output and disseminate this information. Agent Power captures the performance information, and allows the user to develop management reports on demand.

Agent Power provides management information ... when you need it!

Agent Power – Agent Performance

- Clear view of any or all agents
- Automatic
- Unlimited storage
- Crisp reports and graphs
- Selectable date and time range
- Easy trend identification and analysis
- Easy information dissemination
- Proven productivity gains



Agent	ACD Answrd	ACD In	ACD Out	Calls per Hour	Transt	Avg Talk Time	Work In Time	Log In Time	Avail	Talk	Post Call	DII In	DII Out
Funaro, Ray - 3697	21	3.0	3.7	0.3	160	0	7.0	76.6	13.8	0.0	0.9	4.8	4.2
Averages / Ziosk													
Briggs, Barbara - 3744	48	8.9	1.6	2.2	128	0	3.4	89.4	31.7	0.0	0.0	1.6	1.6
Averages / Ziosk													
Roy, Kerry - 3756	58	9.0	4.2	2.6	122	3	6.3	87.5	30.4	0.8	1.7	9.9	7.0
Averages / Ziosk													
Coutoulakis, Elissa - 3743	47	9.0	4.4	2.5	90	14	3.2	86.6	22.5	3.6	4.9	2.5	2.5
Averages / Ziosk													
Grand Total	111	7.5	3.5	1.7	120	4	3.7	82.9	26.2	0.9	3.5	8.8	8.8



90 day money back guarantee

Other related Workforce Management Tools:

- Planning and Scheduling
- Agent Status
- Group Performance
- Info-Screen
- AP-Lite
- Custom Modifications