AGENT POWER

Empowering Call Center Managers Since 1985!
By: **Professional Resource Management, Inc.**

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Agent Power – Lite

For use with Nortel Meridian 1 – ACD – C2

In today's call/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.

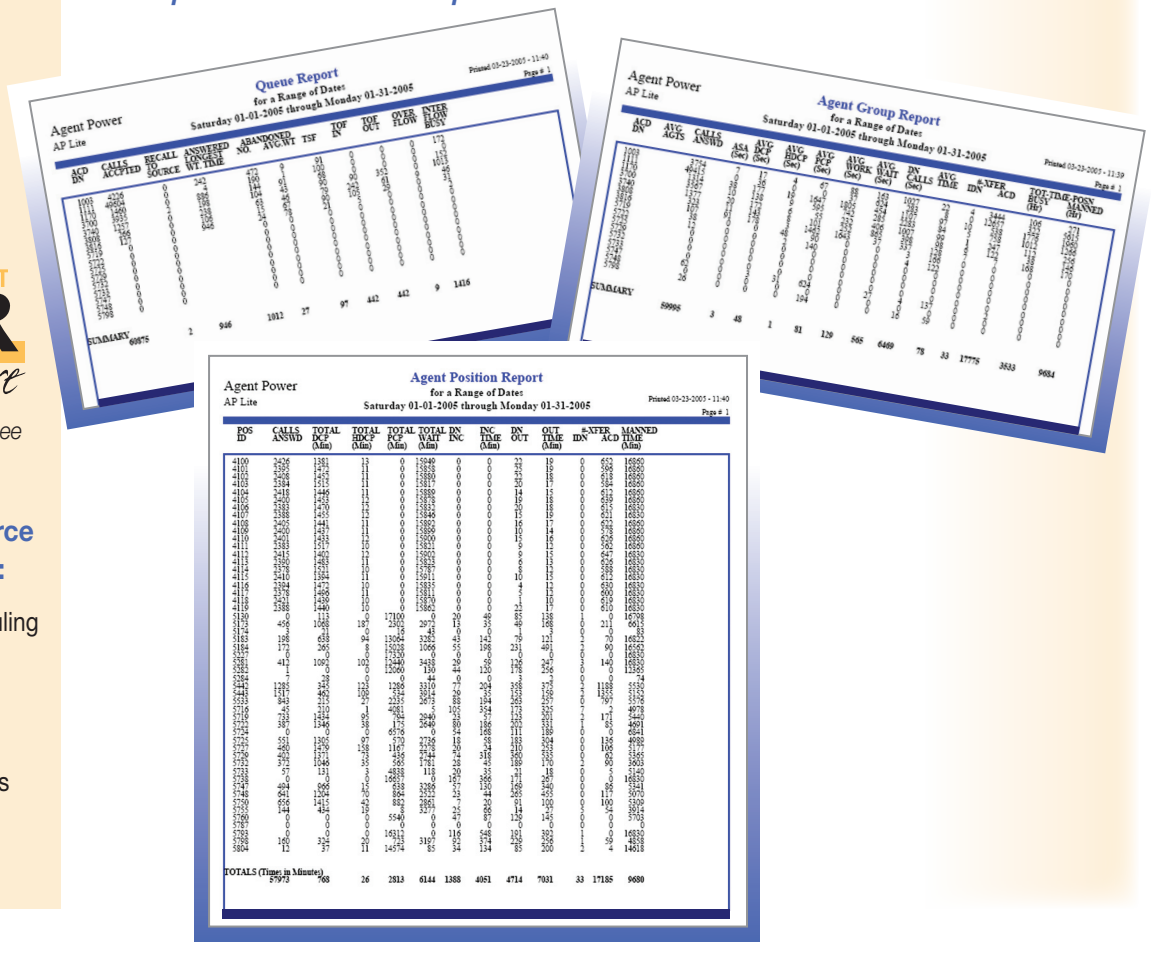
Nortel Meridian 1's C2 package automatically outputs detailed reports every half-hour that provide a comprehensive view of past activity. This valuable information typically goes to a printer with the resulting problems of jams, lost data, labor-intensive report interpretation, preparation and dissemination.

Agent Power solves your C2 Blues

Agent Power – Lite

- **Captures reports 1,2, and 4 - Automatically and Continuously!**
- **Replaces the Meridian 1 Printer with your PC and AP-Lite**
- **Reports Duration: Half Hours through multiple years**
- **Reports by: ACD Answering Group and Individual Agent Work Position**

Compact Price for Compact Call Centers



AGENT POWER Software

90 day money back guarantee

Other related Workforce Management Tools:

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