

**PROFESSIONAL RESOURCE
MANAGEMENT, INC.**

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Agent Power – Real Time Agent Status

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

In today's call 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.

Current information is essential for pro-active management of your call center. Agent Power collects real-time information and displays it for you in a concise, action oriented format showing group summaries and individual work states. Find out what's happening and take action right away!

Agent Power shows current data
... convenient and action oriented!

Agent Power – Real Time Agent Status

- Group by Group Summary
- Color coded, action generating thresholds
- Summary information, or drill down for details
- View from Internet Explorer
- Details within group. Individual agents
- Work states color coded
- Thresholds for too long in work state
- Makes it obvious what is going right and wrong



90 day money back guarantee

**Other related Workforce
Management Tools:**

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

Agent Status							
	OWC	CW	NR	AVL	MND	CA	Err ABN
CustServ	0	1	0	3	0	0	0
Int'l	0	1	2	4	0	0	0
Orders	0	4	3	10	211		.9

CustServ		
Err:	0	CW: 0 NR: 1
Agent	Status	Time
Dunbar, Mart443	INCL	0.5
Wilson, Nanc472	INCL	3.5
Gieselman, M438	NR/O	16.7

Orders		
Err:	0	CW: 0 NR: 4
Agent	Status	Time
Unknown, Unk461	AVIL	0.0
Brill, Cindy431	AVIL	0.5
Bushway, Jac446	AVIL	0.5
Flynn, Caris459	AVIL	0.5
Newton, Debo458	INCL	1.0
Frizzell, Do485	INCL	1.5
Covey, Kim 450	INCL	1.9
Hartford, Ra433	NR/O	0.8
Paquin, Kare494	NR/O	1.9
LaFlamm, Cin437	NR/O	12.0
X 455	NR/O	49.0