

### PROFESSIONAL RESOURCE MANAGEMENT, INC.

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## Agent Power – Group Performance

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

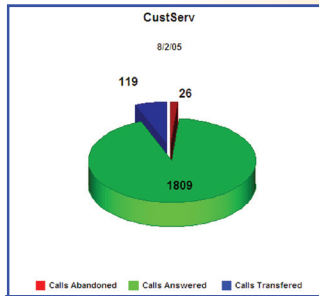
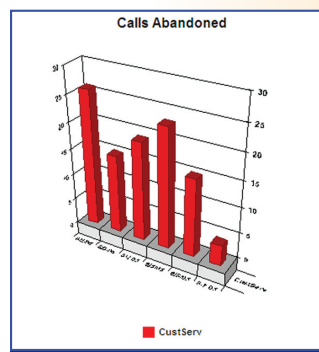
In today's call/contact/help centers, people, equipment and software drive productivity. Management needs information to make informed and effective decisions. Agent Power® helps you get the most from your personnel resources through Workforce Management Information tools that seamlessly enhance your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

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 – Group Performance

- Automatic
- Unlimited storage
- Crisp reports and graphs
- Selectable date and time range
- Easy trend identification and analysis
- Easy information dissemination



Group	Call Off	Call Ahead	Over Out	Over In	ACD Calls Answered	Call Time	Legged In	Out Calls
CustServ	1835	26	0	0	1809	119	21.2	62
8:05	1123	11	0	0	1108	89	22.5	19
8:45	1167	19	0	0	1148	117	23.7	37
9:05	1102	23	0	0	1079	110	25.4	25
9:45	1079	11	0	0	1068	119	25.3	49
10:05	204	4	0	0	200	1	22.1	0
10:45	1704	24	0	0	1680	130	21.1	37
11:05	1316	14	0	0	1304	105	22.8	14
11:45	1416	40	0	0	1376	104	24.4	35
12:05	1479	29	0	0	1449	123	23.9	37
12:45	1223	28	0	0	1255	100	26.1	21
1:05	189	7	0	0	182	2	24.3	2
1:45	1928	48	0	0	1878	95	21.5	21.6
2:05	1484	21	0	0	1463	84	22.9	49
2:45	1204	11	0	0	1193	81	24.7	13
3:05	1219	21	0	0	1198	61	22.4	23
3:45	1119	16	0	0	1094	73	22.7	14.9
4:05	184	10	0	0	174	4	29.7	0
4:45	1902	40	0	0	1862	120	24.5	21.4
5:05	1475	24	0	0	1451	111	23.9	20.6
5:45	1266	19	0	0	1247	114	22.7	23
6:05	1075	21	0	0	1054	77	20.4	17.6
6:45	1113	11	0	0	1098	76	20.6	18.8
7:05	1665	12	0	0	1653	1	22.6	4.0
7:45	1810	31	0	0	1779	123	25.2	16.3
8:05	1397	28	0	0	1369	107	22.9	19.2
SubTotal	21429	258	0	0	20877	2148	22.2	292.3
Grand Total	33429	688	0	0	32871	2348	22.3	392.8

Group	Call Answered	ASA	ATT	Avg FCE	Call Ahead	Avg Wait	DN In	DN In	DN Out
CustServ	1809	12	199	22.6	26	21	3	94	42
8:05	1108	11	191	22.5	18	21	6	128	39
8:45	1079	12	208	22.1	18	27	3	117	37
9:05	1068	9	223	22.0	23	22	3	145	25
9:45	1068	14	179	22.0	18	21	3	145	25
10:05	200	12	209	22.0	24	20	0	280	248
10:45	1304	19	199	22.0	14	22	4	81	0
11:05	1376	17	217	22.0	29	39	4	132	37
11:45	1376	18	180	22.0	18	19	6	182	35
12:05	1449	14	209	22.0	7	15	7	132	31
12:45	1255	19	209	22.0	24	20	0	49	207
1:05	182	17	199	22.0	14	22	4	81	0
1:45	1878	18	214	22.0	40	39	5	132	37
2:05	1463	12	197	22.0	48	34	7	134	37
2:45	1094	14	209	22.0	21	21	0	132	31
3:05	1193	11	208	22.0	23	19	3	132	2
3:45	1094	14	209	22.0	21	21	0	132	31
4:05	174	11	209	22.0	21	21	0	132	31
4:45	1862	13	204	22.0	16	21	0	20	213
5:05	1451	11	204	22.0	16	21	1	94	23
5:45	1247	12	202	22.0	16	21	0	11	211
6:05	1054	11	197	22.0	24	19	0	0	134
6:45	1100	10	204	22.0	16	16	9	200	34
7:05	1193	9	196	22.0	12	17	0	218	28
7:45	1779	17	204	22.0	11	16	3	191	4
8:05	1369	12	202	22.0	12	17	0	33	19
SubTotal	20877	214	207	22.0	22	22	20	126	278
Grand Total	32871	214	207	22.0	22	22	20	126	278



90 day money back guarantee

### Other related Workforce Management Tools:

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