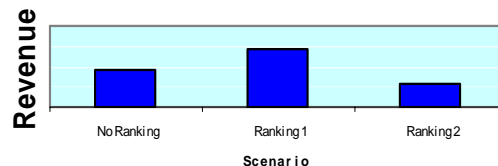




## Agent Management & Performance

Most call centers do a good job of understanding their customers through IVRs, CTI and CRM, then feeding the information to the ACD call routing process. Few do a good job of telling the ACD how agents are performing, in business terms. Sales close rates, customer retention, and customer satisfaction matter more in the long run than traditional ACD metrics like average handle time. Avaya's EAS and Advocate are unmatched in their ability to match callers with agents, but it takes Consistacom tools to provide the continually updated agent performance data they need.

### Agent Ranking Models



*Performance Management modeling to enhance revenue*

Sophisticated call centers utilize agent performance management to reward the best agents with more of the highest value callers. Consistacom's Agent Management tools automate the ACD administration process, so the ACD starts each day knowing who the best performers are. The result is motivated agents, higher sales and happier customers.

#### Customers needing Agent Management are customers who:

- ▶ Struggle to keep agents in identical business functions administered the same
  - ▶ Want to implement effective performance based agent management objectives
  - ▶ Need to experiment with change in work flows or agent sets
  - ▶ Need a history of agent changes to accurately interpret CMS reports and answer the question "what changed"
  - ▶ Experience high turnover in the workforce management staff
- ▶ Single step administration of agents in business terms, through a workforce management system or directly in Consistacom's Agent Management Tool.
  - ▶ Automatic hands-off policy driven ACD administration
  - ▶ Automatically ties agent skill levels to sales performance, for maximize revenue with EAS and Advocate
  - ▶ Easily tap the power of EAS and Advocate, without retraining the workforce management staff
  - ▶ Automatic overnight agent updates for entire departments
  - ▶ Automatic daily updates to match business policy
  - ▶ Eliminates costly, error-prone manual administration of agents on the ACD
  - ▶ Provides a full audit trail of all agent changes
  - ▶ Enhanced Disaster Recovery capabilities
  - ▶ Quickly start with policy management to lower operating costs, then add performance management as it makes sense

Our mission is providing scientific, enterprise level management tools for voice communications networks. We have a reputation of delivering elegant, intuitive solutions for Avaya call centers. Our designers understand how call centers work, and our technical staff understands how to build reliable, resilient solutions that are as reliable as the ACD itself. All of our solutions are extensively tested in our modern Avaya lab, so you can install and use them with confidence.

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