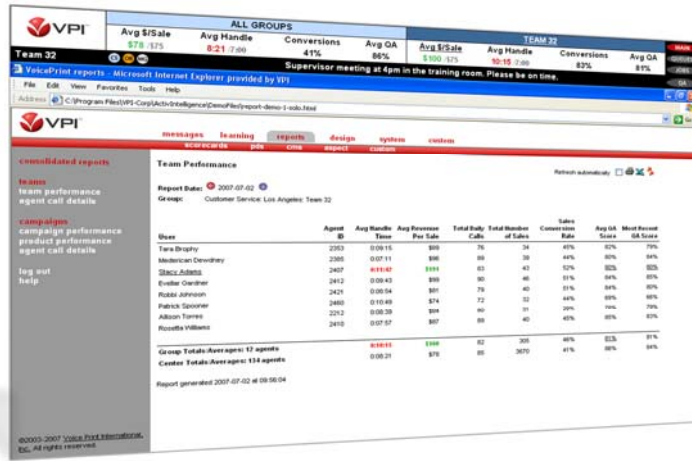




Performance Dashboards, Reporting and Training



Activ! Intelligence
Dashboards and Reporting

Activ! Coaching
Agent Training

Features and Benefits

Real-Time Dashboards

- Interactive, real-time, multi-view, “always on” dashboard, docked to the top of agents’ and managers’ desktops, displaying mission critical call center information and performance statistics
- Shows both individual and group metrics, sales data, messages, links to training, FAQs and other content that help drive performance
- Dashboards can be customized and sized by the customer to have minimal impact on desktop real-estate
- Color changes can be instituted based on thresholds to alert users to changing conditions
- Integrated with workforce management, quality monitoring, customer satisfaction survey, email, and chat systems – displays user selected data from each system
- Full screen dashboards can be broadcast to TVs, plasmas and projectors for command centers
- Use business-rules to deliver management-authored messages to dashboards

VPI	# Calls	# Emails	# Chats	Avg. Talk	Avg. Wrap	Call/hr	% Resolved	QA Score	Utilization	Total Aux	MAIN
Agent	38	17	6	3:04	0:32	15	75%	81%	87%	34:25	SKILLS
Group	32	19	5	3:38	0:30	13	70%	81%	85%	42:14	QA

Stacy Adams **AGENT SCORECARD** Be sure to ask all customers if there is anything else you can do for them at the end of each call. **COACH**

Agent, supervisor and executive dashboards are easily configurable with information from multiple telephony and business systems.

Scorecards

- Deliver a Key Performance Indicator (KPI)-centric view of both current and past agent performance in relation to specific goals and group performance
- Web based administration allows administrators to easily customize scorecards by choosing from a list of KPIs or creating custom KPIs

Key Performance Indicator	Target	Agent Result	Group Result
Average amount of time you were idle	0:43	1:01	1:15
Average talk time for inbound calls	2:47	2:14	2:16
Average quality monitoring score	80.0%	89.0%	88.0%
Calls Per Hour	20	21	18
Percentage of calls escalated to supervisors	5.0%	4.0%	6.4%
Total number of inbound calls handled	70	295	274
Total number of inbound chats handled	5	29	24
Percentage of customer issues resolved	80%	78%	69%

Specifications subject to change.

Consolidated, Multi-site Reporting

- Consolidated, multi-site, multi-system, web-based reports show both real-time and historical call statistics and performance data on an agent, group or site basis; reports successes and highlighting where adjustments need to be made
- Drill down capability allows managers to get more detailed and relevant information to determine the root cause of non-compliance or success
- Role and privilege based security lets administrators control the distribution of information to their various stakeholders
- Industry standard SQL database allows organizations to maximize the value of Activ! Performance Suite's information-rich data warehouse with third party data-mining tools

Agent	Agent ID	ACD Calls	Calls	Talk	Holds	Hold Time	ACW Handle	Avail	Ass	Staffed	Adherence	Answer	Talk	Hold	ACW Handle			
Sammy Lattimore	2217	12	19	1:02:32	0	0:31:20	2:04:21	3:28:13	0:25:21	0:10:41	4:52:25	92%	0:00:04	0:01:17	0:01:38	0:08:32	0:11:29	
Carlos Love	2423	2	2	0:06:08	1	0:01:24	0:50:45	0:58:17	1:29:25	0:18:12	4:30:33	98%	0:00:03	0:00:54	0:00:42	0:29:22	0:29:50	
Tachou Parrish	2309	1	1	0:09:55	2	0:04:03	0:00:00	0:13:58	2:19:25	0:41:20	4:07:16	100%	0:00:03	0:00:55	0:04:03	0:00:00	0:13:50	
Michael Pickering	2343	22	22	2:08:44	3	0:06:41	1:52:30	4:07:55	0:13:33	0:04:28	4:38:52	89%	0:00:04	0:00:51	0:00:18	0:05:06	0:11:16	
Matthew Waters	2331	1	1	0:00:54	3	0:04:53	0:00:00	0:05:47	1:22:40	0:54:54	2:29:30	100%	0:00:03	0:00:54	0:04:53	0:00:00	0:05:47	
Khadjah Williams	2161	2	7	0:27:18	6	0:14:05	0:12:20	0:53:49	2:01:55	0:36:11	3:43:12	87%	0:00:04	0:00:54	0:02:00	0:01:48	0:07:41	
6 agent(s)			52	52	3:55:31	23	1:02:26	5:00:02	9:57:59	7:52:21	2:53:44	24:21:48	94%	0:00:04	0:04:31	0:01:12	0:05:48	0:11:29

Achieve consolidated reporting from multiple locations and multiple telephony and business systems.

Agent Coaching and Training

With VPI's integrated eCoaching module, operations managers can create, deliver and track electronic training content.

- Maximize each agent's and supervisor's success - automate distribution of training content and messaging
- Increase production time by training agents and supervisors at their desks instead of in the classroom.
- Construct rules that can trigger messages and/or eLearning to be sent - allowing for automated coaching and notification

Assigned Coaching Courses	Most recent course: Updating credit profiles — score 89%
1) Call Handling Training Clip	3) SpeedPay Basics
2) Credit Quiz	6) Schedule Adherence Policy
4) Improving quality scores	5) Techniques for lowering talk times

Stacy Adams **AGENT SCORECARD** Be sure to ask all customers if there is anything else you can do for them at the end of each call.

Automatically deliver and track targeted training to agents and supervisors in the form of quizzes, bulletins, messages, best practices annotated recordings and training courses.

About VPI

VPI (Voice Print International, Inc.) is a leading innovator and provider of integrated interaction recording and workforce optimization solutions for contact centers, enterprises, trading floors, government agencies, and first responders. VPI has been a dedicated Mitel/Inter-Tel integration partner since 1998.

VPI's award-winning Activ! Performance Suite™ is a tightly integrated, modular suite of software applications for interactions recording, quality management, performance management, agent coaching, and more to help improve workforce performance, build customer loyalty, minimize risk, and ensure compliance. Each solution is robust and powerful, yet very flexible and easy to use. VPI's solutions can be customized and scaled to meet the demands of organizations of all kinds - from small, one-site contact centers to global enterprises employing in-house, outsourced, and remote agents. For more information, visit www.VPI-corp.com.

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