

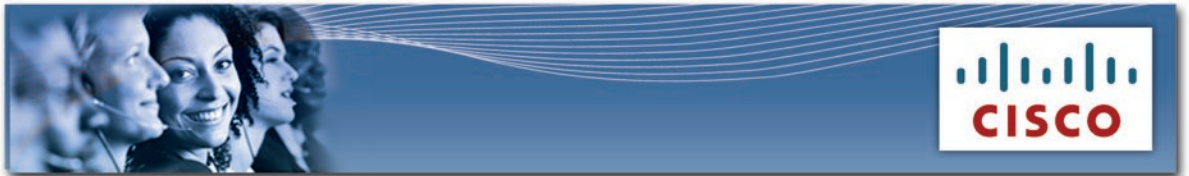
A smiling female call center agent wearing a headset, with other agents blurred in the background. A large red and blue graphic element is overlaid on the right side of the image.

Over 50 KPIs
3 Scorecards
3 Dashboards
18 Reports
Included
Standard



Activ! Intelligence™

**Real-time Reporting and
Messaging for Cisco UCC Express**



Overview

VPI, a dedicated Cisco Technology Developer Partner, has fully integrated its award-winning **Activ! Intelligence** real-time performance management software with Cisco's UCC Express platform (versions 4.x, 5.x and 6.x). **Activ! Intelligence** consolidates and presents real-time information to empower contact center managers, supervisors and agents to make better, quicker decisions with actionable, targeted performance and business intelligence.

"VPI's real-time dashboards help drive performance and enable agents and managers to be proactive – to actively identify, intervene, and optimize rather than wait and react."

- Seema Lall, Senior Analyst, Frost & Sullivan

Improve Performance with Actionable, Real Time Information from Day One

- **Automatically collect, consolidate and present real-time and historical performance information** from Cisco telephony and VPI quality management systems in a timely and relevant manner for each user.
- **Conveniently access and analyze consolidated, multi-system reporting** from 18 standard Web-based reports.
- **Maximize performance and accountability** – enable agents to self-monitor and self-correct in real time.
- **Identify and promptly correct performance gaps**, rectify potential problems, and capitalize on opportunities.
- **Expedite performance improvements** through targeted intervention via integrated messaging and optional eLearning.

Activ! Intelligence presents call statistics, service level metrics, quality scores and messages in several different, integrated ways. **Included "out-of-box"** are three real-time dashboards, messaging, 18 consolidated reports, three scorecards and over 50 standard KPIs/metrics.

Real Time Dashboards

Activ! Intelligence Dashboard is a personalized, interactive, real-time, multi-view, "always on" window into contact center performance. The Dashboard can be docked at the top of agents' and managers' desktops, presenting mission-critical information and performance statistics. In addition to presenting performance alerts, the **Activ! Intelligence Dashboard** displays individual and group metrics and messages that help to drive performance. This enables agents to self-monitor and optimize their performance and allows managers to proactively identify opportunities and make adjustments accordingly in order to increase revenue potential and improve customer service.

	In Queue 2 0:01:05	Logged In You: 7:12:14 Group: 0:00:00	Ready 0:27:58 0:00:00	Hot Ready 1:51:55 0:00:00	Occupancy 75.5% 0.0%	ACD Calls 70 0	% Handled 100.0% 0.0%	ACD Talk 0:02:16 0:00:00	ACD Handle 0:03:32 0:00:00	Outb Calls 8 0	Outb Talk 0:03:56 0:00:00	Phone QM Scorecard
T Ball [12:41:08 PM] Expecting high call volume today due to TV promotion!												

VPI's standard, "out-of-the-box" Cisco dashboards present agents, supervisors and managers with real time performance information and messages.

Standard Real Time Dashboard and Scorecard Metrics For Cisco

Agent Metrics		Supervisor Metrics		Manager Metrics	
In Queue	Total # of calls in queue.	In Queue	Total # of calls in queue.	In Queue	Total calls awaiting answering.
Logged In	Time the agent has been logged in.	Oldest	Time oldest call has been in queue.	Oldest	Time the oldest call has been in queue.
Ready	Time spent in the Ready state.	#Avail	Total # of agents in the available state.	Agents	Total # of agents logged in.
Not Ready	Time spent in the Not Ready state.	Talk	Talk time for day outbound calls.	#Avail	Total # of agents in the available state.
Occupancy	% of time agent is working.	Aband	Total quantity of abandoned calls.	Calls In	Total # of inbound calls.
ACD Calls	Total # of ACD calls.	Logged In	# of agents in group logged in.	CPH	# of Calls Per Hour.
% Handled	The % of ACD calls handled.	Not Ready	Time agents are not ready.	ASA	Avg. Speed of Answer.
ACD Talk	Avg. talk time for inbound ACD calls.	Occupancy	% of time group is working.	Aband	Total quantity of abandoned calls.
ACD Handle	Avg. handle time for all ACD calls.	ACD Calls	Total # of ACD calls.	SL	% of calls handled within service level period.
Outb Calls	Total # of outbound calls made by the agent(s).	SL	% of calls handled within service level period.	Handle	Duration of the longest outbound call made by the agents.
Outb Talk	Avg. talk time for outbound calls.	% Handled	The % of ACD calls handled.	Talk	Avg. talk time for current day outbound calls.

Messaging

Activ! Intelligence Messaging enables you to send and track timely messages, immediately or via business rules, to the desktops of single or multiple agents.

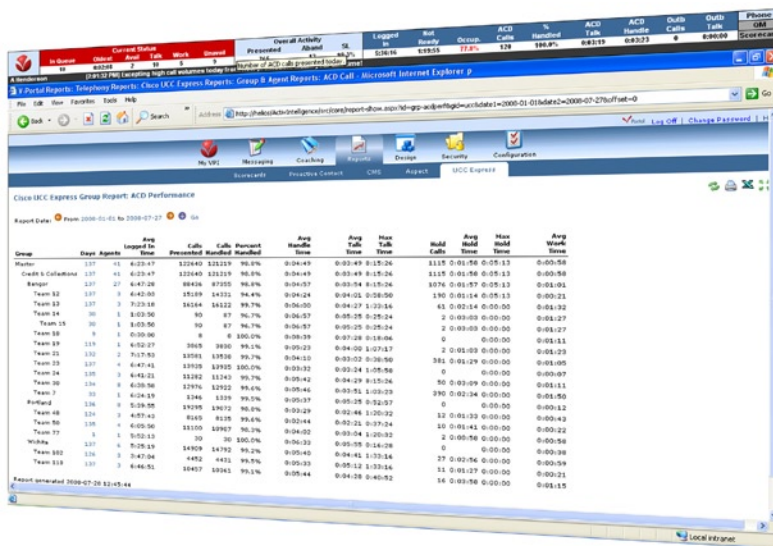
Messages sent to me			
Priority	Display From	Message	From Acknowledged
	6/13/2008 12:00:00 AM	Expecting high call volumes today from new prom...	Don Reith Acknowledge
	11/21/2007 12:00:00 AM	Dont forget to clock out for your lunch breaks!...	VPI Demo Acknowledge
!	9/21/2007 12:00:00 AM	This week's company news!!	VPI Demo 1/26/2009 9:07:00 AM

"I don't know of any other product that can **real time** kick an agent in the butt and say hey, we need you on the phone."

-Bruce Allison
Operations Mgr., House Values

Consolidated Reports

Activ! Intelligence Reports deliver vital performance information and highlight where adjustments need to be made on an agent, group, or site basis. Managers can view real-time and historical performance metrics, consolidated across multiple systems and sites, which may include virtual contact centers, and outsourced and remote agents. VPI provides **18 standard real-time reports for Cisco UCC Express**. These web-based reports allow you to drill through the detailed data so you can quickly identify the root cause of problems or successes and spot opportunities for improvements. The reporting framework in **Activ! Intelligence** provides a number of standard features, including:



- Completely Web browser-based reporting
- Real-time auto-refresh
- Drill-through via hyperlinks
- Printable views and export to Microsoft Excel
- Group security model to limit access to user-based data
- User-selectable date ranges with quick access to common periods such as today, yesterday, this week, last week, this month, last month
- Ability to link to report views directly from dashboards

Standard Real Time Reports For Cisco

Group and Agent Reports

ACD Call Performance	Summarizes agent acd call performance metrics.
Agent Performance Summary	Provides common call center agent performance metrics.
Call Summary	Summarizes call activity and call handle times for calls by call type.
Not Ready Reason Summary	Details time spent in the Not Ready state by reason code.
State Summary	Summarizes time spent Logged In, Not Ready, Ready, Reserved, Talk and Work states.

Queue Reports

Activity Summary	Presents per queue call activity analysis.
Status	This report presents the current status on the UCC Express by queue.
Service Level	Presents service level metrics by queue.
Group Activity Summary	Presents incoming call activity by queue group.
Group Service Level	Presents service level metrics by queue group.
Queue List	Lists the queues providing data to Activ! Intelligence.

Interval and Date Reports

ACD Call Performance	Summarizes agent acd call performance metrics by time.
Agent Performance Summary	Provides common call center agent performance metrics by time.
Call Summary	Summarizes call activity and call durations for calls by call type.
Not Ready Reason Summary	Details time spent in the Not Ready state by reason code.
Queue Activity Summary	Summarizes incoming call activity for all queues by day, week, month, and interval.
State Summary	Summarizes agent state data summarized by time interval, day, week and month.
Service Level	Provides service level and abandonment analytics by time.

Scorecards

Activ! Intelligence Scorecards empower employees to improve by presenting up-to-the-minute statistics that indicate how they are tracking to their performance goals. **Activ! Intelligence** comes standard with three Web-based scorecards - one for agents, supervisors and managers. Scorecards are easily assessable from the dashboard and deliver a customizable, KPI-centric view of both current and past performance results. VPI makes it easy to add additional, custom scorecards and additional KPI to scorecards without the need for IT involvement.

Cisco Agent Scorecard for Crystal Brown

Date: 08/07/2008

daily weekly monthly

Key Performance Indicator	Target	Agent Result	Group Result
Average ACD Handle Time	5:00	4:34	5:12
Average ACD Talk Time	4:15	3:48	4:27
Average Logged In Time	7:05:00	7:12:46	6:49:38
Average Not Ready Time		11:19	17:33
Average Outbound Talk Time	3:45	3:36	3:51
Average Ready Time	15:00	17:05	13:42
Avg QA Score	85.0%	90.0%	89.0%
Calls Handled Percentage	90.0%	96.7%	92.3%
Occupancy	90.0%	91.2%	87.9%
Recent QA Evals	80%	87%	83%
Total ACD Calls	85	94	79
Total Outbound Calls	20	16	22

Scorecards inform agents, supervisors and managers in real-time how they are performing versus goals and others.

"We can measure anything that we track... Activ! Intelligence can capture that data and deliver the information to whomever you authorize to receive it."

- Lou Orsl, Vice President
1-800-Flowers.com

Professional Services

Business Consulting

Choosing to implement VPI's real-time reporting and messaging solution is a smart, long-term investment decision. The next step is to ensure that you are maximizing your investment. VPI can help you in adopting this technology quickly and correctly, so that your team will be more productive and your service levels significantly enhanced – providing you with a powerful competitive advantage. The creation of relevant, high-impact performance management and training programs that leverage combined technologies and maximize ROI is a mixture of art and science. VPI's Professional Services team has extensive experience and expertise in your industry, coupled with the right tools, methodologies, and best practices to guarantee you get the best results possible.

VPI's Professional Services will focus on people, processes, and your best-in-class technology requirements – we will tailor our consulting approach to match your organization's specific goals and unique environment:

- Expediting time to value
- Accelerating learning curve and productivity
- Reducing your total cost of ownership
- Mitigating implementation and technology risks
- Driving predictable, quantifiable bottom-line success

Customization and Integration

VPI's Professional Services team works side-by-side with your technical and business staff to customize, implement, integrate, augment, and optimize high-performance and quality management solutions and strategies. Service offerings from VPI make it easy for your organization to gain accurate, timely, actionable intelligence regarding the performance of your contact center teams and the value they generate towards the fulfillment of your enterprise objectives. We help you to minimize risk, ensure superior service delivery, and improve the satisfaction and loyalty of your customers – all of which will inevitably improve your bottom line. VPI's comprehensive Professional Services offerings include:

- **Custom Report Development** – VPI creates new reports by identifying, collecting, and presenting key data elements leading to strategic insights that are critical to the management of your processes and operations.
- **Custom Dashboard Development** – VPI develops custom ticker-like dashboards for agents and all applicable levels of management and teaches you how to maximize the value of real-time performance feedback and intelligent, dynamic reporting. We will help you determine and develop the most appropriate custom Key Performance Indicators (KPIs) to display, measure and improve.
- **Integration and Customization** – VPI provides tools and guidance for the successful, painless integration of VPI's applications into your pre-existing or future applications, including CRM, Financial Tracking, Sales and Marketing, ERP, and HR systems.