



## Desktop Tickers, Consolidated Reports and Automated Coaching

In response to the needs of today’s contact centers to increase productivity and maximize agent utilization, VPI has integrated its award-winning suite of performance optimization technologies with Pipkins’ workforce management (WFM) solutions. The integrated solution provides Pipkins’ customers with best-of-breed tools for proactive optimization of their workforce and contact center operations, with near-real time agent utilization and productivity tracking, automated and targeted agent coaching, and agent performance reporting tools in a seamless system that optimizes agent scheduling and improves agent productivity and accountability. The seamless integration results in better informed agents, empowered management staff, and reduced operating costs.

### Integrated Performance and Workforce Optimization

The integrated VPI/Pipkins workforce and performance management solution positively impacts agent success and retention by displaying periodically updated individual performance metrics and rewarding them objectively. Training and scheduling efficiencies are gained when on-line training events are matched to agent needs and schedules. Timely desktop tickers, reports and scorecards that consolidate WFM data, telephony metrics, quality assurance, key performance indicators (KPIs), and training results provide employees with an opportunity to self-correct and management with the ability to proactively identify opportunities for improvement.

VPI offers two primary points of integration – (1) consolidation of WFM and performance management metrics in a variety of intra-day and historical reports and (2) coordination of WFM call handling schedules with VPI training assignments.

### Consolidate and Display Workforce Management and Performance Data in Employee Desktop Tickers, Web Scorecards and Drill-through Reports

The integrated solutions allow organizations to proactively inform their agents, supervisors and managers via **desktop tickers, scorecards, and consolidated, dynamic, multi-layer reports**. In addition to key performance metrics such as average talk and wrap time, calls handled, QA score, and the like, the integration supplements workforce management information:

- **Adherence Percentage Metric** – the agent’s adherence to a specific work schedule for the current day. The metric compares total amount of time in adherence to total amount of time scheduled.
- **Conformance Percentage Metric** – the agent’s conformance with the amount of time scheduled for work. The metric is calculated as a percentage of total time worked versus scheduled. The Conformance Percentage metric updates every 15 to 30 minutes.

PIPKINS		# 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%	91.4%	81%	34:25	SKILLS	
Group	32	19	5	3:38	0:30	13	70%	87.2%	85%	42:14	QA	
Stacy Adams CS QB MG 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

  

PIPKINS		Schedule					AUX Times					MAIN
Sign-in	Break 1	Lunch	Break 2	Sign-out	Adherence	Lunch	Breaks	Personal	-	Total AUX	SKILLS	
8:30	10:02	12:43	3:02	5:30	91%	00:30:19	00:18:45	-	-	34:25	QA	
						Meeting	Training	Voicemail			COACH	
						00:12:33	00:10:00	00:07:21				
Stacy Adams CS QB MG AGENT SCORECARD Be sure to ask all customers if there is anything else you can do for them at the end of each call.												

Instant Impact Tickers™ deliver critical workforce management and telephony metrics in near real-time to agents and managers’ desktops.

The integration enables managers to determine the relationship between the schedule adherence metrics tracked by the Pipkins WFM system and other performance metrics tracked by the VPI PERFORMANCE™ performance management system, such as calls handled, talk time, etc. This feature stems from VPI PERFORMANCE’s ability to consolidate data from multiple telephony, database, and business systems to provide real-time and historical performance information by agent, split/skill, job, group or site. VPI’s Web-based performance management reports display both real-time and historical performance information on an agent, group or site basis. Both agents and managers can easily review their productivity trends across all important key performance indicators. The reports have drill-through capabilities to help managers find the right information, quickly and easily by simply clicking through the layers of each report – from end-result performance metrics through to an initial agent/customer interaction. Group and roles-based security policies ensure that all employees can only see the information that they are authorized to access.

**Real-time 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
Adherence	93.0%	89.7%	91.4%
Conformance	96.0%	91.4%	94.8%
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

VPI's agent scorecard displaying daily, weekly and monthly consolidated WFM, performance and telephony information

## Incorporate Desktop Coaching into Workforce Management Schedules

In order to avoid pulling agents away from handling calls during inappropriate times, the VPI/Pipkins integration enables managers to automatically train agents based on workforce management schedules.

The solution assigns targeted training quizzes and coaching to agents according to their individual skill gaps that are defined as threshold values of Key Performance Indicators (KPIs) from Pipkins' WFM, Telephony/ACD or VPI Quality Monitoring systems. The training content is delivered within dedicated time periods in each agent's schedule, such as during breaks or training periods. Agents are prohibited from accessing this content during all other times that are scheduled for other activities. During a WFM scheduled coaching activity period, agents receive a pop-up message instructing them to take their coaching assignment. The desktop ticker will display two values:

- Total number of assigned coaching activities
- Total number of coaching activities currently active based on the user's WFM schedule

Employees must acknowledge the pop-up training notification. Clicking on the notification takes the agent to the VPI "My Coaching" page where all of the agent's coaching assignments are listed.

Adherence	Incoming Calls	One of your coaching assignments is now scheduled to be started		MTD ACW	MTD AHT	Coaching
91%	32	103	49	5:07	4:16	5
Stacy Adams [8:13:52 AM] One of your coaching assignments is now scheduled to be started						

## Extensive Business Advantages

The many advantages of implementing integrated workforce optimization solutions are well established. Beyond the immediate improvement of contact center operational efficiency and business performance, the consolidated contact center and customer data presented by the fully integrated suite of workforce optimization solutions allows for quick, multi-dimensional assessment. Corporate decision makers are enabled to quickly identify strategic opportunities, root causes of sales, marketing and service challenges, and much more. This provides invaluable intelligence for prompt and accurate decision-making. Integrated workforce optimization systems can accomplish this in a cost-effective manner, while decreasing expenses, increasing revenues, and enhancing customer loyalty and satisfaction – all of which invariably leads to strengthened market position and long-term bottom line growth.

## About VPI

VPI (Voice Print International, Inc.) is a leading innovator and provider of integrated call recording, quality management and workforce optimization solutions for contact centers and long-time Pipkins technology partner. VPI's award-winning solutions help over 1,200 organizations worldwide improve workforce performance, build customer loyalty, minimize risk and ensure compliance. For more information, visit [www.VPI-corp.com](http://www.VPI-corp.com) or call (800) 200-5430.



**VPI™ Immediate Results. Unmatched Value.™**

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