

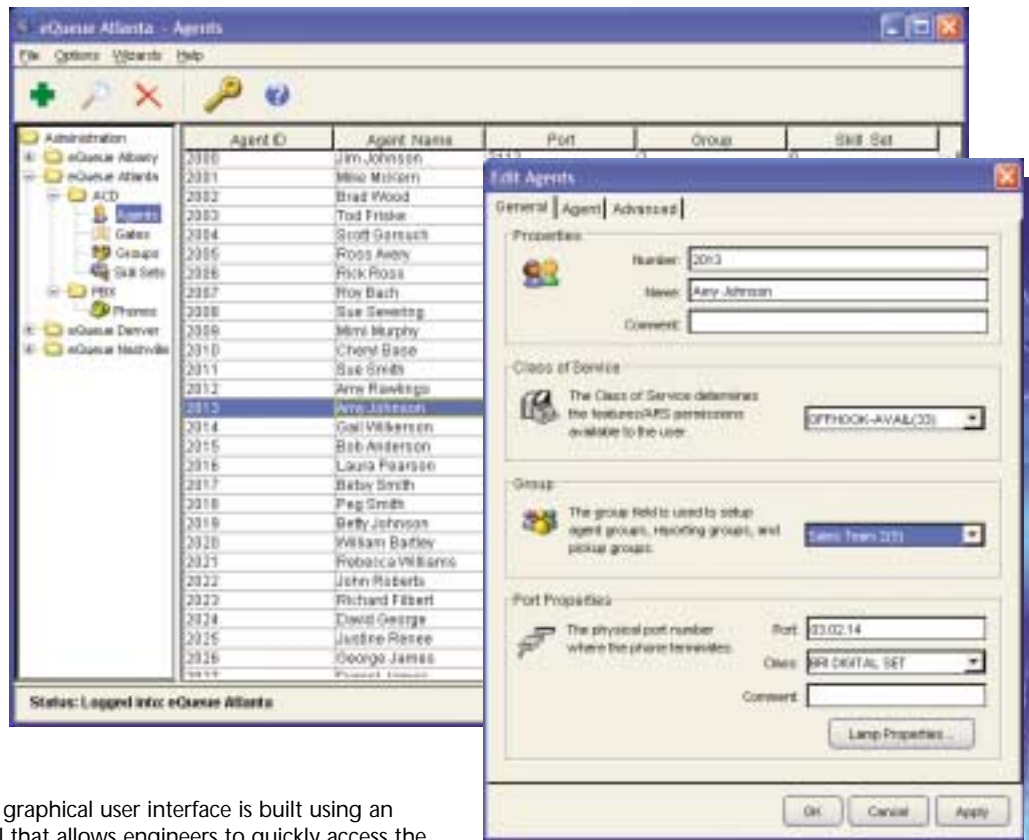
Admin WorkSpace™

Successful contact centers are dynamic organizations that must quickly adjust to changes in business conditions. Whether you need to change routing parameters, make workforce adjustments or need to change an agent's skillset, eOn Admin WorkSpace provides eQueue system engineers with powerful and easy to use administrative capabilities to allow system parameters to be configured, changed and controlled.

Simple Navigation for Easy Configuration

The eOn Admin WorkSpace graphical user interface is built using an easy to navigate tree control that allows engineers to quickly access the appropriate screens to make any necessary system changes. Engineers can drill down through the menus and use tabs in pop-up dialog boxes to get granular control of all system parameters including numbering plans, class of service options, agent groups, agent skill assignments and gate or queue configurations.

Admin WorkSpace also comes equipped with a search tool that will enable administrators to locate any subset of agents, groups or skills from within the database using wild cards. The windows can be sized for user preferences, and the tool comes equipped with comprehensive online help capabilities.



Administrators can quickly and easily access system data to perform moves, adds and changes.



Global Configuration and Edits

Admin WorkSpace gives engineers the ability to change the properties of multiple eQueue resources, such as gates, groups or agents, with a single update. These global edit capabilities save the administrator significant time when making the same change to a large group of agents, or when changing the configuration to handle a new campaign or changes in business operations.

Multiple Remote Access from a Single View

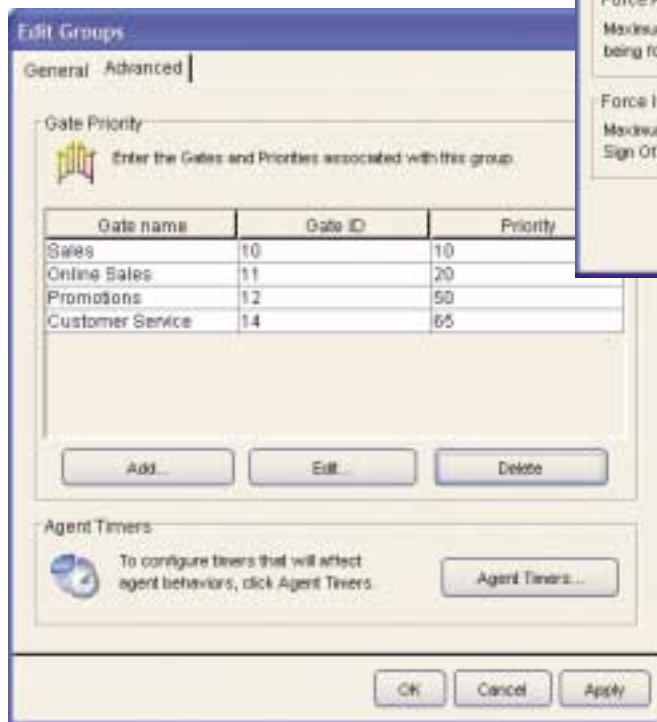
Admin WorkSpace enables administrators to control multiple remote eQueue systems through a single user interface. From an easy-to-use tree structure, engineers can navigate through the menus to access the data they need to modify one system or many systems.

Platform Independence

Like all eOn WorkSpace applications, Admin WorkSpace is platform independent, built using JAVA® swing technology. Admin WorkSpace runs on any java-enabled operating system such as Microsoft Windows® and Linux®, making it ideal for any computing environment. Ongoing operational and support costs are significantly reduced with the use of Java web start for implementing upgrades on client machines.

Key Benefits of Admin WorkSpace

- Easy to navigate user interface and tree controls enable quick and effective management of system resources
- Multiple remote access control ensures that networks of eQueue systems can be managed and controlled effectively
- Global edits allow for quick and easy control of configurations, resulting in lower ongoing support costs
- Platform Independence makes Admin WorkSpace compatible with any computing environment



Drill down through easy-to-use menus for complete system control.

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