



Supervisor WorkSpace™

Everything you need to manage, observe and respond to your contact center.

From a single interface, the eOn Supervisor WorkSpace provides contact center managers with a fully customizable set of monitoring, reporting, and administrative capabilities necessary to ensure all forms of customer contacts – voice, email and Web chat interactions – are managed efficiently and at the highest service levels.

Contact center managers must have timely, accurate information available in order to maximize productivity. This requires real-time statistical data that is both easy to understand and easy to use. With Supervisor WorkSpace, instantaneous updates of contact center activity are delivered directly to the Supervisor's desktop. It also provides supervisors with the capability to generate customized historical reports showing all pertinent information required to improve agent performance and make mission critical decisions.



With Supervisor WorkSpace on your desktop you can quickly observe and respond to changing conditions in your contact center.



Instantly Access Your Critical Contact Center Data – Anytime, Anywhere

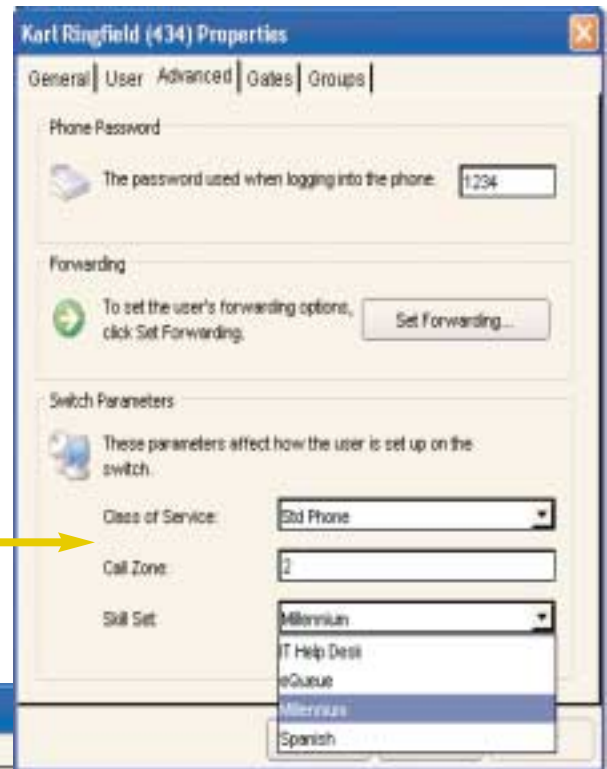
Supervisor WorkSpace can ensure that all of your customer interactions are answered in a timely manner. Supervisors can monitor service levels and ensure the highest contact center productivity. Supervisor WorkSpace provides you with an easy-to-use graphical interface to answer all of your important contact center questions and make smart business decisions. Your supervisors will have all the tools they need to monitor in real-time any area of contact center performance, such as number of abandoned calls, average hold time, and number of calls in queue. With up-to-the-minute customer information, you can cut costs and increase revenues by responding to contact center needs in real time.

Real-Time Display Supervision

The Display Wizard enables supervisors, with “point and click” ease, to customize their own real-time display screens showing agent, group, skill set and gate details. See an agent that needs additional assistance? With a simple mouse click, the supervisor can remotely monitor, coach, or barge-in on an agent’s conversation as well as quickly reassign skill sets, change passwords, and modify the agent’s availability mode.



The Supervisor WorkSpace main menu provides all the tools you need to analyze and run your operations more efficiently.



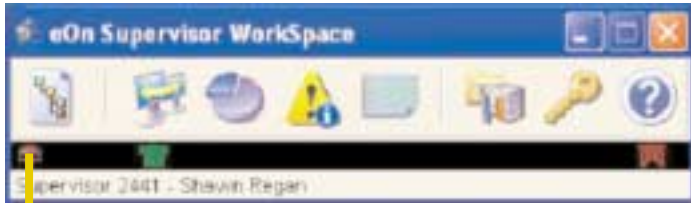
Agent Detail Display for Group(s) : 200

Agent ID	Agent Name	Group Number	Group Name	Agent Mode	Mode Time	Voice Handled	Email Handled	Chat Handled	Average Voice	Average Email	Average Chat	% Prod
257	May Ann Proctor	200	Call Service	Wrap Up	01:51	10610	18	35	00:07	00:05	00:07	95
349	Troy Emerson			Lunch	00:09	10618	32	22	00:01	00:07	00:08	98
430	David Minton			Gate Voice	00:24	10715	34	3	00:06	00:23	00:02	78
432	Ed Ranger			Sole Voice	00:35	10671	25	32	00:07	00:21	00:20	93
434	Karl Ringfield			Hold	00:03	10854	10	11	00:38	00:09	00:30	92
441	Shawn West			Lunch	00:09	10613	17	27	00:09	00:35	00:36	98
442	John Jacobs			Sole Email	00:12	10675	30	8	00:05	00:02	00:12	94
443	Alban Heault			Idle	00:05	10657	11	31	00:07	00:03	00:10	92
444	Nicola Panser			Sole Voice	01:54	10824	12	35	00:10	00:27	00:55	92
461	Pete Cote			Wrap Up	00:24	10663	8	38	00:07	00:06	00:17	87
665	Lori Berington	200	Call Service	Prim Avail	00:06	10717	10	8	00:08	00:06	00:02	97

Armed with real-time information supervisors can modify resources as necessary.

Dynamic Alert Notification

Alert Wizards make it easy to create customized alerts for agents, groups and gates. Alerts appear on the main program screen in the alert watch bar indicating status by changing colors thus allowing the supervisor to get a quick visual indication of problem areas. See an alert that requires attention? Simply click on the alert to see a full display of statistics for that particular agent, group, or gate.



Supervisors can observe and respond to critical call center needs. Here, we see that the Supervisor has clicked on a red alert to view the details. The Supervisor can see that the average voice talk time has been exceeded.

Alert Watch - Agent Detail Display for Group(s) : 200

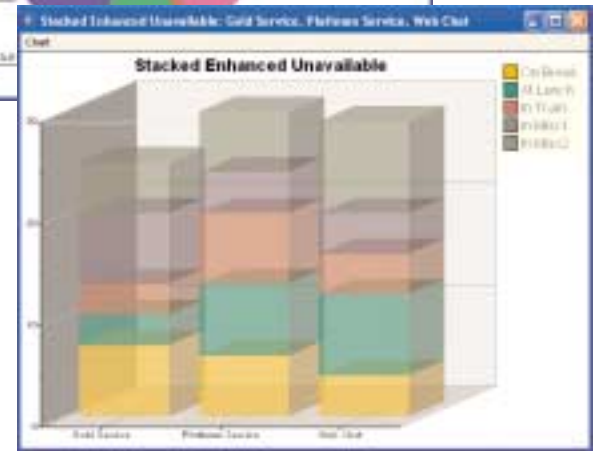
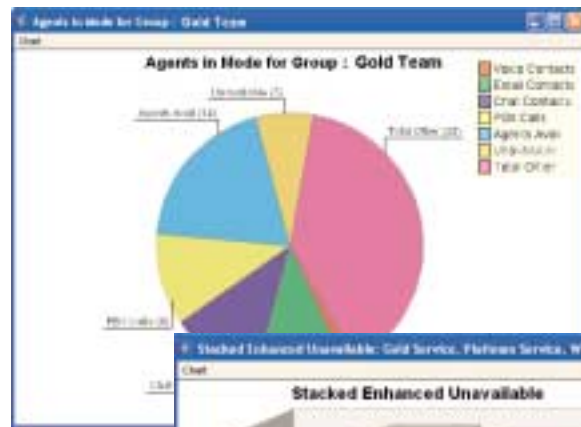
Agent ID	Agent Name	Group	Group Name	Average Voice	PBX Made	% Prod
430	David Minchin	0	Gold Service	03:08	3	95
434	Karl	0	Gold Service	08:31	1	98
444	Eric	0	Gold Service	03:35	2	98
888	Lori	0	Gold Service	03:12	2	92
442	Jodi	0	Gold Service	00:18	2	94
443	Mel	0	Gold Service	00:10	0	93
432	Ed	0	Gold Service	00:07	1	91
481	Pat	0	Gold Service	00:00	2	99

With a click of the mouse, the Supervisor has elected to monitor one of the agents whose average voice talk time has exceeded the threshold.



Advanced Graphical Charts

Chart Wizards assist you with designing customized graphical displays using a wide variety of bar graphs and pie charts to meet specific individual needs. The end result is an extremely effective, graphical representation of critical contact center information.



Real-time statistics in a graphical format offer instant visibility of your contact center operations.

Customizable Reports

Reports are key to optimizing contact center operations. The Report Wizard is an intuitive tool for providing historical reports to managers for evaluating contact center efficiency. Reports can be printed, saved as an HTML file or exported to an XML file. This reporting mechanism allows easy formatting and customization of the statistics as well as accessibility to them via a web browser.

Service Name	Avg	Std	Total	Avg	Std	Total	Avg	Std	Total	Avg	Std	Total	
1 VOICE GOLD SERVICE	30	13	11	14	18	308	3.22	1.23	362	325	0.59	8.1	
2 EMAIL GOLD SERVICE	45	3	21	9	19	33	308	1.22	0.83	331	114	1.83	3.5
3 CHAT GOLD SERVICE	32	13	31	7	12	31	308	4.33	1.23	0.36	305	1.24	5.3
Grand Total	87	27	63	27	43	13	0	3.02	1.36	2.62	124	1.26	22.9

Supervisors can quickly observe agents that are performing below defined performance standards and respond with appropriate training.

Comprehensive Administration Tools

The Administration Console allows supervisors to manage and control agent, group, and gate resources. Each supervisor can setup multiple shift profiles, which store different agent and group requirements the supervisor needs to manage during a particular time period.

Gate Number	Gate Name
102	Chat Sales
108	Chat Support
103	Customer Service
109	Email Sales
106	Email Support
108	Escalation
118	Gate 118
111	Gate 111
112	Gate 112
113	Gate 113
114	Gate 114
115	Gate 115
116	Gate 116
117	Gate 117
11	Group Call Center
118	Acia
108	Close
108	Open
104	Emergency
103	Hold
103	Mail
103	Mail.2
103	Mail.3

Gate activity can be modified instantly as conditions in the contact center change.

For example, you may have a different set of conditions you want to view during normal business hours from those during evening or seasonal traffic peaks. Supervisors can administer an agent's skill set assignments, setup agent permissions, change class of service and passwords. In addition, supervisors can be restricted to view only the resources they have been assigned to manage.

Karl Ringfield (434) Properties

General | User | Advanced | Gates | Groups

Phone Password: The password used when logging into the phone.

Forwarding: To set the user's forwarding options, click Set Forwarding.

Switch Parameters: These parameters affect how the user is set up on the switch.

Class of Service:

Call Zone:

Skill Set: (Dropdown menu showing: Millennium, IT Help Desk, eQueue, Millennium, Swedish)

Supervisors can instantly change an agent's group or skill set assignment.



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