

WORKFORCE
MANAGEMENT
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ProSchedulerTM
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**AGENT
PERFORMANCE
REPORT**

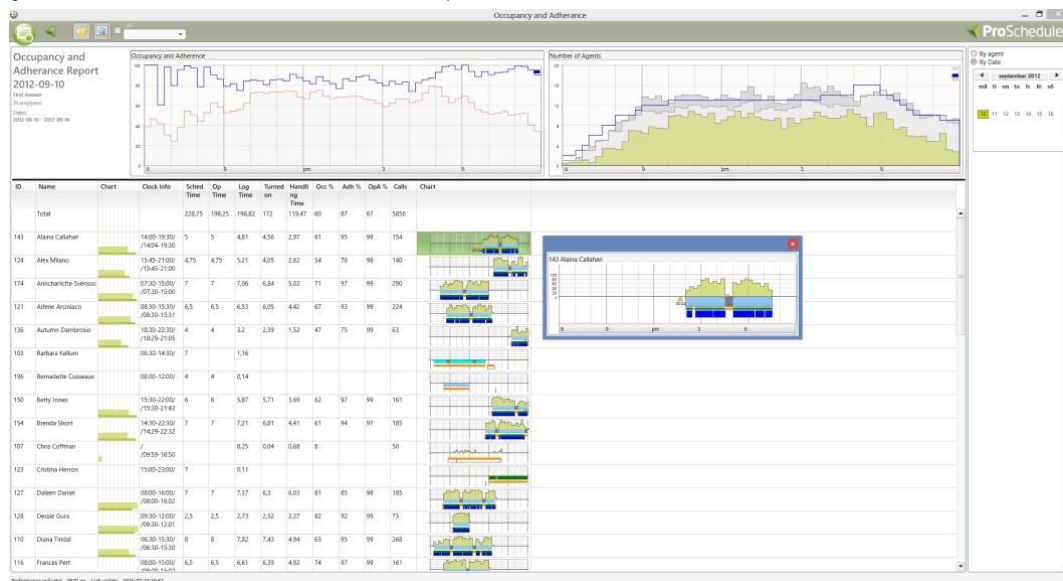
Agent Performance Report

A valuable analysis tool for contact center performance

Agent Performance Report is a valuable tool for analyzing contact center and individual agent performance, for coaching and calculating performance based bonuses. The report includes parameters such as scheduled operator time, talk time, occupancy, adherence, AHT, and more.

The report keeps track of late arrivals and early departures, as well as, break adherence. The data can be used for identifying areas of possible improvements, e.g. average talk time. The reports can also present the cost and the income per call.

Agent Performance Report is an optional module in ProScheduler WFM, a flexible and user-friendly solution, customized to meet your current and future requirements.

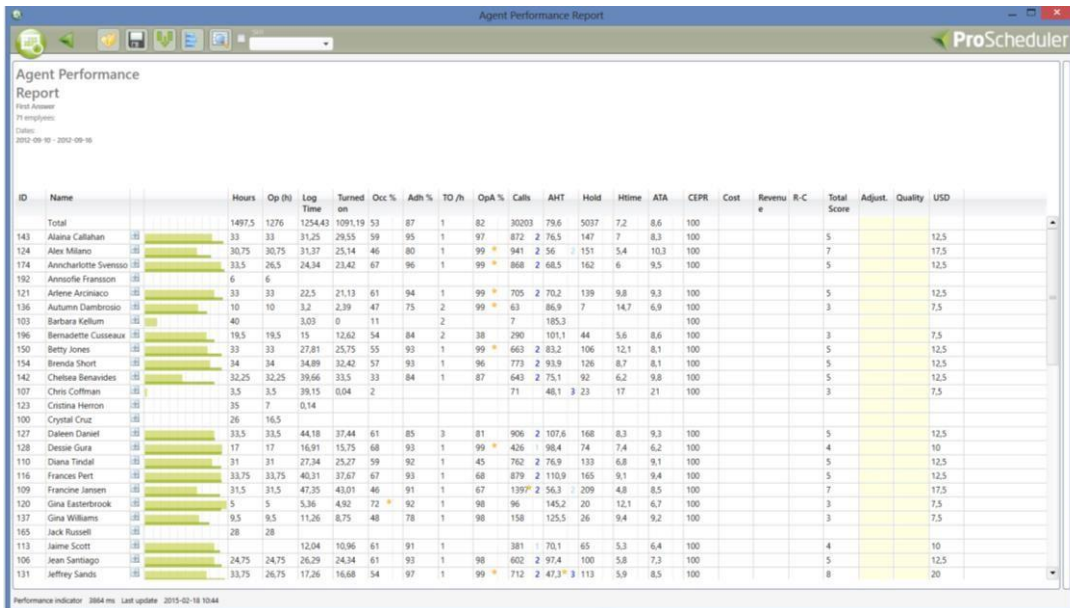


Occupancy & Adherence

The Agent Performance Report has a graphical overview presenting the occupancy and adherence statistics. Charts report on late arrivals, adherence to schedule, and occupancy during work hours.

It is possible to drill down on a specific agent for a selected planning period, or for the whole contact center for a selected day. The miniature charts provide a quick overview on the occupancy and adherence of the contact center, and is a great report tool for following up on these parameters.

Detailed information is available, e.g. you can drill down on each event and each call for individual agents for further detailed analysis.



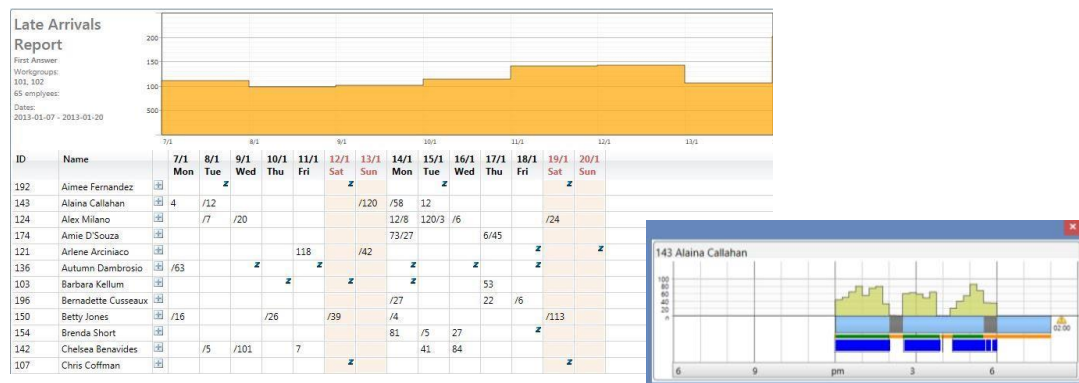
ID	Name	Hours	Op (H)	Log Time	Turned on	Occ %	Adh %	TD /h	OpA %	Calls	AHT	Hold	Htime	ATA	CEPR	Cost	Revenue	R-C	Total Score	Adjust.	Quality	USD
	Total	1497.5	1276	1254.43	1091.19	53	87	1	82	30203	79.6	5037	7.2	8.6	100							
143	Alaina Callahan	33	33	31.25	29.55	59	95	1	97	872	2 76.5	147	7	8.3	100				5			12.5
124	Alex Milano	30.75	30.75	31.37	25.14	46	80	1	99	941	2 56	151	5.4	10.3	100				7			17.5
114	Ancichiorla Svensso	33.5	26.5	24.34	23.42	87	96	1	99	868	2 68.5	162	6	9.5	100				5			12.5
192	Alessia Franzon	6	6																			
121	Ariene Arcinacio	33	33	22.5	21.13	61	94	1	99	705	2 70.2	139	9.8	9.3	100				5			12.5
136	Aurum Dambrosio	10	10	3.2	2.39	47	75	2	99	63	86.9	7	14.7	6.9	100				3			7.5
103	Barbara Kellum	40		3.03	0	11		2		7	185.3				100							
196	Bernadette Cusseau	19.5	19.5	15	12.62	54	84	2	38	290	101.1	44	5.6	8.6	100				3			7.5
150	Betty Jones	33	33	27.81	25.75	55	93	1	99	663	2 83.2	106	12.1	8.1	100				5			12.5
154	Brenda Short	34	34	34.89	32.42	57	93	1	96	773	2 93.9	126	8.7	8.1	100				5			12.5
142	Chelisa Benavides	32.25	32.25	38.56	33.5	33	84	1	87	643	2 75.1	92	6.2	9.8	100				5			12.5
107	Chris Coffman	3.5	3.5	39.15	0.04	2				71	48.1	3	23	17	21	100			3			7.5
123	Cristina Herron	35	7	0.14																		
100	Crystal Cruz	26	16.5																			
127	Daleen Daniel	33.5	33.5	44.18	37.44	61	85	3	81	906	2 107.6	168	8.3	9.3	100				5			12.5
128	Dessie Gura	17	17	16.91	15.75	68	93	1	99	426	1 98.4	74	7.4	6.2	100				4			10
110	Diana Tindal	31	31	27.34	25.27	59	92	1	45	762	2 76.9	133	6.8	9.1	100				5			12.5
116	Frances Pert	33.75	33.75	40.31	37.67	67	93	1	68	879	2 110.9	165	9.1	9.4	100				5			12.5
109	Francine Jansen	31.5	31.5	47.35	43.01	46	91	1	67	1397	2 56.3	209	4.8	8.5	100				7			17.5
120	Gina Eastbrook	5	5	5.36	4.82	72	92	1	98	96	145.2	20	12.1	6.7	100				3			7.5
137	Gina Williams	9.5	9.5	11.26	8.75	48	78	1	98	158	125.5	26	9.4	9.2	100				3			7.5
165	Jack Russell	28	28																			
113	Jaime Scott			12.04	10.96	61	91	1		381	1 70.1	65	5.3	6.4	100				4			10
106	Jean Santiago	24.75	24.75	26.29	24.34	61	93	1	98	602	2 97.4	100	5.8	7.3	100				5			12.5
131	Jeffrey Sands	33.75	26.75	17.26	16.68	54	97	1	99	712	2 47.3	113	5.9	8.5	100				8			20

Late Arrival & Break Adherence

The Late Arrival Report presents all late arrivals and early departures for selected planning periods.

The Late Arrivals Report gives you a great overview on where you need to improve punctuality in your contact center.

The Break Adherence report presents adherence to breaks for selected intervals. The report illustrates if the breaks have been at the right time, and for the scheduled length.



Key benefits

- Presents comparable data for valuable analysis
- Possible areas of improvements may be identified
- Offers a great overview of performance, in numbers and in graphs
- Calculate salary bonuses based on performance