

WORKFORCE
MANAGEMENT
SIMPLIFIED



ProScheduler™
A Serenova® COMPANY



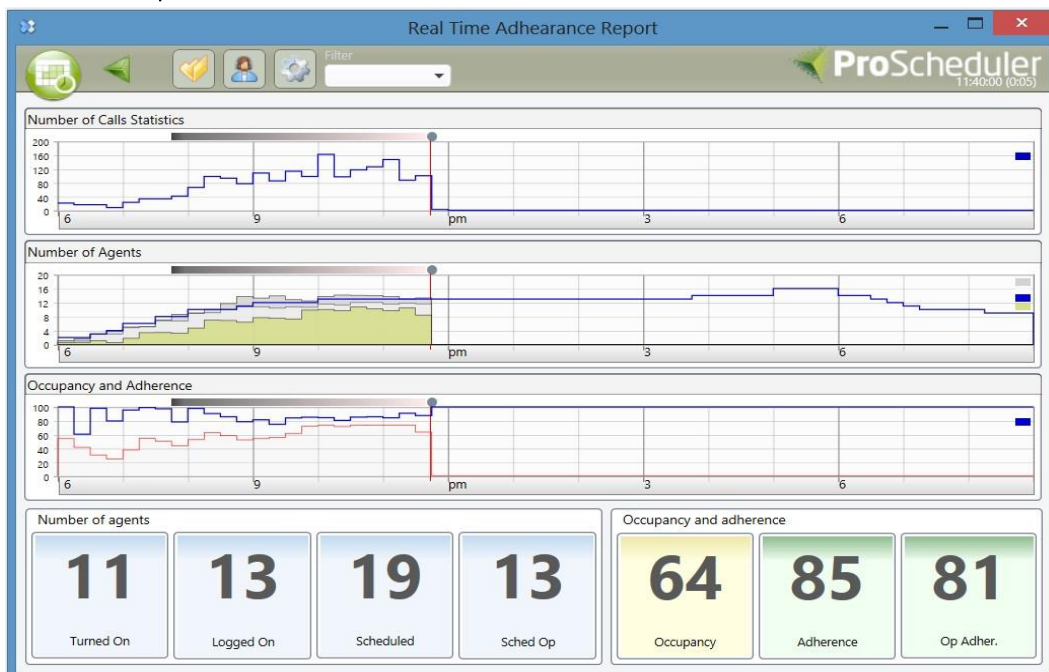
REAL-TIME
ADHERENCE
REPORT

Real Time Adherence Report

Monitoring Occupancy & Adherence in Real-Time

The Real Time Adherence Report offers information in real time on agent occupancy and adherence. Agent occupancy and adherence, as well as, calls statistics on agent level are presented graphically and numerically. Team leaders can follow up on current activities and see the number of agents logged on, turned on, and scheduled as operators. Team leaders can also follow up on occupancy and adherence in percentage for a specific workgroup or for the whole contact center.

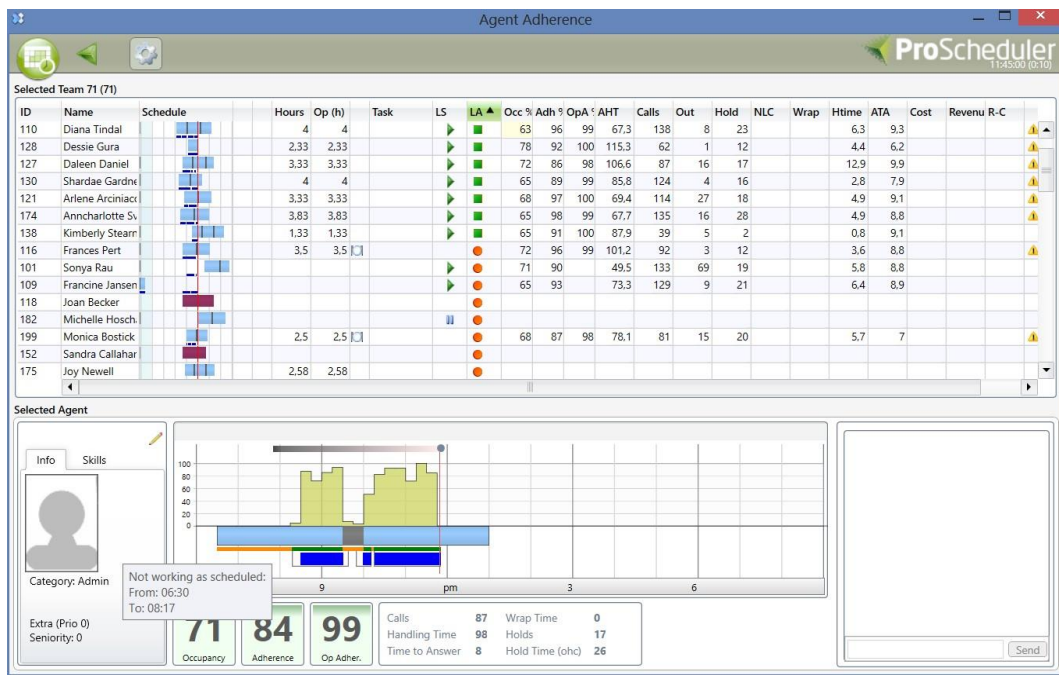
The Real-Time Adherence Report is an optional module in ProScheduler WFM, a flexible and user-friendly solution, customized to meet your current and future requirements.



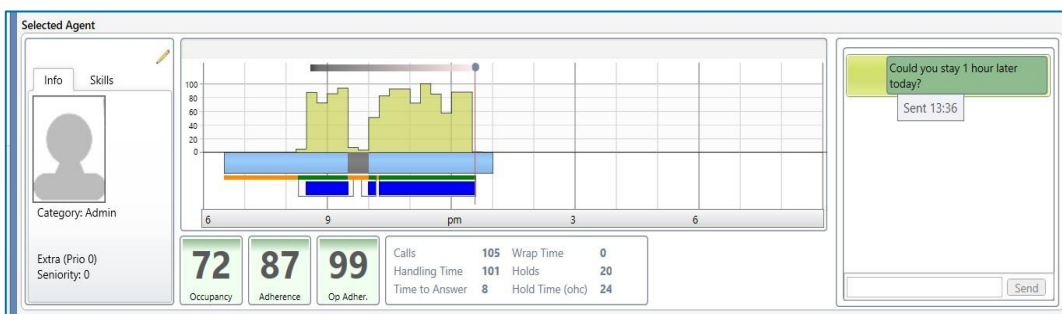
Agent Adherence View

Call Activities on agent level are available in the Agent Adherence view, where individual agent status is shown, i.e. turned on, on break, as well as the current task e.g. operator, admin, supervisor, etc.

A graphical overview on agent level presents their individual occupancy, adherence and turned on time for the day.



The team leaders can send instant messages to the agents TimeBar, e.g. to Team Status Bar with Performance indicators



The Real Time Adherence report includes performance indicators in a status bar, presenting information on the current number of agents logged on, turned on, and scheduled as operators. It is also possible to follow up on occupancy and adherence in percentage for a specific workgroup or for the whole contact center.

The team status bar has alerts when occupancy, adherence and operator adherence exceed the set target limits, giving the team leader the possibility to take actions based on these alerts.



Key benefits

- Updated information in real time, offers possibility to make intraday adjustments
- Possibility to monitor and take action when agents do not follow their schedule
- Team status bar with key indicators on performance
- Alerts when occupancy, adherence and operator Adherence exceed the target limits