

AgentView® with Goal Achieving Metrics™

Improve today (not tomorrow):

- Orders taken
- Promises to Pay
- Tickets closed
- Orders shipped
- Jobs completed
- Customers served
- Calls taken
- E-mails answered
- % of FCRs (First Call Resolution)
- Service Level



DashView HD puts Goal Achieving Metrics on LCDs or plasma displays for increased awareness by everyone.

AgentView® Enterprise is a cross-platform real time metrics system. It produces Goal Achieving Metrics™ which shape more profitable actions by your team in real time, making a positive impact now, not at the end of the week. Supervisors are out on the floor, not stuck at their desks. They are instantly connected to metrics with their Blackberry or other wireless devices and can act quickly, no matter where they are. Everyone who needs to be connected to performance is connected.

Your Goal Achieving Metrics program will produce a strong ROI and the assurance of knowing that the metrics you put in front of your team will meet your actual goals, rather than a one-size-fits-all reporting approach. AgentView Enterprise 5 offers several new features and enhancements, including central browser-based administration to make it easy to operate and maintain.

Agents will self-govern better if they know:

- How much money is waiting on the line?
- Have I met my up-sell/cross-sell goals?
- Am I slacking?
- How is my performance helping the team?
- Is now a good time to take a break or take more calls?
- How can I drive performance higher?

Management is more effective if they know:

- Immediately when an agent is having a problem, not later in the day.
- What campaigns are working and what ones are not?
- What is the current average revenue per employee and who is above and below?
- They can leave their desk knowing they will be alerted via Blackberry, cell or pager when something happens they need to know about.



Use AgentView's Leaderboard to show teams or individuals move up and down as performance changes.

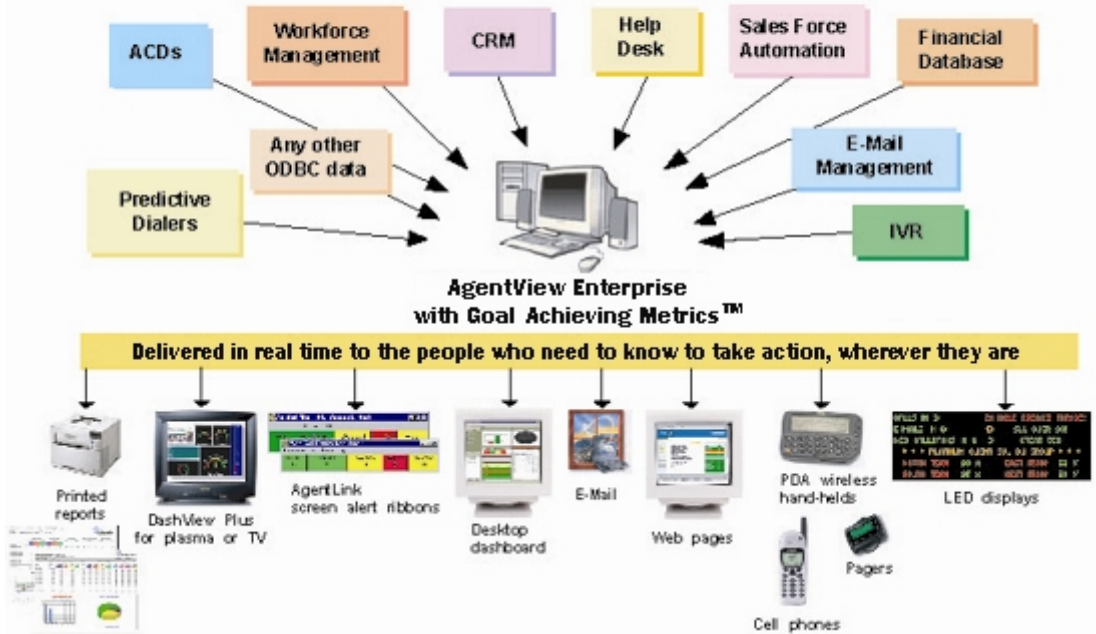


Have individual or group performance alerts sent to a Blackberry, cell or pager for instant action, wherever your supervisors are.



Mobil
Alarm Driven
Discrete

Goal Achieving Metrics™



Centergistic would be happy to share our ROI studies with you and schedule a demo of our Goal Achieving Metrics session. To learn more contact us at 877 CSI-5050, or visit us at www.centergistic.com.



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