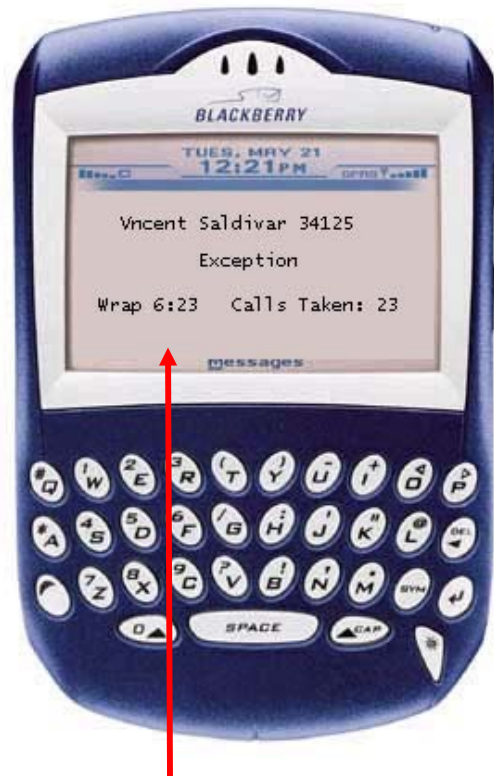
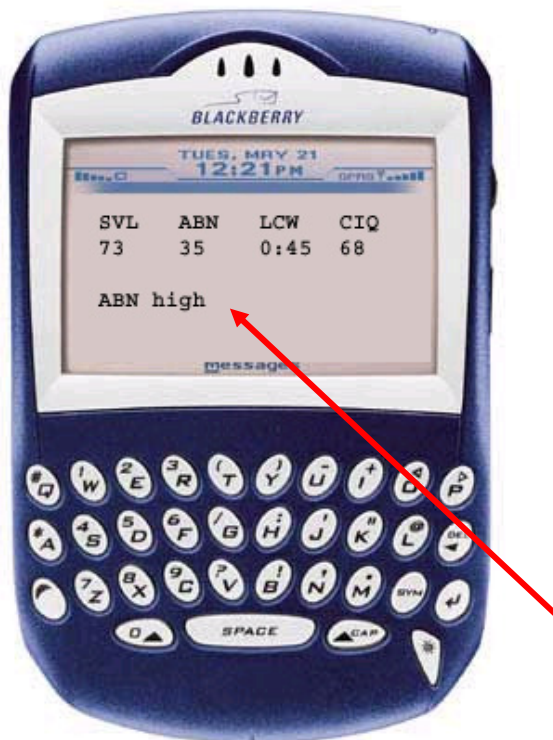


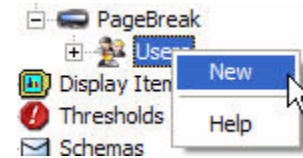
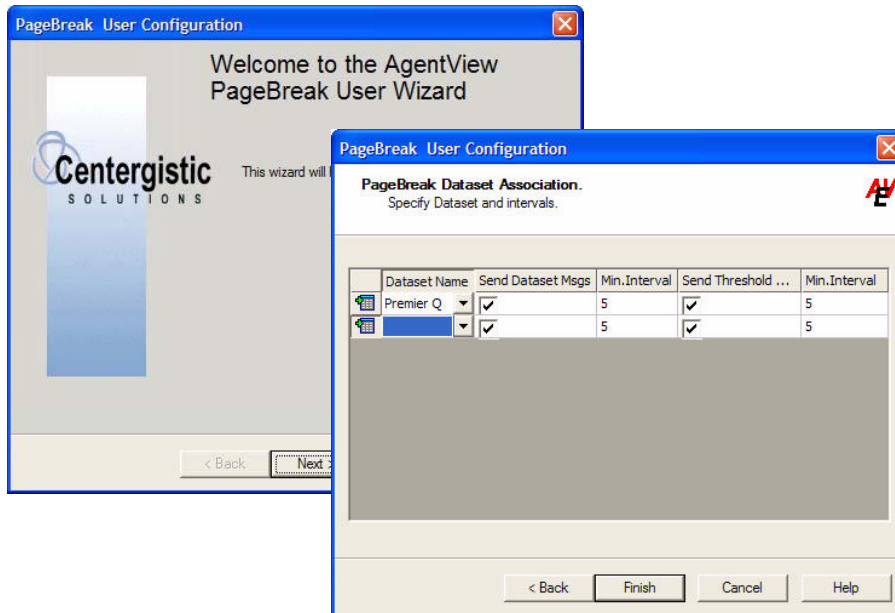
Goal Achieving Metrics™ PageBreak® Mobility for Managers

Managers need to be alerted when something happens that requires action, wherever they are. The team needs to know that they are accountable regardless of whether or not the manager is nearby. Metrics can be set to only alert you when a particular set of conditions occur that require action, or when a goal you've been waiting for is finally reached and you want to know immediately regardless of your location. PageBreak allows you to be alerted via e-mail, Blackberry, cell phone, or other PDA wireless device when something happens you need to know about.

If you're on another floor, in your office, on a break, down the hall or out of town, you have a link into the center and will know if something happens and you need to take action.



Show either group alerts or individual exceptions information.



Use the Wizard-driven menus to easily set up and manage users, recipients, metrics and thresholds.

Using PageBreak provides many benefits and contributes to performance through the following features:

- Receive the input you need, wherever you are, to take action.
- E-mail, pager, Blackberry or other wireless devices
- Easy to set up and maintain recipient lists
- Metrics are easy to build and manage with Wizard-driven menus

Note that the hardware and operating system requirements to run AgentView Enterprise with PageBreak can vary depending on your configuration and size. Please contact Centergistic to receive a System Requirements document.

PageBreak is one of several publishing options available for AgentView with Goal Achieving Metrics. This critical information can be sent to a desktop metric ribbon, a desktop dashboard, plasma or other HD display or to the web in the form of custom reports. Collectively, these options work together to create a closed communication loop and help you get the performance lift you are working towards.

How AgentView® with Goal Achieving Metrics coordinates a performance lift

With **PowerUser™**, supervisors and managers get a bird's eye view over performance.



With **AgentLink®**, agent sees his/her own performance metrics on a small ribbon on desktop. They don't have to go digging for it. It's always there. AgentLink Chat™ allows secure, password restricted communications between agents and supervisors.



AgentView®
Enterprise
Goal Achieving Metrics

With **PageBreak™**, supervisors walking the floor or off the floor are connected via Blackberry or any PDA to only the critical information they need.



With **DashView HD™**, everyone in the center sees the action on a large display.



With **WebReports™**, custom reports are easily created, viewed and printed.



How to find out more

Call us at 877 CSI (274)-5050 to learn more about the PageBreak and to schedule a Goal Achieving Metrics session.

www.centergistic.com

Copyright © 2009 Centergistic Solutions, Inc.

All rights reserved. Except as permitted under the United States Copyright Act of 1976, no part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without the prior written permission of Centergistic Solutions, Inc.

AgentView, AgentLink, PageBreak, DashView HD and PowerUser are registered trademarks of Centergistic Solutions, Inc. All other trademarks belong to their respective owners.

