



T-Metrics has collaborated with PIPKINS to offer best of breed workforce management.

*Simply, the Most Accurate Workforce
Management Product on the Market*

Everyone is painfully aware of what is happening with the economy. Businesses are having to laser focus their efforts to retain customers. Call centers can be a profit center or become a profit drain. It is now even more critical for call centers to ensure they are meeting service levels to retain customers. There are three crucial areas where workforce management is invaluable: In meeting these objectives: accurate forecasting and scheduling, agent retention, and reduced time and effort by supervisors on paperwork and agent interaction.

Accurate forecasting: Forecasting in a skill-based routing environment is the most critical component of workforce management. Without it, scheduling will be ineffective because you will have failed to correctly plan anticipated workloads. Precise scheduling is based on accurate workload requirements. Pipkins has always regarded the forecasting process as being of equal importance to the scheduling process –after all, no matter how well you schedule your agents, if their numbers are wrong because of forecast inaccuracies, success will prove impossible. Merlang®-M, an industry recognized advanced forecasting algorithm, directly calculates requirements in a multi-skilled environment, avoiding repetitive analytical simulations.

Agent retention: Retaining qualified, experienced agents is a global issue for all call centers. Empowering agents is one strategy for improved agent retention. Pipkins' software helps empower agents by allowing them to have more control over their schedules. Pipkins' WEB access module allows agents to view and modify their schedules over your corporate network, or the Internet, with a standard web browser. WEB access module is a favorite with agents because it allows them to manage their schedules online at any time. The module enables agents to submit time off requests and schedule swaps. The vacation planning feature allows agents to view vacation time requested, used, and remaining.

Reduced time and effort by supervisors on paperwork and agent interaction: Supervisors need all the help and support they can muster in order to meet service levels and keep agents happy. Why not consider taking your center "green" and eliminate paper schedules altogether? Pipkins enables supervisors to reduce administrative overhead and eliminate costly paperbound schedule distribution methods. The WEB access module gives supervisors access to make agent schedule changes; the ability to approve, reject or post agent requests; management

WORK FORCE MANAGEMENT FROM T-METRICS & PIPKINS

of user privileges and administrative tasks; and complete supervisory vacation planning functions for establishing and managing vacation limits, wait lists, black-out days, and non-operational days.

Pipkins' offers WorkforceScheduling.com, a hosted, low cost, subscription-based solution for managing your call center workforce that allows you to "pay as you grow". There is no hardware to install and maintain, no long-term commitment required, and little or no IT requirements. You also receive the same powerful features as our enterprise solution, customizable access to only the functionality you need, complete integration with your ACD, and scalability to meet your growing needs.

By selecting Pipkins software, you will experience the Pipkins Advantage:

- Advanced forecasting with Merlang™ algorithms
- Scheduling in Skill-Based environments
- Easy to use point-and-click graphical Schedule Management tools
- Comprehensive Analysis and Reporting capability
- Complete Multi-site Management
- Attendance Preferences
- Support for Multi-media environments
- Scenarios (Perform "What-If" operations)
- Filters (data can be filtered to many levels for easier management)
- Linked shortcuts (perform repetitive operations with a single click)
- Scheduling Re-optimization
- E-Mail Integration
- Automated Data Exports
- WYSIWYG (What you see is what you get) Report Distribution
- Agent Productivity/Statistics Reporting
- Automated Spread Sheet Reporting
- Smart Phone Interface

Decreased call center costs are achieved through accurate staffing and improved agent performance. Improved agent performance results in increased customer service and customer retention. Higher agent retention reduces costs of recruiting and training. The bottom line **is cost savings to companies**. Pipkins provides software solutions to achieve these objectives. Pipkins Inc. was founded in 1983 and is headquartered in St. Louis, Missouri. Its Vantage Point product enables managers to solve the complicated operational issues in multi-faceted call center environments. Pipkins' systems forecast and schedule more than 300,000 agents in over 500 locations across all industries worldwide. For more information, please visit www.Pipkins.com.