



Centergistic Solutions® – Providing Real Time Goal Achieving Metrics™ for Contact Centers



It's 4:30 PM. You are short of your goals by a wide margin. Your heart is racing when you think you have to provide an answer to your managers. An analyst brings in a report to your desk. It jumps out at you what went wrong. If only you had this information at 10:00 AM, today would have been very different.

Most companies have an abundance of data. The many systems and applications that typically reside in today's contact center collectively produce hundreds of reports and data. So the problem is not having enough data. The problem is that this data is located down inside of a silo, where no one has freedom to access it as they need it. Or, perhaps it's accessible but no one has the time to write an interface to collect it. Even if that was possible, you may not be certain how to channel that data into meaningful, actionable information.

With over 30 years' experience of transforming cost centers into profit centers, Centergistic Solutions can help you.

We do so with our patented technologies and proven services to provide agents, supervisors and managers with Goal Achieving Metrics™.

What are Goal Achieving Metrics™?

Goal Achieving Metrics have two characteristics:

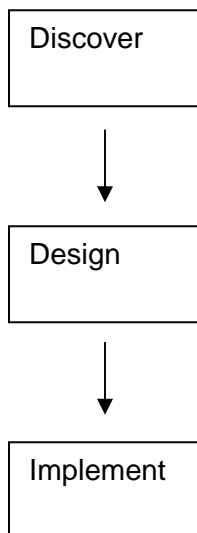
- ❖ Important data compared to something else such as a standard, a service level agreement, a team average...
- ❖ They are designed to drive specific behaviors from specific individuals.

It's important to realize as well, not all metrics need to be viewed by everyone in the center. We provide only relevant real time data designed around your business, sent to the right person at the right time.

These metrics are then utilized in business processes to affect today's outcome.

How we work with you

It's a proven three-step process.



We know the best way to help others is by listening first. So, we delve into your contact center's processes and practices. Then we discuss with you and the individuals who are responsible for productivity in your center some potential solutions.

Then we create a preliminary recommendation for your contact center. This will give you an idea of how **AgentView® Enterprise** with Goal Achieving Metrics might look if installed in your contact center.

Once a decision has been made to move forward with Centergistic, we work with your team to make sure that AgentView with Goal Achieving Metrics is installed efficiently and quickly so that you can begin getting the ROI as soon as possible. We employ a 30, 60 and 90 day follow up process. At the 90 day follow up, we get together and re-evaluate the ROI. We will never leave you, we will continue to be here as a resource for you.

We then hope we can count on you as a reference.

Discovery - The Centergistic Difference

Other companies will offer you a suite of software and a display option. We believe these are a means to an end. It's not just the data, it's how you use it! Part of our time tested methodology is to include time with one of our staff, who will help devise the best set of Goal Achieving Metrics to implement for your center.



R. Scott Davis, Chief Customer Officer, conducts a Goal Achieving Metrics session.

During this discovery process, we focus on finding results to three important questions:

- ❖ Are you receiving the best set of metrics in real time?
- ❖ Is there available a better set of real time metrics centered around you?
- ❖ If you could provide a better set of metrics, how would that impact the performance of your contact center right now?

Design:

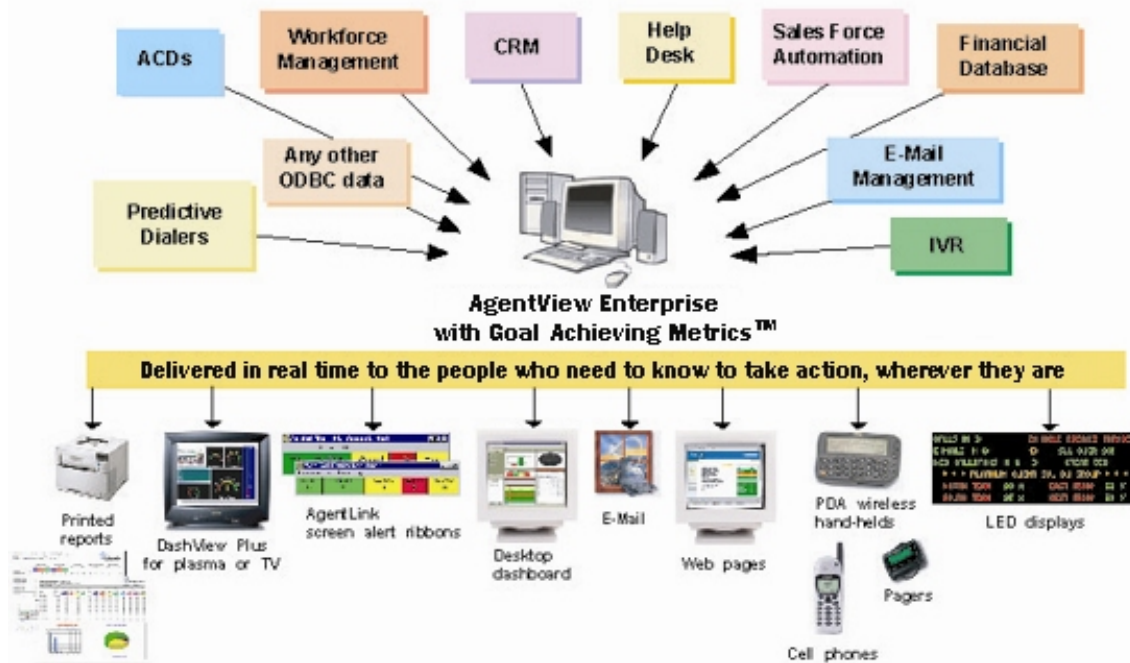
AgentView® Enterprise, Centergistic Solution's award winning and patented software product suite can capture, produce and publish Goal Achieving Metrics to your contact center.

What is AgentView® Enterprise?

AgentView Enterprise is the driver of Goal Achieving Metrics in the contact center. AgentView delivers these metrics through the following processes:

- Collects the data needed to produce the metrics, every few seconds, from the point solutions in your center that create the raw data.
- Writes the data to the AgentView database
- Creates the Goal Achieving Metrics from the data stored in the AgentView database
- Processes the data through its thresholding and alarm software
- Publishes the metrics following business rules you create.

Goal Achieving Metrics™



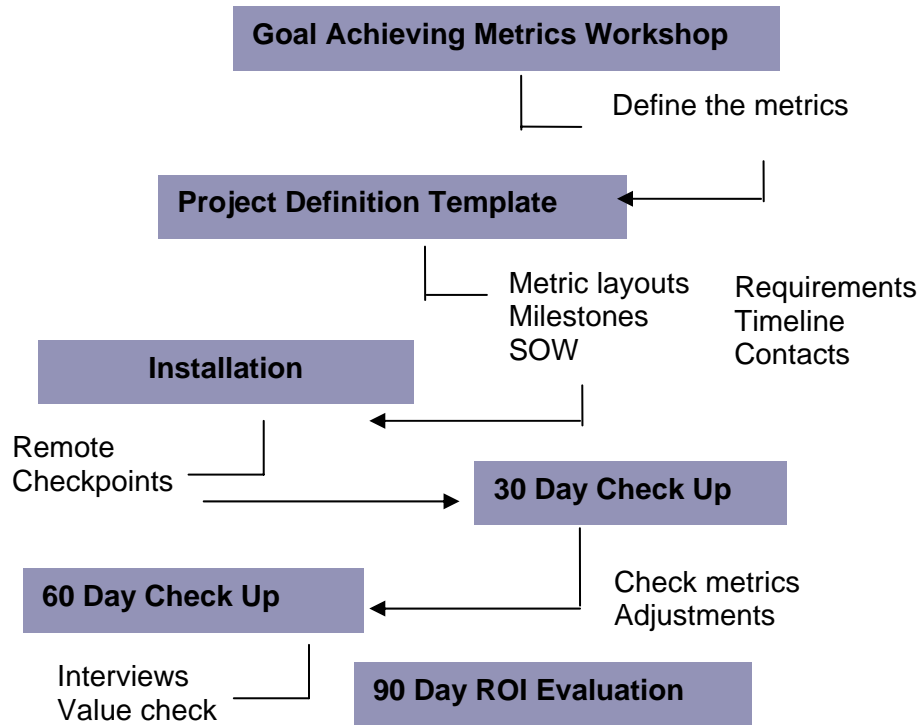
The chart above illustrates the power of AgentView and its ability to tap various sources throughout your center to construct the correct set of Goal Achieving Metrics.

Implementation

Milestones towards implementing AgentView Goal Achieving Metrics:

Centergistic's team understands that **AgentView Enterprise** creates value only through the metrics it publishes. **Our ultimate goal** is to see you produce the best set of real-time metrics possible given the data that is available in your center.

The diagram below shows the steps we take with you to arrive at your Goal Achieving Metrics set.



While this process is not a long one, we make sure to take steps early on to ensure that expectations are articulated clearly and that we gain acceptance as we move through the process. Most of the installation process is accomplished remotely, so that the time our personnel might spend at your center is maximized towards fine tuning and making sure your team is ready to start using AgentView quickly and effectively.

The ultimate measure of value for any system or software is its ROI. Before you bring AgentView into your organization you will have a good idea of the ROI you can expect. Typically, ROI on the AgentView system is less than 90 days.

Who is Centergistic Solutions?



*Centergistic Solutions
headquarters in Anaheim,
California.*

As a pioneer of the call accounting industry, Centergistic Solutions has been providing Goal Achieving Metrics™ to contact providing companies since 1972. Centergistic has offices in the U.S., Mexico City and the U.K.

AgentView® Enterprise is currently installed in over 3,500 centers throughout the world. Customers include:



How to find out more

Call us at 877 CSI-5050 to learn more about Centergistic Solutions and to schedule a Goal Achieving Metrics session.

www.centergistic.com