

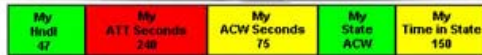
AgentView® Enterprise

AgentView® Enterprise 5.0 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



AgentView® Enterprise is a cross-platform real time performance analytics 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 iPhone, Blackberry or other wireless devices and can act quickly, no matter where they are.

Your AgentView system 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 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 off?
- 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.



Centergistic would be happy to schedule a brief demo of AgentView. To learn more contact us at 949 222-4505. Or visit us at www.centergistic.com.

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