

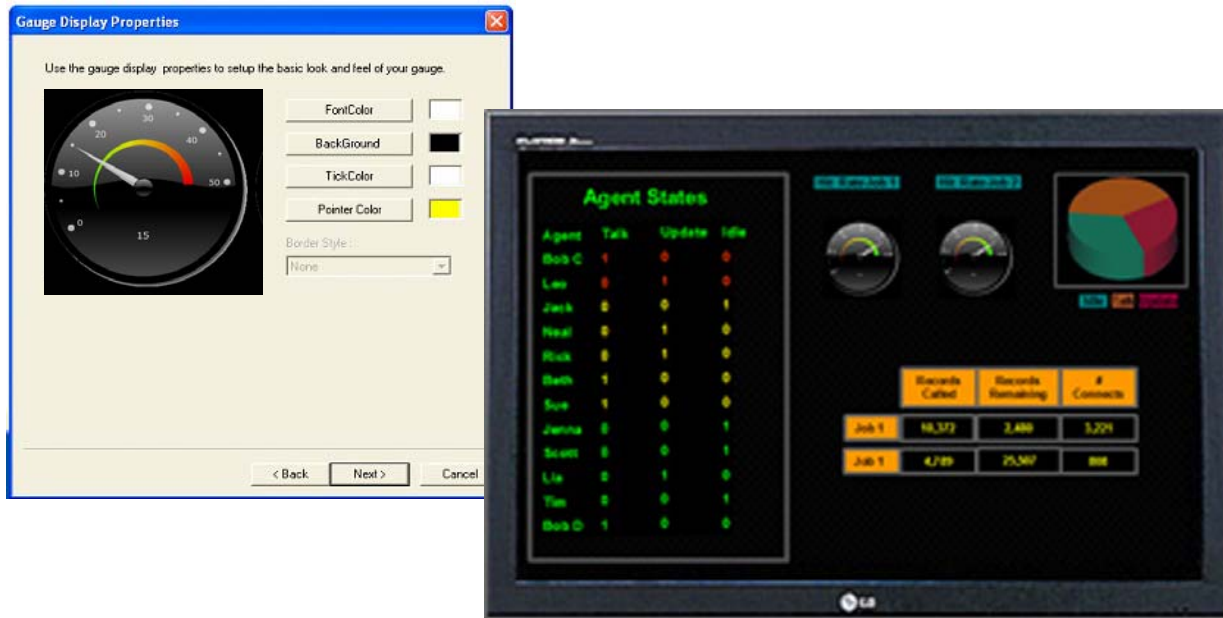
## Goal Achieving Metrics™ DashView HD™ Visibility for Everyone in the Center

Get a performance lift by maximizing visibility of your Goal Achieving Metrics™ as well as other forms of media tailored to the viewing audience. DashView HD layouts are easy to create, via browser. Use in different areas of the center, from the floor to the front office.



### What would you put on your DashView HD?

- Layouts can be created in as little as 10 minutes.
- No intricate designer programs to learn.
- All Wizard-driven.
- Browser based; centrally administered.
- Apply thresholds and schedules to change your layouts to reflect events and time of day.



The Wizard-driven menus allow you to easily create colorful gauges and place them directly on the layout panel. There is no design software in between you and your DashView.



Use "LeaderBoard" to inspire competition and drive up performance.

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

DashView HD 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 dashboard, a wireless device, 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 powerful DashView HD and to schedule a Goal Achieving Metrics session.

[www.centergistic.com](http://www.centergistic.com)

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