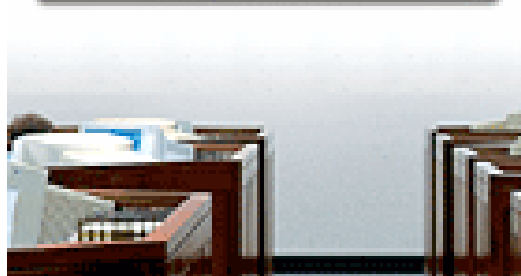


Goal Achieving Metrics™ Readerboards

Many contact centers prefer a display solution that minimizes distraction and shows only the key metrics that keep the center functioning effectively. AgentView Enterprise with Goal Achieving Metrics is compatible with all open industry standard wallboards. We have partnerships with several manufacturers and have worked successfully with these operating environments for many years.



AgentView software can be sent to virtually any industry standard wallboard. The software can display "frames" of different split or group metrics.



Some of the benefits of using AgentView Goal Achieving Metrics with traditional 2-4 line wall displays are:

- Visibility by the team as well as supervisors on the floor
- Alert activated messages get attention immediately
- Easy to set up layouts on virtual wall display template prior to going live

Readerboards are 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, plasma or other HD display, and to a report. 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 AgentView and to schedule a Goal Achieving Metrics session.

www.centergistic.com

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