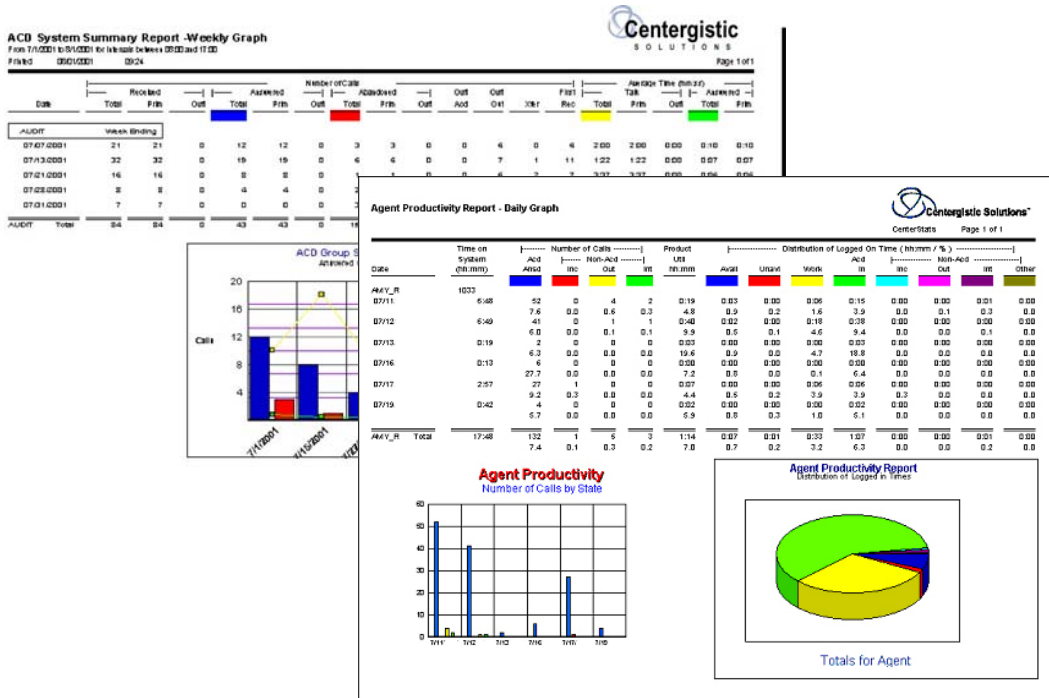


# Goal Achieving Metrics™ Web Reports™ Customized to Your Needs

The various systems that form the back end of the contact center collectively produce hundreds of reports. Data is abundant and most vendors produce a large quantity of standard reports. The problem arises when managers need to combine data from different systems and create special reports that might cross over several areas. Web Reports allows you to use Crystal Report technology to create, store and generate reports structured to fit your needs.

*You can create reports that are meaningful to your daily, weekly and monthly goals. They can be accessed over the internet or scheduled to be e-mailed or printed.*



Using Web Reports provides many benefits and contributes to performance through the following features:

- Combine data across ACD/PBX, Workforce Optimization, CRM, Customer Satisfaction, Financial and other systems.
- Create reports that can be pulled up and reviewed instantly.
- Schedule reports to print or be e-mailed.
- View reports 24 x 7 on the web.



*Use PowerUser to import reports into your dashboard for viewing alongside real time information.*

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

Web Reports 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, plasma or other HD display. 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



### How to find out more

Call us at 877 CSI (274)-5050 to learn more about Web Reports and to schedule a Goal Achieving Metrics session.

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

Copyright © 2009 Centergistic Solutions, Inc.

All rights reserved. Except as permitted under the United States Copyright Act of 1976, no part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without the prior written permission of Centergistic Solutions, Inc.

AgentView, AgentLink, PageBreak, DashView HD and PowerUser are registered trademarks of Centergistic Solutions, Inc. All other trademarks belong to their respective owners.

