

Working with Centergistic Solutions

Behind each successful implementation of Goal Achieving Metrics™ is a process involving clear two-way communication with our customers and an understanding of the procedures. This document was created to provide visibility into the process of bringing Goal Achieving Metrics through AgentView® Enterprise to your contact center.

Step 1: Goal Achieving Metrics Workshop

A half-day Goal Achieving Metrics workshop is the first step towards installing and deploying AgentView Enterprise. Scott Davis, our Chief Customer Officer, has over thirty years experience inside some of the nation's leading contact centers. Leveraging off of Scott's expertise we examine your current environment in terms of desired performance lift. Together, with Scott, your team will arrive at a set of Goal Achieving Metrics, along with the preferred publishing methods. A follow up report will be created as a reference point for you and your team as we move forward towards installation.

Step 2: Project Definition Template

Concurrent: Remote Access/installation prep

This document is the foundation for the installation, support and maintenance of the AgentView system with Goal Achieving Metrics. The template will contain contact information of all key participants, your metrics and desired layouts, as well as timetables and responsible parties for all phases of installation. It is important to keep this document handy throughout the installation and beyond. Concurrently, our technicians will be available to yours as you prepare your site(s) for installation. One very important step in the process is securing the rights for remote access by our technicians when you are ready to begin installing the AgentView® CenterStats® architecture and its collectors.

Step 3: Installation

The basic building blocks of the AgentView system are installed remotely. When our trainer arrives on site, we want his/her time to be spent training and fine tuning, not on rote installation procedures that can be handled remotely. We will work with your team to ensure minimal disruption to your environment. After thousands of installations, many in high security industries, our technical expertise and reliability is time tested.

Step 4: Training

Our skilled trainers are expert on the operation and maintenance of the AgentView systems. This is a hands-on session, usually requiring a full day in front of the individuals in charge of administering and operating the system. We will also work with members of the team to make sure they understand the information and how to use it. At the end of the session, your AgentView system will be up, running and producing Goal Achieving Metrics.

Centergistic will conduct 30, 60 and 90 day follow up sessions with key team members to verify functionality, fine tune the metrics and monitor for performance lift against desired ROI. We will complete the Project Definition Template with a final performance evaluation at the end of 90 days. At that time, assuming we've done our job to your satisfaction and you are realizing a desired lift in performance, we will ask you to become an AgentView Goal Achieving Metrics reference. We may conduct a case study at that time.

Step 5: Follow Up

Ongoing

Most of our customers have been active AgentView users for 10+ years. We are proud of our reputation for working closely with our customers in a true collaborative spirit. We will continue to service you, ask for your opinion, and introduce new features and functionality as it becomes available.

Customer Support Manager

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