

VPI PERFORMANCE Performance Management

VPI Performance provides contact centre agents and managers with targeted information to drive real-time, multi-level performance improvements. This powerful solution collects and consolidates real-time and historical performance information from multiple telephony and business systems and delivers critical key performance indicators (KPIs) in a timely and relevant manner for each user.

ATTRACTIVE QUANTIFIABLE BENEFITS

VPI Performance, in conjunction with other solutions from **VPI**, is proven to reduce contact centre operational costs by 10 % on average and has an ROI cycle of between 6 to 12 months. Using **VPI Performance** you can improve sales and quality of service while realising significant savings. Enterprise benefits include increased productivity, customer loyalty, and revenue.

Increased Employee Productivity

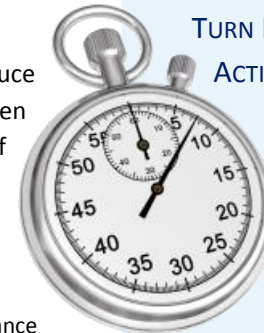
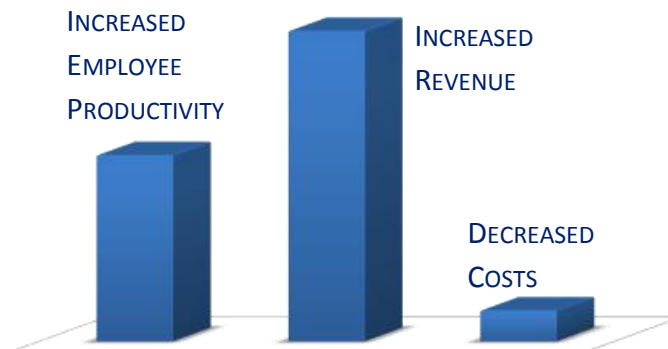
- Deliver performance information in real time to allow agents to modify their performance
- Quickly identify under-performance to allow managers to provide proactive coaching
- Improve manager productivity with consolidated, real-time and historical reports

Increased Revenue

- Increase sales and improve customer service as a result of having better informed agents
- Consolidate reporting; enable managers to adjust campaigns and take advantage of revenue generating opportunities
- Use agents for the highest revenue tasks by identifying opportunities for customer self service

Decreased Costs

- Decrease in talk, wrap, and idle time results in decreased staffing and operational costs
- Decrease agent attrition as a result of agent empowerment and increased job satisfaction
- Gain access to a snapshot of performance from a single source to reduce administrative costs
- Easy-to-use reporting increases transparency and reduces dependence on IT resources and their associated costs



TURN REAL TIME DATA INTO ACTION

⇒ Get consolidated performance and business information in real or near real time, in the context and format appropriate for each user.

⇒ Analyse consolidated information from integrated workforce and quality management, speech analytics, customer surveying, email, chat, and any other relevant system.

⇒ Automatically share business intelligence within your organisation.

⇒ Maximise performance. Enable agents to self monitor and correct in real time.

⇒ Identify and promptly correct performance gaps and capitalise on opportunities.

⇒ Improve performance through targeted electronic coaching and messaging.

MAKE MORE INFORMED BUSINESS DECISIONS

VPI Performance presents a dynamic, multi-dimensional view of contact centre data, allowing for early recognition of patterns, trends and effective root cause analysis.

With the ability to incorporate key company objectives into agent performance indicators, **VPI Performance** is a valuable solution to the challenge of ensuring that each and every employee is working towards the vision of the organisation. It is invaluable in helping enterprises achieve excellence in service delivery and improving loyalty and revenue potential from their customers.



MULTIPLE VIEWS OF REAL TIME AND HISTORIC INFORMATION

With **VPI Performance**, sales numbers, call statistics, service level indicators, scheduling and adherence figures, together with other business information can be presented in three different, integrated ways:

DASHBOARDS

VPI Performance Dashboard is a personalised, interactive, real-time, multi-view, “always on” window into contact centre performance. The Dashboard can be docked at the top of agents’ and managers’ desktops, presenting mission-critical information and performance statistics.

VPI Performance configurable agent, supervisor and executive

	# Calls	# Emails	# Chats	Avg. Talk	Avg. Wrap	Call/hr	% Resolved	QA Score	Utilization	Total Aux	
Agent	38	17	6	3:04	0:32	15	75%	81%	87%	34:25	MAIN
Group	32	19	5	3:38	0:30	13	70%	81%	85%	42:14	SKILLS
											QA
											COACH

Stacy Adams **AGENT SCORECARD** Be sure to ask all customers if there is anything else you can do for them at the end of each call.

In addition to presenting performance alerts, the **VPI Performance Dashboard** displays individual and group metrics, sales data, messages, links to training, FAQs, and any other content that helps to drive performance. This enables agents to self-monitor and optimise their performance and allows managers to proactively identify opportunities and make adjustments to increase revenue potential and improve customer service. The **VPI Performance Dashboard** also helps to improve communication, by allowing you to display management messages to the agents.

REPORTS

Agent	Agent ID	# Calls	Talk Min	Wait	ACW	Handle	Avail	Ass	Staffed	Adherence	Revenue	Talk	Wait	ACW
Carrie Johnson	2217	19	1:02:32	9:47:30	2:04:27	2:28:13	2:28:23	0:19:49	4:52:25	92%	0:00:04	0:00:17	0:01:38	0:00:32
Veronica	2453	2	1:00:00	1:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100%	0:00:00	0:00:00	0:00:00	0:00:00
Taylor Parks	2266	1	1:00:00	2:04:43	0:00:00	0:15:50	2:15:25	0:41:30	4:07:10	100%	0:00:00	0:00:00	0:00:00	0:00:00
Michael Johnson	2262	33	2:00:44	3:00:44	1:02:36	4:07:50	0:13:53	0:08:26	4:00:52	100%	0:00:04	0:00:51	0:03:10	0:00:08
Robert Johnson	2251	1	1:00:04	3:00:00	0:00:00	0:00:47	1:23:40	0:08:54	3:20:30	100%	0:00:00	0:00:04	0:00:43	0:00:00
Michael Johnson	2269	1	1:02:10	0:14:00	0:13:36	0:03:40	0:01:00	0:08:19	0:45:12	97%	0:00:04	0:00:04	0:00:00	0:01:46
All Agents	33	55	3:05:14	28:1:02:28	2:00:02	6:07:50	7:02:21	2:03:44	20:21:40	96%	0:00:04	0:00:51	0:03:12	0:00:48

VPI Performance Reports provide real-time, consolidated statistics.

VPI Performance Reports deliver vital performance information and highlight where adjustments need to be made on an agent, group, or site basis. Managers can view real-time and historical performance information, consolidated across multiple systems and sites, which may include virtual contact centres, outsourced and remote agents.

A single report can present both telephony and business data. These web-based reports allow you to drill-down or summarise data so you can quickly identify the root cause of problems or successes and spot opportunities for improvements.

SCORECARDS

VPI Performance Scorecards enable agents to improve by presenting up-to-the-minute statistics that indicate how close they may be from meeting their performance goals. They can also see how they compare to other agents – individually or by group. The scorecards deliver a customizable, KPI-centric view of both current and past performance results. Managers can quickly identify what proactive measures they need to take to improve agent performance.

“ We can measure anything that we track ... VPI Performance can capture that data and deliver the information to whomever you authorise to receive it. A huge benefit is that we can get all of this information from all of our nine sites. ”

Lou Orsi
Vice President, 1-800-Flowers.com

CONTACT

Website: www.datatrackplc.com
Email: sales@dtrack.com

Tel: +44 (0) 1425 270333

Fax: +44 (0) 1425 270433

