



C-Perform

AGENT PERFORMANCE MANAGEMENT MODULE

INTRODUCTION

C-PERFORM Agent Performance is a unique and powerful Contact Centre reporting tool that consolidates ALL your Agent performance information into ONE easy to use platform.

C-PERFORM is a 3rd party offering that runs MySQL queries from different systems and presents stats / data in an acceptable format in excel. It tracks schedule adherence and time spent by Agent on different activities. The stats can then be used for KPIs. C-PERFORM is fully integrated into the ACD.



C-PERFORM has been designed with over 20 years experience in the contact centre industry in both BPO and Corporate environments and considers every aspect of agent utilization. Everything is fully automated and immediately available to the management team.

No more waiting every day to be emailed reports and no more frustrations with insufficient and inaccurate data. Every agent activity is either automatically verified against system data or against inputs made by the supervisor for coaching and meetings or the Trainer for training sessions

OVERVIEW

As has been effectively determined, Agents are your organisation and their productivity will directly impact the customer experience (CX) you deliver.

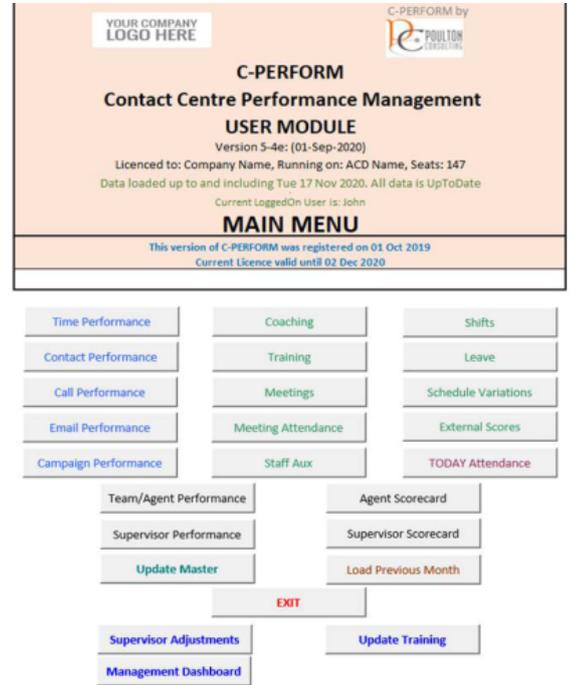
With CX being the biggest driver of the 21 century, it is essential to start with an engaged workforce that can carry your organisation's banner. When it comes to creating a strong, engaged workforce, many different components need to fit together coherently to realise a workforce that is both efficient and effective. One major benefit of enabling this is happy Agents as well as happy customers.

The C-PERFORM modules can assist your Omni-Channel Contact Centre to include simplifying and automating processes of staffing and scheduling.



KEY FEATURES

- Menu driven series of dashboards for each area of performance
- All dashboards are colour coded to easily identify anything that does not conform to a rule.
- Built in Calendar to track workdays, public holidays and non-workdays.
- Built in SQL Queries to automatically update the data every workday.
- Basic workforce management to track schedule adherence.
****Defined shifts and breaks that can be scheduled per week and adjusted per day if needed.
- Measures agent and team Occupancy and Efficiency.
- Leave tracking (that can be integrated to the HR system as a customized project).
- Role based secure access, so Supervisors can only view their Agents, Managers can only view their teams and Senior Manager and Administrator can view everything.
- A Scorecard that measures each agent's performance against predefined criteria and creates Agent and Team Performance Scores.
- Can also import external scores such as QA, CSAT, Tests etc to be included in the scorecard. Areas of the scorecard can be weighted to focus performance improvements on specific areas.
****This can be used to determine the portion of any incentives to be paid.
****See the **C-PERFORM Payroll** brochure for information on the payroll module.
- Summary dashboard that displays overall performance in each area graphically
- Management override function to allow certain adjustments to be made that may have been previously omitted





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AGENT PAYROLL MANAGEMENT MODULE

INTRODUCTION

C-PERFORM Payroll is an optional add-on module for C-PERFORM Agent Performance that enables quick and easy payment of performance incentives.

C-PERFORM Payroll does not run as a standalone module. It has been designed to automate the incentive payment process as far as possible to prevent manual input errors and to export a final payment file to Human Resources to be used for payroll.



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OVERVIEW

Running a successful Contact Center requires the right number of Agents in place at the right times. Staffing too many Agents can cause unnecessary upward drive in costs and staffing too few Agents may cause your service levels to suffer. C-PERFORM payroll provides work hour limits, labor costs, and minimum wage and overtime pay for your convenience.

Sum up in real time employees' planned and actual work hours. Handle all types of regular, on-call, overtime, shift premium, and incentive pays. Generate time cards for payroll based on either planned or recorded work hours.



KEY FEATURES

- Menu driven series of dashboards for each area of functionality
- Payroll is colour coded to easily identify areas of good and poor performance
- Automatically pulls through the performance scores from the scorecard in C-PERFORM Agent Performance
- Incentive amounts are loaded into C-PERFORM Payroll
 - ****These can be per agent
 - ****Updated only once annually
- Automatically calculates incentives earned based on Performance Score
- Automatically calculates top performers per team, department and overall.
- Ability to pay an additional bonus to the top performing Agents and Supervisors
- Ability to do adjustments for overtime for time off in lieu of payment
- Ability to pay any other incentives or to do claw backs for penalties
- Ability to load budget values per department and compare total payroll against budgets
- View and print final payroll figures for signoff
- Export a .csv file to Human Resources to be imported into the Payroll system for easy payment

