



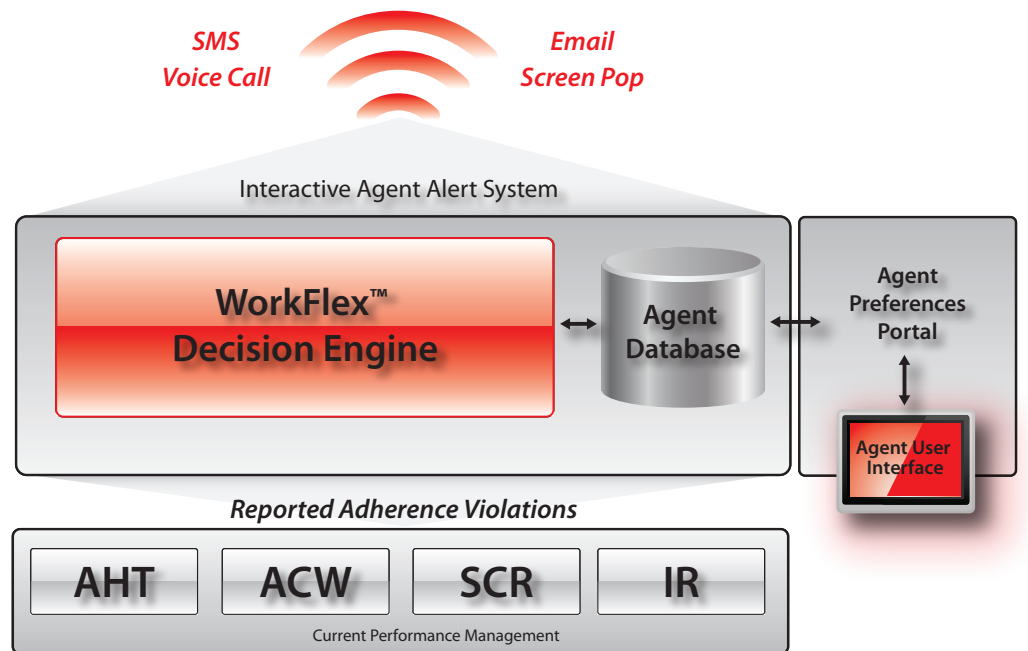
PROACTIVE PERFORMANCE MANAGEMENT

WORKFLEX ALERT OVERVIEW

WorkFlex Alert Platform

WorkFlex™ Agent Alert System provides contact centers with a powerful tool to manage agent adherence in near real-time with timely notifications to agents, supervisors and contact center administrators. Adherence issues include shift and break punctuality as well as key performance metrics such as average handle time (AHT) and after call work (ACW).

Agent Alert is available as a stand-alone system or as part of WorkFlex Manager's comprehensive workforce intraday staffing platform. The Alert system leverages WorkFlex's powerful rules-based decision engine and robust notification capabilities to deliver voice calls, SMS, email or workstation pop-ups to address adherence and or staffing overages and shortfalls.



WorkFlex Integration Leverages Enterprise Investment

WorkFlex works in tandem with existing workforce management and automatic call distribution systems to extract performance data. WorkFlex's proprietary API enables easy integration with these systems to facilitate near real-time analysis and decisioning.

Alerts and Feedback Delivered in Near Real-Time

Agent Alert leverages WorkFlex's proprietary real-time decision engine and flexible notification capabilities to provide two kinds of alerts, upcoming event and performance adherence notifications. These form a proactive adherence management platform designed to enable managers and agents to be appraised of events and issues as they occur so they can take appropriate action.

Upcoming Event Notifications

Upcoming Event Notifications are managed by the workforce manager on a per program basis for notification types such as standard and holiday shift schedules as well as ad hoc updates. The workforce manager also determines who within the organization will receive notifications and under what circumstances (EG: chronic tardiness)

Combined with the workforce manager's control over the notifications, agents access the Agent Portal to specify their preferences for notifications. Agents select desired notifications and determine schedule and frequency as well as delivery mode — SMS, email or IVR.

The WorkFlex Alert analyzes upcoming event data every thirty minutes to send notifications based on user or administrator defined preferences. WorkFlex Alert has the capability to generate event notifications for breaks, scheduled training and coaching, or pre- and post-shift meetings as required.

Performance Adherence Notifications

WorkFlex Alert has the ability to monitor key performance metrics and provide near real-time notification on variances based on rules defined by the workforce administrator. These near real-time updates give managers the ability to assure optimum compliance adherence.

Flexible Notification Delivery

Notifications are delivered via pop-up using existing CRM or ACD functionality or via instant message such as MSN or Jabber. Email notifications can be sent both to agents, supervisors, and managers. Summary notifications for adherence violations can be emailed to select managers and agents to provide data on violation count by infraction type and frequency to the agent level. Summary Event Notifications are sent 24 or 48 hours after shift.

About WorkFlex™

WorkFlex is a venture-backed, Cincinnati-based software company focused on workforce optimization solutions. Founded in 2009, WorkFlex products are deployed to major service providers and Business Process Outsourcers (BPO's) within Canada and the United States.

Larry Schwartz is Chairman and CEO of WorkFlex Solutions. Mr. Schwartz has 25 Years of Executive Management Experience in Large-Scale Operational Streamlining, Enterprise-Grade Software Development, Strategic Planning, Business Transformation, and Outsourced Services including Contact Centers.

Mitesh Desai is COO of WorkFlex Solutions. Mr. Desai brings 25 Years of Executive Management Experience in Product Marketing, Technology Planning, Enterprise-Grade Software Development, Strategic Planning, and Business Operations Transformation. He manages the product development and technology direction for WorkFlex and the planning, implementation, training and support for customer deployments.

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