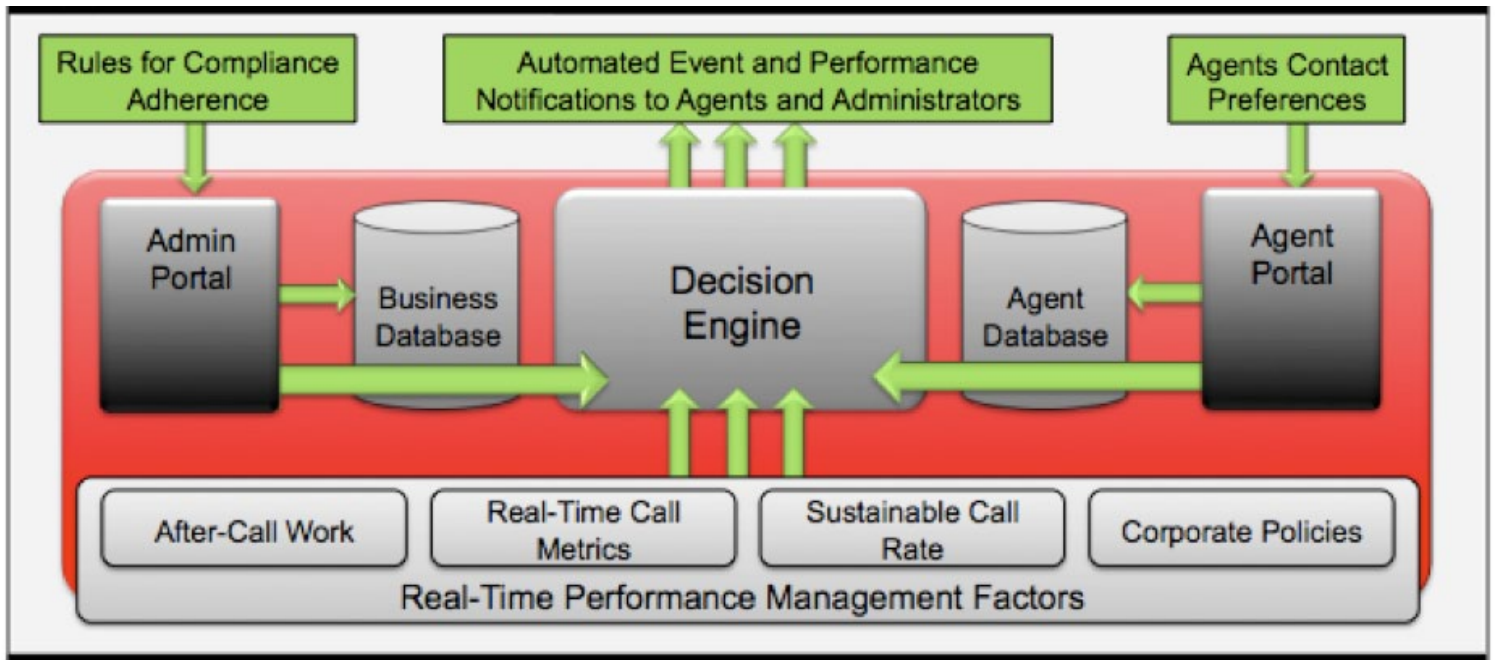




**PROACTIVE PERFORMANCE
MANAGEMENT
WORKFLEX ALERT OVERVIEW**

WorkFlex Alert: Manage Workforce Performance Adherence With Real-Time Notifications



WorkFlex Alert manages adherence in near real-time through automatic voice calls, SMS, email or workstation pop-up notifications to agents and administrators. Adherence issues include shift and break punctuality, as well as key performance metrics such as Average Handle Time and After-Call Work.

In any call center, efficient workflow and agent adherence can be challenging to manage and maintain.

Administrators might spend countless, stressful hours managing everything from the time an agent needs to effectively handle a call and the time they spend between calls to shift and break punctuality, staffing overages and shortfalls across the entire workforce.

A tool that improves instant communication between agents and administrators to solve these challenges in near real-time would assure workforce adherence and improve call center efficiency.

That's where WorkFlex Agent Alert can help.

WorkFlex Agent Alert provides two kinds of alerts: upcoming events and performance adherence notifications.

Event notifications communicate schedule and ad-hoc updates to designated individuals in specific circumstances – such as break times, staff training and shift meetings – as determined by the workforce manager. Performance adherence notifications alert administrators of key performance metrics and variances according to the preferences they set, allowing better quality control and optimum agent compliance.

Agent Alert is available as a stand-alone system or as part of WorkFlex Manager's comprehensive intraday staffing platform, which can be easily integrated with existing workforce management systems.

To learn more, scan the QR code to schedule a demonstration
Or visit our website at www.workflexsolutions.com

