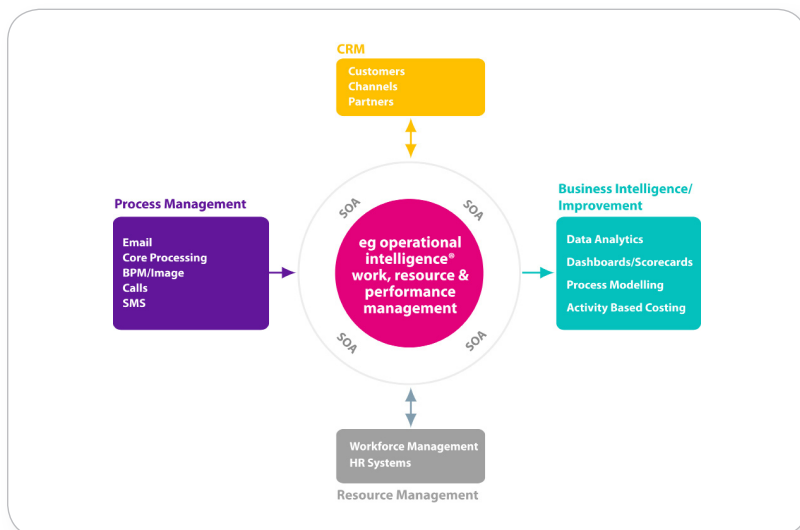




Product Overview

In today's fast moving, competitive and highly regulated customer service environments, it is crucial that organisations have the ability to effectively manage resources and work to optimise both the customer experience as well as individual employee and team performance. To do this Managers need comprehensive, real-time Management Information (MI) on all the factors that affect performance.

The **eg operational intelligence®** module provides the necessary tools to do this in a single package that can either be integrated with existing systems or deployed on a stand-alone basis to provide immediate benefit in a matter of weeks. When deployed alongside **eg's** training and development methodology for Managers and Team Leaders (the **eg principles of operational management®**), return on investment can be guaranteed typically within 6 months.



Benefits

- **Guaranteed results** - **eg** is the only back office optimisation software company that guarantees return on investment and is paid based on the results delivered
- **Real-time** - historic, real-time and predictive Operational MI for fact-based decision making
- **Productivity** - improvements of between 20% - 50%, elimination of backlogs and same or next day turnaround on all work
- **Control** - at a glance control and instant reporting across multiple sites
- **Quality** - reduced errors and rework and SLA reporting
- **Flexibility** - improved operational capacity through the development of Managers and Team Leaders and effective use of available resources to meet customer requirements
- **Compliance** - supports compliance and risk management processes and the cost of providing regulatory MI can be reduced

The **eg operational intelligence®** module is a browser based real-time MI tool that provides MI as real-time dashboards, reports and data exports across the user intranet and to all levels of management from Managers and Team Leaders through to Heads of Departments and Directors. Optional product modules allow:

- The automatic allocation and scheduling of work, based on user defined rules relating to customer service, operator performance and capability (**eg work manager® work scheduler**)
- Easy augmentation/integration with other systems such as workflow, telephony and document management tools to facilitate both the import and export of relevant work, resource and performance management data
- The provision of forecasting, modelling and capacity planning capabilities based both on historic data within the **eg operational intelligence®** databases and inputs from other systems (such as Contact Centre Workforce Management tools)

eg's software promotes an active style of management which impacts on performance immediately. Rather than spending time chasing data, organisations can use their time to plan how to manage more proactively and improve their performance. It can be used to monitor work from any source; paper, telephone calls, workflow and e-mail, to provide an integrated approach to work and resource management and a single view of all work to be done.

The Software Suite - Core Modules

eg work manager®

Central to the **eg operational intelligence®** suite is **eg work manager®**. Allowing users to capture work items as tasks within an end-to-end customer process and to then allocate these to available processing staff identified in terms of their availability (attendance) and capability (skills), **eg work manager®** provides detailed operational management support and real-time Management Information to Team Managers responsible for day-to-day customer servicing.

eg work manager® contains a centralised view of all work types, across multiple sites and systems, to avoid the problem of individual backlogs and improve end-to-end customer service.

eg operational intelligence®

A browser-based module that consolidates information from **eg work manager®** to provide a higher level operational overview to those who need to analyse performance across groups or make comparisons, or make work and people allocation decisions to maintain service and performance standards. It provides visibility of the performance of the whole business or for specific units within the business organisation, covering disparate teams, departments and locations, wherever they are based throughout the world.

This module can be used to forecast future workloads and resource requirements that is similar to and supplements workforce planning tools in Contact Centres. It can be used both 'locally' by back office managers and centrally by resource and service planning team.

Additional Modules

eg work manager® work scheduler

An application that can be used alongside **eg work manager®** to automatically allocate work to team members based on pre-defined rules and unique team requirements. This is especially useful for teams who undertake many small tasks on a frequent basis throughout the day.

eg work manager® archiving

A utility that allows customers to move historic and inactive data from a production database to an archive database for long term storage. **eg work manager® archiving** balances the requirements of usability with legal and compliance controls.

eg work manager® file import

Use the generic file import to automatically upload and transform data into **eg work manager®**. Files may be uploaded overnight or throughout the business day. Flexible formats are supported which allows many different systems to be supported, simultaneously if required.

eg forecasting™

Designed for Forecasters & Resource Planning professionals working in Back Office processing environments. It builds on **eg's** unrivalled experience in Back Office optimisation to provide a forecasting tool with functionality, algorithms and outputs appropriate to complex multi-step processing. **eg forecasting™** can be used either stand alone or as an integral part of the **eg operational intelligence®** software suite.

eg work manager® data capture

Enables real-time efficient data capture from any desktop application, telephony environment and people in an operation. Work items can be captured via a range of capabilities from manual data entry through file import to full integration. The events can vary from simple one and done operations to complex multi-stage processes. Data Capture integrations do not require any changes to the coupled application. **eg work manager® data capture** works with any desktop analytics product that the customer chooses.

eg work manager® integration services

A set of services designed to be used with an Event Driven Architecture to capture changes in work states as they occur. An example of this would be a piece of white mail is received, scanned and indexed. This results in an item of work to be completed for the New Business team. This event would be triggered by a BPM or Workflow system which would invoke the appropriate **eg work manager® integration service** to communicate to **eg work manager®** that there is a new work item to be allocated and worked.

eg operational intelligence® data views

Exposes specific sets of data from the **eg operational intelligence®** database in the form of Microsoft SQL Server Reporting Services Reporting Models. This allows users to generate ad-hoc reports, save them for later use and/or export them to other applications such as Microsoft Excel.

Next Step: To arrange a demonstration and get details of **eg's** performance guarantee, please contact us on +44 (0) 1785 715772 or email ask@eguk.co.uk



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eg solutions plc is an operations management software applications vendor. Our software provides real-time, historic and predictive Operational MI. When implemented with our training programme for Managers and Team Leaders to use this intelligence, we guarantee improvements in operational results in short timescales.