

Agent Adherence

Workforce Management Solutions

Pipkins *Real-Time Adherence* is an optional Maxima Advantage module that interfaces with your ACD to determine if agents are adhering to their scheduled activities. Each agent's state on the ACD, such as *incoming call / after call work / available*, is compared to their current schedule. When an agent's state does not match the schedule, their information is highlighted to alert you of a possible problem. To assist in analysis, a precise indication of the non-adherence condition is given – such as *late start / improper activity / early finish*. Each activity can be given a different tolerance threshold to allow grace periods before the condition is considered non-adhering. Convenient reports allow monitoring adherence in the following formats:

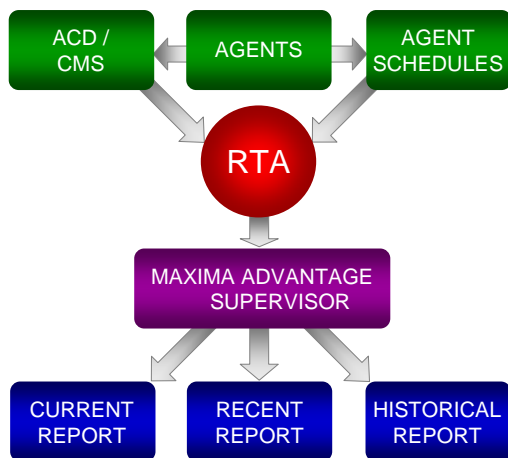
- Current - updated every few seconds to give an accurate snapshot of your agents current status
- Recent - reports on the activity of your agents for the past 48 hours
- Historical - records adherence to specific activities for any period in the past

In addition to monitoring adherence to schedules, you can also monitor the *length of time* that agents spend in specific states. Thresholds can be set for each agent state and agents that spend more than the specified time in the state are highlighted to alert you that the agent may need assistance or additional training.

To gain a complete adherence picture the reports also show all other vital information such as:

- Agent Name
- Agent Login ID
- Agent Extension
- Adherence Description
- Scheduled Activity
- Actual Activity
- Non-adhering time
- Effect on Staffing (+/-)
- Amount of time in state
- Overall % non-adhering
- Overall # non-adhering
- And more...

You choose the fields you want to view



Pipkins Real-Time module interfaces with most common ACD models. Check with a Pipkins representative for availability on your ACD.

The Real-Time Adherence module interfaces directly with your ACD or CMS to retrieve every state change your agents make throughout the day.

Reports provide a textual description of adherence status, as well as color highlighting and a staffing effect indicator to show whether the current state has a "positive" or "negative" impact on your staffing. Columns can be sorted for easy drill down to problem areas.

Name	Adherence Description	NonAdh Time	Agent State	Staffing Effect
Allen, Brian	Scheduled Activity		ACD Inbound	0
Jones, Sam	Late Start	02:31	Logged Off	-1
Smith, Sally	Improper Activity	04:59	AUX 1	-1
Vargas, Tom	Early Start	03:10	ACD Inbound	+1

Name	ACD	Staff	Adherence Description	Effect	Actual Activity	Scheduled Start	Scheduled End	Actual Time	Staffing Effect	Workday	Agent State	Time in State
ALLEN, BRIAN	1402	00414	Scheduled Activity	Product Information	Product Information	02:30 PM	05:30 PM	02:34:05 PM	0	accn	ACD Inbound	00:04:05
BARAKAT, JUAN	4033	00023	Late Start	Customer Service	Customer Service	04:45 PM	04:15 PM		-1:00	AS	Logged Off	00:24:47
BARONICA, SHARON	7034	11128	Scheduled Activity	Order Entry	Order Entry	02:30 PM	04:30 PM	02:29:41 PM	0	accn	ACD Inbound	00:06:29
BACZAN, JEWEL	9169	00896	Scheduled Activity	Customer Service	Customer Service	02:40 PM	05:30 PM	02:39:57 PM	0	new	ACD Inbound	00:01:19
BEARDSLEY, PHIL	7056	00005	Late Start	Customer Service	Customer Service	02:10 PM	04:30 PM		-1:00	AS	Logged Off	00:23:10
BETCA, STELLA	1475	00010	Late Start	Customer Service	Customer Service	02:40 PM	04:30 PM		-1:00	AS	Logged Off	00:10:10