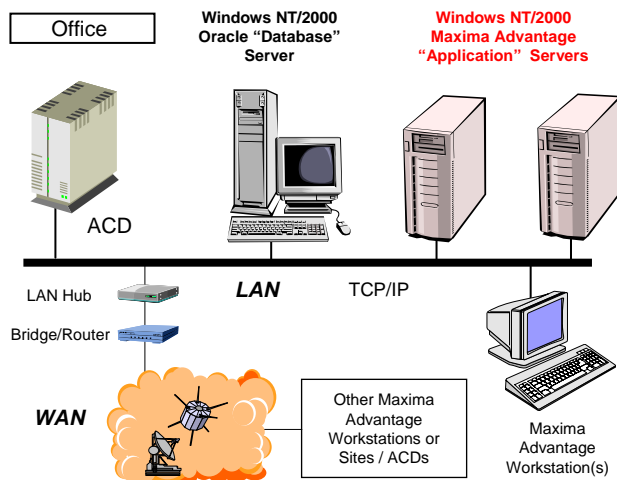




# Maxima Advantage® Automated / Distributed Workforce Management

## Workforce Management Solutions

Maxima Advantage® is designed to allow management of complex multi-site call center organizations with a single centralized workforce management server. Typical installations consist of many offices in different locales and time zones all running from a single server with a single database. However, there may be situations where extremely demanding workforce management requirements dictate the need for distributed processing to obtain optimal performance. Maxima Advantage has built-in scalability for distributed workforce management with its patented Multiple Application Server (MAS©) technology. This allows processor intensive operations, such as forecasting and scheduling, to be distributed between more than one server, reducing the overall load and the processing time for all distributed operations. You can add as many application servers as you need - there is still only a single Oracle database server.



You can configure your workforce management tasks to run in real-time, or be queued for execution as soon as required resources become available. You can also configure workforce management tasks to run on a specific application server, or to run on all available servers. The primary goal of the MAS feature is to maximize through-put. MAS monitors the load on the processors and the available memory for all application servers, and ensures that tasks are dispatched and executed in the shortest amount of time.

Another unique feature of MAS is the ability to automate routine workforce management tasks. This functionality goes beyond “one-click” operation common in today’s applications. You can configure your most common workforce management tasks to occur automatically once a week, hourly, or at almost any other regular interval. And since you specify the data source and how the data will be used in the operations, you can even submit a task that creates a weekly schedule for your workforce every Monday morning at 8:00 AM, based upon the weekly staffing requirements data for the current week to be scheduled. MAS also allows you to link workforce management tasks together, submitting them in one step. A single submission could forecast call volumes, then compute the staffing requirements, and finally schedule your agents, leaving you free to attend to the daily operational maintenance of the call center.

