



Maxima Advantage® Hosted Workforce Management

Workforce Management Solutions

Pipkins, Inc. *WorkforceScheduling.com* is a low cost subscription-based workforce management solution for the small, mobile, or seasonal call center. By utilizing the power of our enterprise workforce management solution, Maxima Advantage *Vantage Point*, in combination with database, scheduling, and forecasting engines hosted on our servers and a web portal for agent access; you gain all the benefits that a hosted solution can offer.

- Predictable costs - "pay as you grow"
- No hardware to install and maintain
- Reduced risk and less complexity
- Greater flexibility
- Faster implementation
- Replaces up-front investment with monthly usage plan
- No long term commitment required
- A viable solution to a mobile, distributed work force
- Little or no IT required
- Access anywhere, anytime with just an Internet connection
- Peace of mind - we manage it for you

**How does
a hosted
application
benefit
you?**

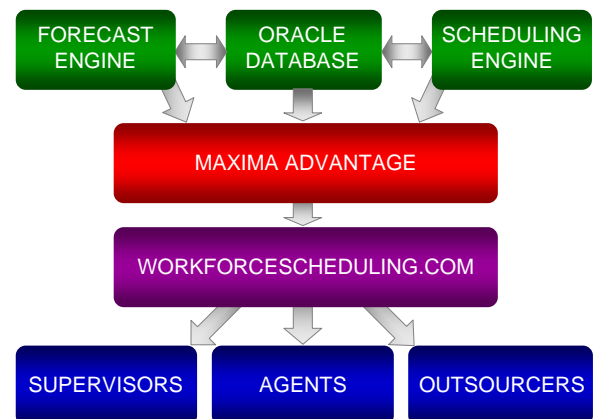
Pipkins hosted workforce management solutions offer many unique features and advantages that aren't available anywhere else in the marketplace:

What are the benefits of our solutions?

- The same powerful features as our enterprise solution
- Customizable access to only the functionality you need
- Thorough security and access privileges
- Simple agent access through our web portal
- Complete integration with your ACD
- Advanced proven forecasting and scheduling algorithms
- Scalability to meet your growing needs
- Peace of mind - we manage it for you

How does our hosted solution work?

WorkforceScheduling.com provides a low-cost, yet feature rich and expandable, solution to call center workforce management. Our system consists of two components. Supervisory access is provided by our proven 4th generation, award winning, Maxima Advantage *Vantage Point* product. Our web portal provides agent access to schedules, bulletin board, vacation requests, and other relevant agent information. Both of these components access your data stored remotely on our hosted servers to free you from worries associated with database maintenance. This also allows our powerful scheduling and forecasting engines to run on our remotely hosted machines, freeing you from additional hardware and IT costs



Visit www.workforcescheduling.com for additional information and a subscription pricing calculator