

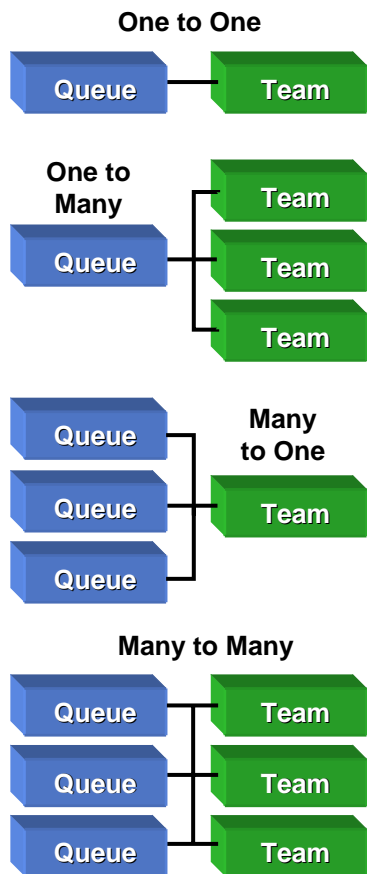


Scheduling

Workforce Management Solutions

Maxima Advantage provides complete support for *multi-media* and *skill-based routing* environments with patented SkillSense™ Scheduling technology. SkillSense is the culmination of skill-base routing and skill-set scheduling capabilities that have been designed into Maxima Advantage since its inception, and in use in the call center industry for years.

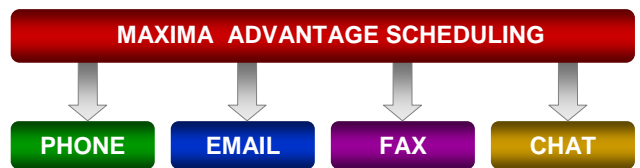
SkillSense provides an integrated approach, without resorting to separate modular functionality to support multi-skilled issues. At the heart of the SkillSense forecasting system is Merlang®-M, an industry recognized advanced forecasting algorithm, that directly calculates requirements in a multi-skilled environment, avoiding repetitive analytical simulations. SkillSense simultaneously generates a single forecasted set of requirements for all inter-woven skilled activities, regardless of the queues offering the work. Forecast overstaffing is eliminated by recognizing secondary skills, and accounting for call overflow to available secondarily skilled agents. Analytical simulations based solely on primary skills will generally overstaff, since this overflow cannot be considered as a factor.



This diagram illustrates the types of relationships supported in Maxima Advantage. The "Serving Team" convention provides a grouping of agents possessing a common skill set.

SkillSense also has the ability to schedule agents to multiple serving teams during the day, each serving team associated with different queues, and each queue representing a skill set. Queues may also represent non-demand, or off-key work, such as clerical duties, email, chat. In this manner, an agent may be assigned to both call handling and non-call related duties during the day. Regardless of the mixture of call handling and non-demand activities assigned to agents, SkillSense always provides the optimum scheduling solution. Your call center will easily be able to meet your service objective, while operating at a more cost-effective level.

Maxima Advantage schedules all types of multi-media work: phone, fax, email, chat, etc.



Schedule optimization occurs for each day of the week, based upon agent eligibilities and talents. Systems that do not support daily availability rules for agents must produce the same schedule for each day of the week without variance, and cannot support daily schedule optimization.

Excerpt from an agent's schedule report. Note that the agent is scheduled to different skilled activities during the day.

Tuesday, 03/05/2002	
09:30 – 09:45pm	Set-up Time
09:45 – 12:45pm	ABC Intl
12:45 – 01:00pm	Break
01:00 – 02:00pm	ABC Sales
02:00 – 02:30pm	Unpaid Lunch
02:30 – 03:45pm	ABC Sales
03:45 – 04:00pm	Break
04:00 – 05:45pm	ABC Intl
05:45 – 06:00pm	Shut-down Time