

**Workforce Management Solutions****Dependable...**

Call center managers at more than 500 sites around the world managing more than 700,000 agents depend on Pipkins products for their workforce scheduling and forecasting needs. Whether you have 3000 agents or just 30, Pipkins Maxima Advantage® provides the flexibility and advanced technology you need to efficiently manage your contact center.

**Customizable...**

Your scheduling, forecasting, adherence, planning, and reporting needs can all be met with our easy to use and flexible solution. Do you have a multi-site, multi-media, skill-based, or other complex environment involving numerous ACDs from multiple vendors and located in different time zones? No problem! Maxima Advantage was designed from the beginning to handle all of these scenarios.

**Easy to use...**

The latest generation of our award winning Maxima Advantage product, Vantage Point, "raises the bar" in workforce management products again by presenting the most easy to use, yet customizable, interface available on the market today. Repetitive tasks are eliminated as Vantage Point "remembers" who you are and what you do. Rather than you learning the software, with Vantage Point *the software learns you!* Now users can customize the interface and functionality to levels never seen before.

**Functional...**

Maxima Advantage functionality is second to none in the workforce management industry. True client-server architecture, coupled with the power of an Oracle database and a Windows server operating system ensure seamless integration into your corporate environment.

## Features...

- Advanced Forecasting with patented Merlang® algorithms
- Scheduling in Skill-Based environments using SkillSense™ technology
- Easy to use point-and-click graphical Schedule Management tools
- ACD Integration for Data Collection across multiple sites and time zones
- Workload distribution/automation with Multiple Application Server (MAS©)
- Agent access with Web Agent Viewing and Empowerment (WAVE™)
- Comprehensive Reporting capability – e-mail, export, or schedule reports
- Complete Centralized Multi-site Management
- Attendance Preferences
- Support for Multi-media environments
- Open Architecture / ODBC access
- Vacation Planning module
- Budgeting module
- Agent Productivity Reporting
- Real-Time Adherence monitoring
- and much more...



## Expandable...

The decision in a workforce management product is a critical one. The product must be able to meet the needs of your call center today, and your growth tomorrow. Pipkins products have been designed with the flexibility and customization to handle your future growth. Maxima Advantage can scale from a single site with tens of agents to a multi-site environment with thousands of agents with a few simple configuration changes. Solutions for today -- and years to come.

## Pipkins, Inc.

16690 Swingley Ridge Rd,  
Suite 150,  
Chesterfield, MO 63017

(800) 469-6106  
[www.pipkins.com](http://www.pipkins.com)  
[Info@pipkins.com](mailto:Info@pipkins.com)