

# Vantage Point

## The Accurate WFM Solution.

Vantage Point is Pipkins' premier enterprise workforce management solution, featuring comprehensive scheduling, forecasting, and planning functionality for complete enterprise-wide, front office, back office, multi-site, contact center workforce management and performance management.

With our exclusive, state-of-the-art forecasting and scheduling algorithms, Vantage Point can help you solve complex operational issues in today's multi-faceted omni-channel contact center and back office environments, automate processes and reduce costs.



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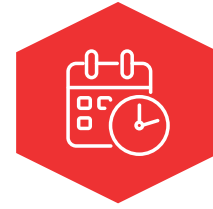
### The Big Picture

Vantage Point will help you significantly boost productivity while also lowering your costs. That means more money goes to your bottom line as profit. But that's not all. Improving the efficiency and effectiveness of all your teams also contributes to higher customer satisfaction and higher team morale. Growing profits, higher customer retention and lower staff turnover ... That's a win-win-win!



### Forecasting

Using true forecasting techniques, with our proprietary algorithms that include curve mapping and pattern recognition, the Pipkins forecaster intelligently analyzes your historical data and selects the most appropriate method to provide the most accurate and realistic forecast possible for all your contact center and back office operations.



### Scheduling

Using an integrated approach, without resorting to separate modular functionality to support multi-skilled issues, Vantage Point's scheduling technology provides the advanced capabilities necessary for multi-media and skill-based routing environments. With an optimum scheduling solution, you can easily meet your service objectives and operate more cost effectively.



### Performance Mgmt. Reporting

The Pipkins Performance Management Reporting Module for Vantage Point provides the ultimate flexibility in Workforce Management reporting. You can report on virtually all contact center data in Vantage Point the way you want using your own custom spreadsheet templates.



### Real-Time Adherence

The best way to achieve maximum productivity in a contact center is to have a timely and accurate snapshot of agent activities so you can quickly make adjustments and improvements. Vantage Point offers 3 distinct ways for organizations to monitor agent adherence and improve performance and productivity as a result.



### Notifications

Vantage Point includes a comprehensive information dissemination system that allows easy transfer of data to your agents via immediate, scheduled, recurring, or automated notifications. Notifications can be delivered via email or screen popup, and can be broadcast to all agents, or to individual agents.

**To learn more about our powerful WFM tools, request a demo today!**