



KNOW WHERE THE TIME GOES



visible

Blue Pumpkin Activity Manager

PRODUCT BRIEF

▶ NOW YOU CAN:

- ▶ Comprehensively manage and reduce shrinkage in your contact center
- ▶ Measure and analyze employee activities to control operational costs and increase employee productivity
- ▶ Stay focused on achieving day-to-day operational goals
- ▶ Have a full understanding of how employee time is spent
- ▶ Increase employee satisfaction by eliminating discrepancies between pay and performance
- ▶ Maximize the potential of your contact center by managing your plan-to-actual on a daily basis

TRACKING THE MODERN WORKFORCE

In today's economic times, getting the most out of your workforce is critical to the success of your operations. In the contact center, loss of agent productivity and lack of visibility into where inefficiencies occur can lead to poor customer service and high costs. And as contact centers evolve, with employee work becoming more diverse, it is more difficult to fully understand what employees are doing with their time and where improvements can be made.

Blue Pumpkin® Activity Manager is a workforce management application that provides a real-time 100% view into all activities in your contact center. By ensuring employees work on assigned activities as scheduled and accurately managing employee time, Activity Manager increases employee productivity, accountability, and management effectiveness.

Activity Manager tracks schedule adherence across all contact channels, including front and back office activities. It's the only real-time adherence application that comprehensively collects and displays data on how employees are spending their time throughout the day, and where there are discrepancies between the schedule and reality. Improving visibility into all agent activity helps to minimize labor costs. And, Activity Manager's powerful exception management and centralized tracking capabilities streamline work processes and improve employee morale by ensuring that employees are correctly recognized for work performed.

THE ONLY 100% SOLUTION

In today's modern contact center, agents work a variety of activities, including phone, email, administrative tasks, projects, and general back office work. Activity Manager goes far beyond traditional adherence packages as the only all-inclusive view of operations—a clear requirement for today's complex contact centers.

Through multiple, role-appropriate views of activity status, Activity Manager helps you effectively manage day-to-day operational goals, make realtime changes to staffing levels, and increase overall productivity.

For your agents, Activity Manager includes a unique feature called My Time (see Figure 1), which provides a clear view of their schedule, with all activities. The browser-based My Time enables agents to know exactly what they are expected to accomplish during the day, including activities that are not phone related, and monitors schedule adherence for these activities.

"Blue Pumpkin helps us lower our people costs and increase productivity by giving us visibility into our workforce. The Activity Manager application is easy to use yet powerful enough to give us a real-time picture of the workday and where hours are being spent."

Melanie Sprague
Workforce Management
ADP Dealer Services

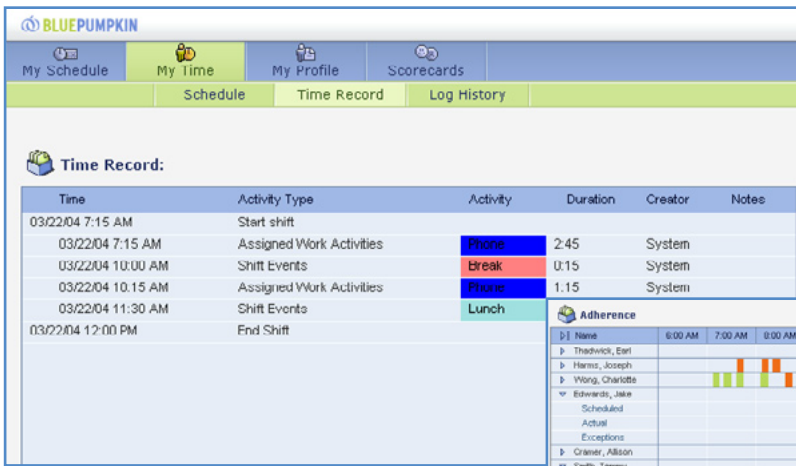


Figure 1: My Time provides agents a clear view of their daily schedules, accommodating all types of activities.

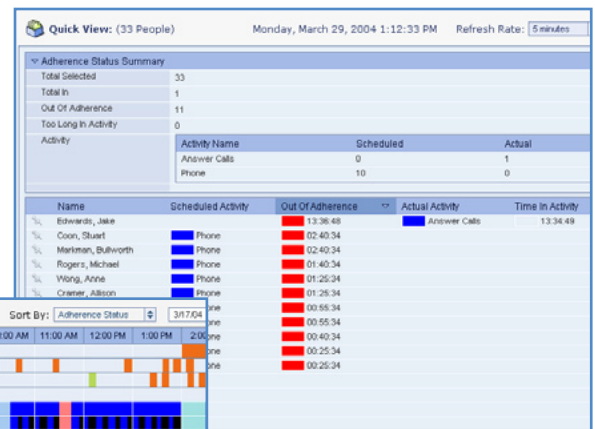


Figure 2: Manager Quick View gives an up-to-the minute snapshot of agents' performance.



Figure 3: Executive Summary offers a broad view of agent activity and adherence.

Similar to the My Time feature for agents, Activity Manager also provides management views. Quick View for managers (see Figure 2) provides an up-to-the minute snapshot of your contact center's performance with a full-day view of each employee's scheduled activity, time out of adherence, actual activity being worked, and time in activity. In the event exception rules are triggered, Activity Manager provides proper notification that enables managers to take control of the situation quickly and maximize productivity.

Activity Manager's Executive Summary (see Figure 3) provides managers with an understanding of the total number of people working, the number out of adherence or spending too long in an activity, and a breakdown of adherence per activity.

Together, these views keep you abreast of agent activities so you can manage towards maximizing adherence and productivity.

Manage exceptions fairly and accurately. Unexpected demands often require employees to change from scheduled activities. By providing the ability to approve adherence exceptions for any time interval, managers can ensure employees are rewarded for consistent performance despite unexpected exceptions, identify employees that need improvement, and gain insight into how well the schedule is performing against actual results. Activity Manager enables you to separate unplanned-approved from unplanned-unapproved schedule exceptions to minimize shrinkage throughout your organization.

Improve your payroll process and expenditure. Blue Pumpkin's Activity Manager can prevent the loss of valuable work hours by ensuring that employees are paid for time in approved tasks and activities. Activity Manager data can be exported to your Time & Attendance application to improve the accuracy of payroll processor and to enable "paying of the ACD."

Comprehensive business reporting. Activity Manager's reports are invaluable tools that will help you identify where employee time is spent, if there is an appropriate balance of revenue generating to non-revenue generating activities, areas for improvement, and how well agents are managing their time and adhering to their schedules.

ABOUT BLUE PUMPKIN

Blue Pumpkin provides industry-leading workforce optimization solutions that improve the performance of a customer contact center's most important and valuable asset—its people. Addressing critical business challenges and creating competitive advantage with both innovative technology and best-practices professional services, we help our customers Balance and Optimize™ three critical and often competing priorities: business growth through customer loyalty, employee satisfaction and retention, and operating costs. Blue Pumpkin solutions deliver proven value to more than 1,000 organizations worldwide such as ADP, AT&T, DirectTV, eBay, JetBlue Airways, Toyota, and Visa.



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