

**PROFESSIONAL RESOURCE
MANAGEMENT, INC.**

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Agent Power – Info Screen

For use with Nortel Meridian 1, ROLM 9005, Avaya BCMS

In today's contact/help centers, people, equipment and software drive productivity. Management needs information to make informed and effective decisions. Agent Power® helps you get the most from your personnel resources through Workforce Management Information tools that seamlessly enhance your center.

Agent empowerment, or self-management, starts with solid information. Should I send those three faxes now or wait a few minutes? Let Agent Power help your agents make good decisions.

**Agent Power lets everyone know
... what's happening right now.**

Agent Power – Info Screen

- Reader boards for Agents, Supervisors and Visitors
- PC screen display when line of site is difficult
- Thresholds identify problem areas
- Choice of variables depending on your ACD
 - o Number of calls waiting
 - o Agents available for the next call
 - o Agents on post call work or not ready
 - o Service level or average speed of answer
 - o Calls answered
 - o Percent of calls abandoned



90 day money back guarantee

**Other related Workforce
Management Tools:**

- Planning and Scheduling
- Agent Status
- Agent Performance
- Group Performance
- AP-Lite
- Custom Modifications

	CW	NR	AVL	MND	CA	ASA	ABN
CustServ	0	4	1	10	09:46		
					1005	100	3.2
BackupA	0	1	2	3	09:46		
					211	100	.9
BackupB	0	1	2	4	09:46		
					376	13	.6

