

PROFESSIONAL RESOURCE MANAGEMENT, INC.

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Agent Power – Planning & Scheduling

For use with any current ACD

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.

A proper balance between staffing and workload allows the call center to answer calls promptly and keep agents productive. Overstaffing raises agent idle time and lowers occupancy, which is expensive in terms of salary dollars. Understaffing causes long waiting times for callers, which has adverse impact on service levels and may cause lost business. Scheduling software for 20 to 250 agents, at a price you can afford.

Agent Power lets you schedule people ...when they're really needed!

Agent Power – Planning and Scheduling

- **Automatic Capture of Historical Data**
- **Forecast future call volumes**
- **Forecast future agents needed**
 - Uses Erlang C for accuracy
 - By Month for a year or more
 - By Day, week or half hour
- **Compares schedule with needed**
- **Easy for you to adjust schedules**
 - Simple adjustments with your mouse
 - Constant view of coverage status (+ or -)
- **Automatic Adjustments**
 - Add an agent
 - Reschedule lunches/breaks
 - Develop a schedule from scratch
 - Reflects preferences and skill sets
- **Reports keep management and agents informed**
 - Budget Reports
 - Agents Needed by half hour
 - Agent Schedules for a week
 - Four week agent calendar
 - Optional PDF output for email



90 day money back guarantee

Other related Workforce Management Tools:

- Agent Status
- Agent Performance
- Group Performance
- Info-Screen
- AP-Lite
- Custom Modifications

