

6125 | Real-Time Schedule Adherence



Supervisors need to know what their agents are doing in relation to what is scheduled so they can quickly identify instances of non-adherence and respond before service levels are sacrificed. At a glance, they need to know how many agents are available to receive incoming contacts, how many agents are on break, and if the agents on break have activated make busy or do not disturb.

Mitel Networks' Response

The Mitel Networks™ 6125 Real-Time Schedule Adherence offering is an add-on application to Mitel Networks 6120 Contact Center Scheduling. Using 6125 Real-Time Schedule Adherence and 6120 Contact Center Scheduling enables supervisors to:

- Create daily schedules for your contact center by assigning shifts, breaks, lunches and jobs to each agent in your business with the 6120 Contact Center Scheduling
- Build adherence parameters from scheduled events including start of shift, breaks, lunches, jobs and end of shift, and associate them to ACD contact center events with 6125 Real-Time Schedule Adherence. For example, 6125 Real-Time Schedule Adherence can associate an agent's start of shift to a "Login" event on the phone set

Contact Center Benefits

With 6125 Real-Time Schedule Adherence, supervisors can ensure agents are performing their on-phone and off-phone duties as scheduled in 6120 Contact Center Scheduling. The 6125 Real-Time Schedule Adherence tells you in an instant:

- What percent of agents have adhered to their scheduled tasks so far today
- Which agents are not adhering to the schedule
- Which agent has been out of adherence for the longest time
- If your agents are in the right queues at the right times
- The average adherence percentage for the group

Feature	Description	Benefit
Agent Shift Adherence		
By ACD State	Compare each agent's daily shift to their current ACD state to determine adherence to schedule.	Supervisors can see at a glance if each agent is adhering to their scheduled shift parameter and determine if service level is decreasing, enabling them to take immediate action.
By Scheduled Off Phone Tasks	Supervisors may define on phone or off phone work in 6120 Contact Center Scheduling. Supervisors can then define adherence parameters for job types and monitor the adherence to paperwork, meetings, training, outbound calling, and more.	Supervisors can quickly view an agent's adherence to assigned tasks and inform them of their non-adherence.
Management Tools		
Real-Time Agent Display	The 6125 Real-Time Schedule Adherence displays each agent's name, current state and shift events in a single view.	Supervisors can see at a glance each agent's current state.
Historical Schedule Adherence	Supervisors can view historical schedules and shifts at their own pace in simulated real time. They can view each agent's workflow and how in/out of adherence time accumulated.	Enables supervisors to analyze past events and determine when and why an agent did not adhere to their shift parameters. Training can be provided to avoid similar shift problems in the future.
Customizable Alarms	Supervisors can define threshold alarms to adherence parameters based on their tolerance levels. Time bar events change color to alert supervisors to instances of non-adherence.	Supervisors are notified immediately of instances of non-adherence that may result in reduced service to customers and can take corrective actions.
Percentage Adherence for the Shift	The 6125 Real-Time Schedule Adherence displays a data grid outlining the percentage of time each agent or agent group is in adherence over the course of their shift.	Supervisors can track and provide feedback on the performance and shift adherence of individual agents or agent groups, and ensure agents adhere to their shifts and meet performance standards while on the job.
Filtering	When viewing an agent group, supervisors can sort agents by the length of time they have been out of adherence or view a subset of agents.	Supervisors can sort the view to identify agents who have accumulated the most out of adherence time.

6125 Real-time Schedule Adherence System Requirements

Communication Platforms	Servers	Workstations (Optional)
Mitel Networks SX-200® Lightware™ 17, Release 4 or higher Mitel Networks SX-2000® Lightware 29 or higher Mitel Networks 3300 Integrated Communications Platform (ICP), all versions	Mitel Networks 6110 Contact Center Management, Version 4.0+ 6120 Contact Center Scheduling, Version 4.0+ Microsoft® Windows® 2000+ Server Microsoft SQL 2000 Server Microsoft Internet Explorer 6.0 Pentium® IV – 2.4 GHz 1 GB RAM 30 GB HDD Network Card	Microsoft Windows 98, 2000+ or XP Microsoft Internet Explorer 6.0 Pentium III – 350 MHz 256 MB RAM 20 GB HDD Network card

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