

GraphicServer by Bucher + Suter

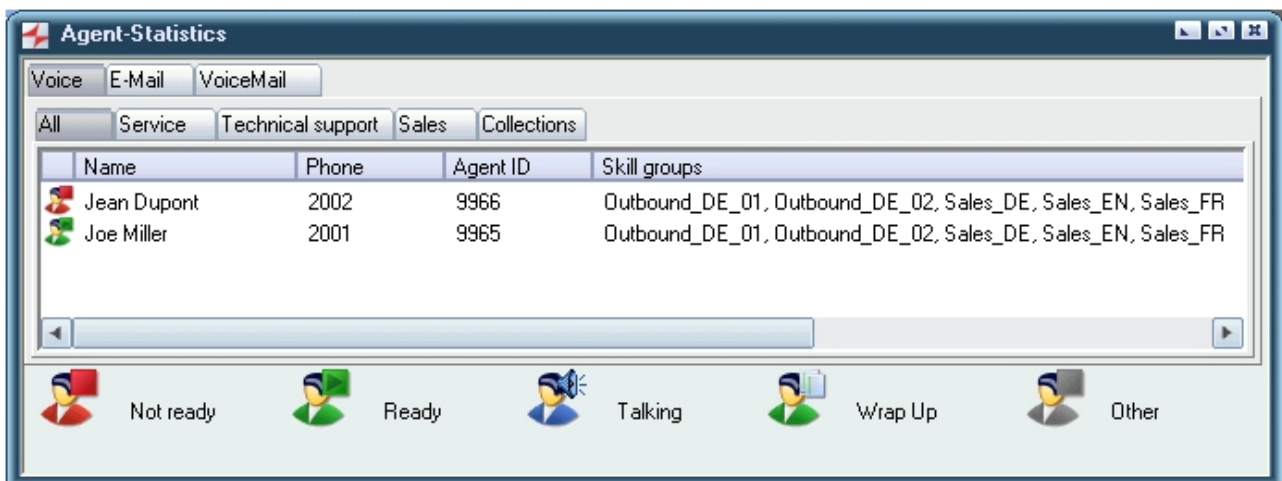
Real Time Display of Easy-To-Read Contact Center Information

Some of the more challenging aspects of supervising a team of agents are knowing what is happening as it happens, understanding exactly what's going on and having the ability to respond immediately. GraphicServer helps supervisors address and resolve these challenges by delivering real time data in an easy to understand framework, allowing supervisors to make immediate decisions that improve customer satisfaction and performance.

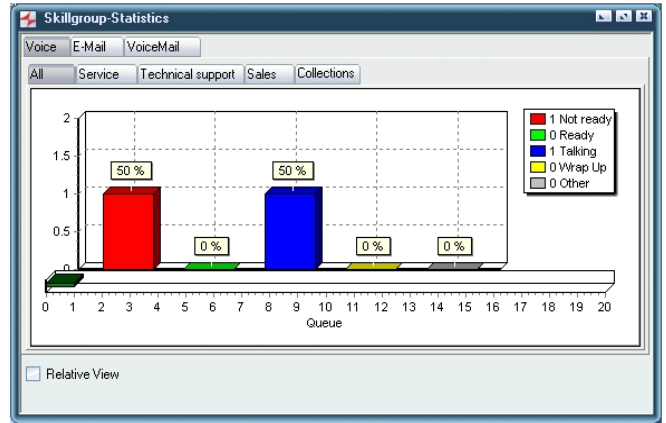
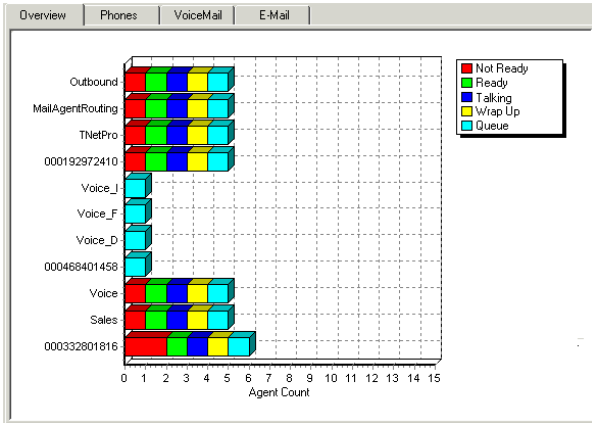
GraphicServer provides supervisors with timely and actionable views into the interaction queue and agent activities - from the number of interactions (voice, emails, Voice Mails, tasks etc.) queued to abandon rates to an agent's status. A quick glance at GraphicServer's Real Time Displays (RTDs) informs the supervisors if their teams are meeting their customer service goals and performance objectives. It allows supervisors to check interaction volume, view agent availability, evaluate the performance of the contact center, and then take the corrective measures to ensure that all objectives are being met or exceeded.

Benefits:

- Real Time performance information and user defined alerts are displayed in an easy-to-understand graphical interface.
- Can be installed as a stand-alone system or as a plug-in to the b+s DeskPhone, a GUI agent softphone.
- Improves the customer experience by quickly identifying staffing issues and making immediate adjustments to better align staffing with call volume.
- Reduced staffing costs due to more efficient utilization of existing agents.
- Speeds recognition of issues that may impact sales and customer service and provides the information to address them.



The agent view shows individual agent status, organized by skill group.



The skill group view shows agent activity within each group, organized by interaction & service type.

Peripheral Service	Talking	Queued	Delay	Longest	Offered 5	Handled 5	Handled 5...	Abandone...
Sales	5	2	90	95	5	4	80%	1
SVC_BS60	8	1	177	180	2	2	100%	1
Voice	4	2	72	73	3	2	67%	1
TNetPro	6	4	55	59	4	3	75%	1
KUDI	2	2	27	32	1	1	100%	0
MailAgentRouting	3	4	32	37	6	5	83%	1
Outbound	2	0	0		0	0	0%	0

GraphicServer displays data in both graphical and columnar formats.

	Date	Time	To	From	Subject
Order(s) (10)					
E-Mail (4)					
Fax (2)					
Online-Shop (4)					
Network-Support (19)					
Bern (8)					
E-Mail (3)					
Fax (3)					
	12/20/2008	07:50:12	support@xyz.ch	h.muster@abc.ch	Word starts with an error
	12/20/2008	09:23:50	info@xyz.ch	m.mueller@def.ch	Project request
	12/20/2008	07:52:10	031 917 52 50	031 123 45 67	
	12/20/2008	08:28:50	031 917 52 00	031 765 43 21	
	12/19/2008	10:48:50	Support	Web-Form	Password lost
	12/20/2008	10:12:43	00800 3048 3048	031 999 99 99	

Agents and supervisors can see all interactions in queue and "pull" interactions out of queue, if enabled.



The b+s GraphicServer can be minimized to a tray icon in the taskbar. The number of interactions in queue is displayed in the multicolored boxes on the left. The colors are a visual alarm to indicate that a user defined threshold has been exceeded.

Technical Data:

Operating systems supported:

- Windows 2000 Professional SP4
- Windows XP SP2
- Windows Vista

Supported ICM Versions:

- Version 6.0 and 7.x

Interface:

- CTI connection to ICM



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