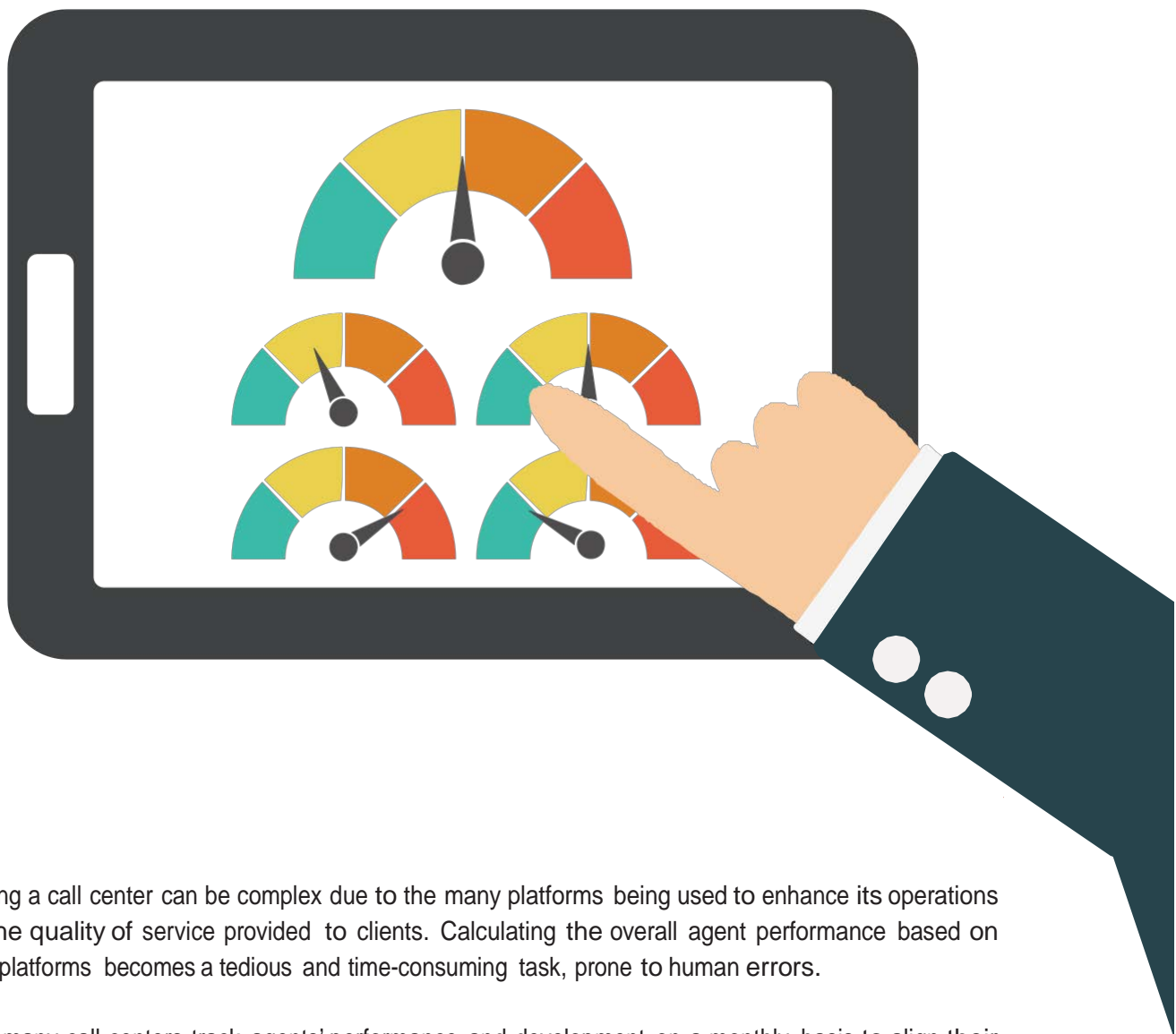# WORKFORCE OPTIMIZATION

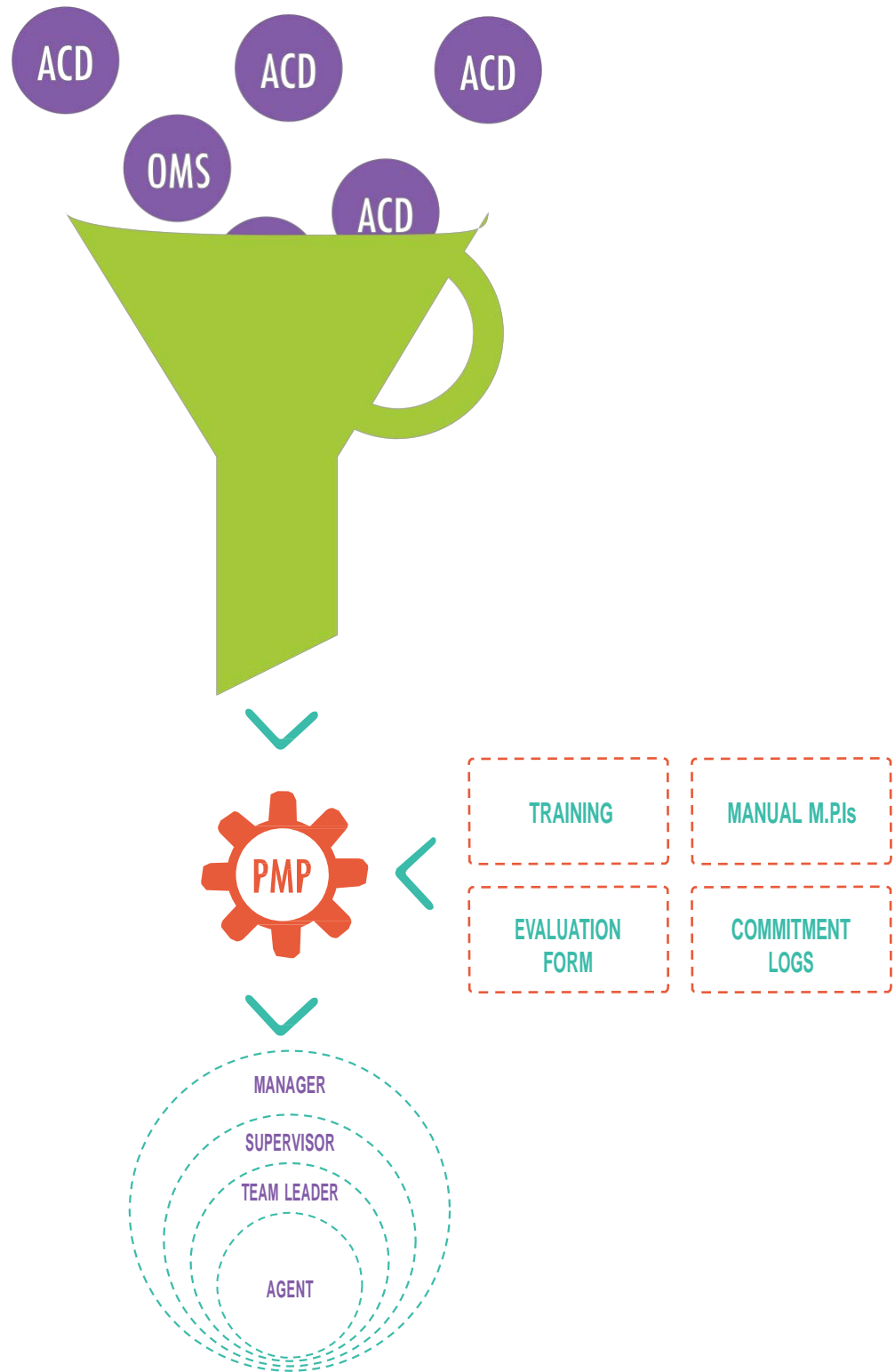## PERFORMANCE MANAGEMENT PLATFORM

PERFORMANCE MANAGEMENT PLATFORM

Running a call center can be complex due to the many platforms being used to enhance its operations and the quality of service provided to clients. Calculating the overall agent performance based on these platforms becomes a tedious and time-consuming task, prone to human errors.

While many call centers track agents' performance and development on a monthly basis to align their performance with the company's incentive plan, empowering agents, advancing their skills and raising morale is difficult to achieve with only monthly evaluations. Real-time evaluation is crucial for both call center and employee success.

Whether it's a small call center or a large multi-site call center, offers a complete solution that gives the call center management at all levels (directors, managers, supervisors, and team leaders) the ability to manage agents' performance effortlessly and in real-time. Moreover, agents themselves will have the ability to monitor their own performance scores and track their incentive plans in real-time.

How it works

Performance Management Platform (PMP) gathers information related to agent performance from all your call center platforms such as Automatic Call Distribution (ACD), Quality Monitoring System (QMS), Workforce Management (WFM) and E-Learning component etc.

Using the dynamic KPI builder in PMP, call center managers can define and formulate KPIs based on the collected data, set KPI targets, and define agents' incentive plans based on these KPIs.

PMP then provides an intuitive web interface to analyze, track and evaluate agents, supervisors, managers and overall call center performance based on the defined KPIs. With PMP, all your call center platforms are seamlessly integrated to provide an efficient, resourceful and centralized interface to manage performance.

Dynamic KPI Definition

Due to the different industries that your call center could be related to and the different management perspectives of KPI's importance and calculations, 's PMP provides the simplicity and flexibility of adding, editing or creating various KPI's to better suit the business model that you are adopting in running your call center.

PMP collects performance data from all your call center platforms. The KPI Manager then calculates the KPI scores based on your KPI definition taking the following into consideration:
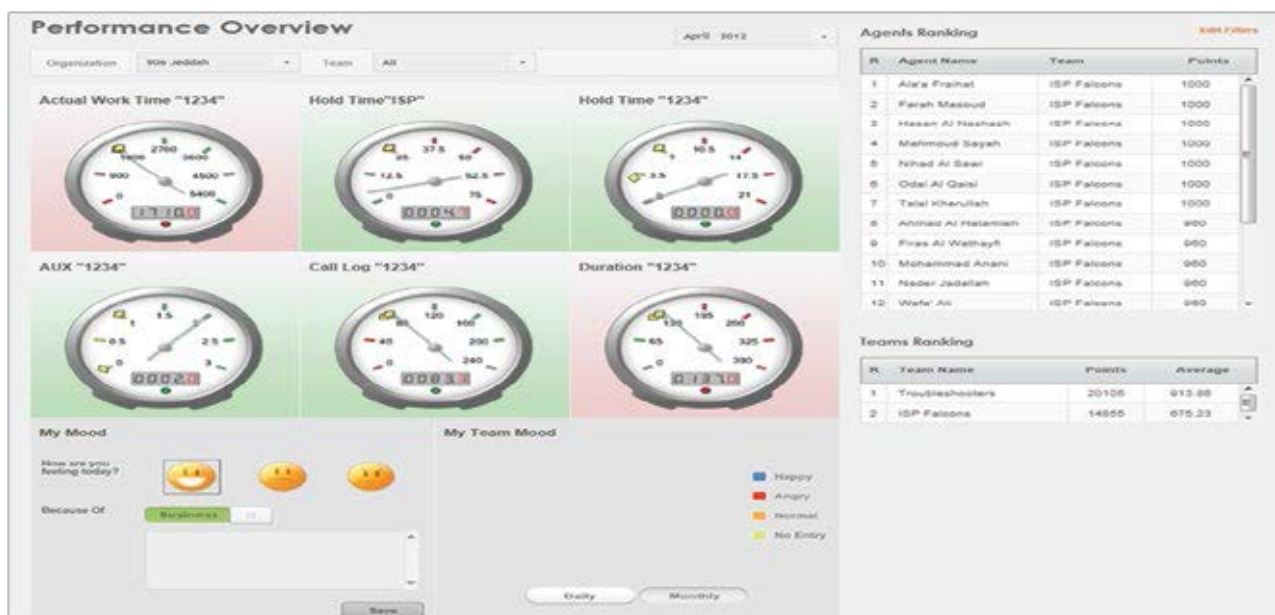- Collected data types could be numbers, percentages or durations.
- Collected data might arrive on regular or irregular time intervals.
- Data aggregation to calculate KPI score on daily and monthly basis could be achieved by taking the average of collected data, weighted average or sum.
- KPI score could be a result of a mathematical formula on data collected from multiple fields.
- Some KPI scores are linked to the achieved score of multiple agents (Such as team leaders and supervisors).

Defining KPI targets provides a quick visual realization of agents' performance. PMP allows you to set a target score for each defined KPI.

Hierarchy Based Performance Web Portal

Based on a dynamic user and role definition module that caters to all types of call centers, PMP offers a smart web portal that considers your hierarchy in the call center.

The portal is rich with analytical charts and gauges that make reading KPIs intuitive and very simple as well as a comprehensive set of reports for all user levels to analyze performance details in depth.

My Performance

KPI Name	Target	Achieved	Status	Trend	Details
Actual Work Time "1234"	1100 - 1800 Sec	1718 Sec	👉	⬆	🔍
Answered Calls "1234"	10 - 12	11	👉	⬇	🔍
AUX "1234"	0 - 1 Sec	1 Sec	👉	⬇	🔍
Call Log "1234"	75 - 80	100	👍	⬆	🔍
Duration "1234"	120 - 130 Sec	77 Sec	👍	⬆	🔍
Hold Time "1234"	3 - 7 Sec	0 Sec	👍	⊜	🔍
No Count "1234"	0 - 1%	9.09%	👍	⊜	🔍
No Response "1234"	0 - 1%	9.09%	👍	⊜	🔍
Reroute "1234"	1 - 2	0	👍	⊜	🔍
Rings"1234"	0 - 3 Sec	6 Sec	👎	⬇	🔍
SpeechLog Evaluations"1234"	84 - 87%	88.71%	👍	⬆	🔍
Yes Count"1234"	0 - 1%	9.09%	👍	⊜	🔍

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Daily Performance Trend

● Actual Work Time "1234"   ● Vacation   ● Day Off

Agents and Team Ranking

Through the home page, managers can instantly view the ranking of all agents as well as the ranking of the team under their authority. Team ranking is calculated based on the sum of the agents' accumulated points in a given month.

My Incentive

The incentive program is a monthly or annual payout determined by a subjective evaluation of each individual's performance. The payout is defined by incentive plans that comprise of incentive matrices linked to the defined KPI scores.

Incentive criteria will be different between hierarchy levels, as agents' incentive criteria is different from the criteria used for supervisors. Incentive matrices together with KPI's contribute to building the incentive plan which determines the net bonus payments for performers.

Recognition Logs

PMP provides the ability to define Recognition Logs, which can be used to reward agents and supervisors. These recognition logs and their rewards can be reconfigured by system admins.

Commitment Log

Commitment Logs represent penalties that would deduct from the accumulated points of the person to whom the log gets registered.

Coaching Session

When it's time for coaching, coaches can easily use the PMP to add a coaching session, select the performance period for which the coaching is done, and then log the output of the coaching session to be available for the coached agent to refer to in the future. These coaching sessions intuitively appear on performance charts to monitor their impact on agents' performance.