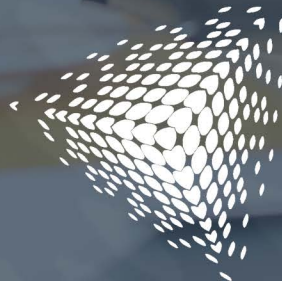




PLAYBOOK

CHANGING THE GAME



ProScheduler™

LOXY
SOFT

WORKFORCE MANAGEMENT SIMPLIFIED

REAL-TIME CONTROL REAL-TIME ACTION



Playbook is a truly user-friendly intraday dashboard with customizable views for everything you need to efficiently manage your WFM operations in real time.

Playbook gives you full control of your contact center and your workforce planning, allowing you to know what is going on in real-time, improving real-time coaching, and solving issues as they occur during the day – either from your desk, or from 100 miles away!

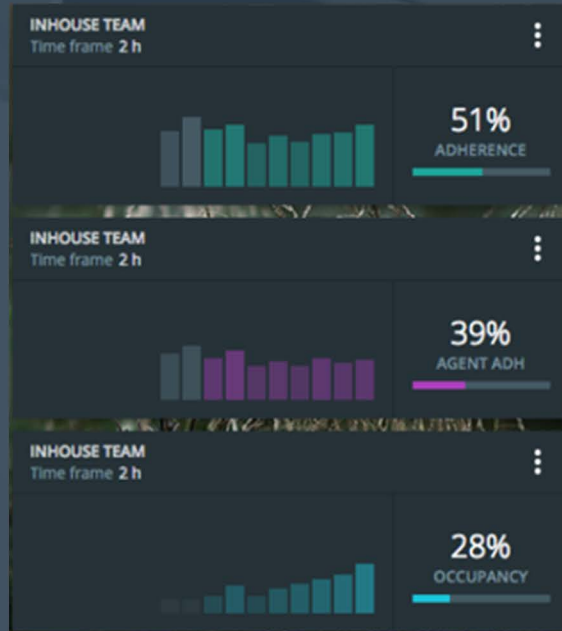
THIS IS PLAYBOOK

Our newest offering is the future of WFM Solutions.

By integrating game-design based solutions on our existing tools, we are able to increase engagement and improve productivity across your enterprise.

Playbook streamlines day-to-day transactions and processes by providing users with data and resources to perform their jobs with greater efficiency and a higher degree of engagement and personal responsibility.





KPI CARDS

There is one card for each main KPI: Adherence, Agent Adherence and Occupancy. The cards will show you the current KPI value for the selected timeframe.

There is a bar-chart with 16 bars representing 15 minute intervals each. To help the user understand how much time is used in the calculation, as many bars will be colored as needed to fill the timeframe.



STATUS SUMMARY CARDS

This card will show you:

The number of online agents.

The number of agents who are currently working.


The number of agents who are on “ready,” “active,” “wrap up,” and “not ready” status (also visualized by a bar graph).

AGENT GROUP MONITORING CARD

This card will list agents and show the following for each agent:

- Name
- Current task (color and type)
- Current state
- Time in this state
- % KPI's for occupancy
- % KPI's for adherence
- % KPI's for agent adherence


INHOUSE TEAM Team-size 43 agents						
26 NOW		43 TODAY		16 WARNING		
SCH	AGENT	STATUS	OCC	ADH	AAD	
	Ashlie Amsden Operator	Active 1m:28s	57%	99%	99%	
	Timothy Warf Operator	Active 3m:06s	65%	97%	97%	
	Claribel Chen Break	Active 3m:39s	64%	99%	97%	
	Mona Mullican Operator	Active 4m:28s	64%	99%	99%	
	Rebecca Saint Operator	Ready 0m:16s	60%	92%	92%	
	Allison Accetta Operator	Active 2m:02s	57%	92%	92%	
	Naoma Nelson Operator	Active 5m:18s	55%	99%	99%	
	Eleanore Evans Operator	Active 1m:09s	49%	78%	78%	
	Francisco Fore Operator	Active 2m:58s	9%	27%	21%	
	Sari Vetter Operator	Offline 18h:24m	0%	0%	0%	
	Christine Cecil Break	Offline 18h:24m	0%	0%	0%	
	Phillis Kopacz Operator	Offline 18h:24m	0%	0%	0%	
	Anthony Strohm Operator	Offline 18h:24m	0%	0%	0%	
	Inger Bellman Operator	Offline 18h:24m	0%	0%	0%	
	Gilbert Fewell Operator	Offline 18h:24m	0%	0%	0%	
	Joannie Reina Operator	Offline 18h:24m	0%	0%	0%	
	Kenneth Wiedman Operator	Offline 18h:24m	0%	0%	0%	
	Amberly Snavely Operator	Offline 18h:24m	0%	0%	0%	
	Sharen Augustus Operator	Offline 18h:24m	0%	0%	0%	
	Joannie Reina Not scheduled today	Not ready 6m:01s	0%	0%	0%	
	Marian Krizan Operator	Offline 18h:24m	0%	0%	0%	
	Wanita Brigman Operator	Offline 18h:24m	0%	0%	0%	

 **Sari Vetter**
Operator Offline 18h:24m 0% 0% 0%

Names highlighted in red means that the agent is missing.

 **Claribel Chen**
Break Active 3m:39s 64% 99% 97%

Names highlighted in blue means that the agent is working when not supposed to.

 **Joannie Reina**
Not scheduled today Not ready 6m:01s 0% 0% 0%

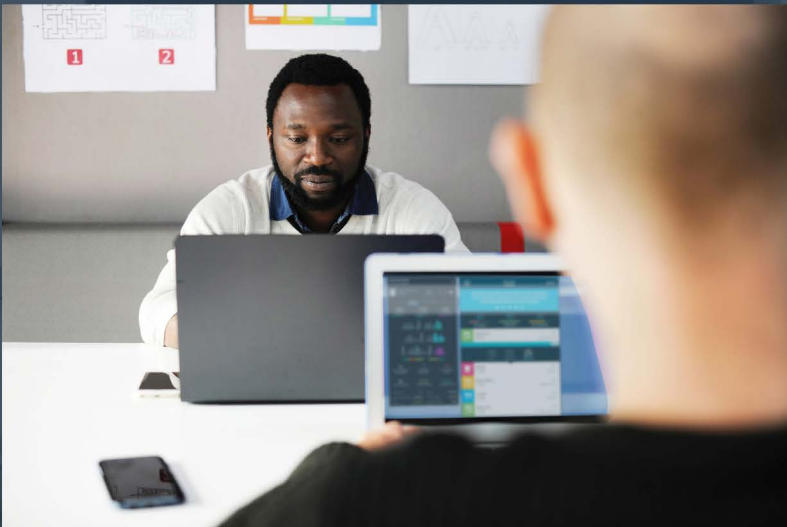
Sub-reason code if the agent is not ready with a sub-reason.

KEY BENEFITS

Through these user-friendly “cards” that you add to your screen, you will see all work in real-time. You can customize views based on what information is important to you and your tasks.

Integrated gamification and improved visualization functions helps increase agent engagement.

Discover and solve problems immediately as they occur.



With just one click, you can listen to a sales call or message one of your sales people – from the office or from anywhere in the globe!

You can view all real-time data on a big screen, laptop or mobile phone

The system has an attractive design that you can personalize.



About ProScheduler

ProScheduler is Loxyssoft's flagship WFM offering and boasts a host of enterprise-class workforce management solutions. We help businesses leverage their workforce investments to effectively schedule its people to give them a work/life balance while maintaining business profitability. We provide our services to over a hundred customers in the United States. ProScheduler's easy to use interface, low upfront cost and quick integration allows customers to get started and see results within weeks.

Our offering has the following key advantages over other WFM companies:

- User friendly & intuitive design.
- Quick & powerful optimization.
- SLA simulations & overflow calculations.
- Easy to deploy.
- Great value for money, Quick ROI.
- Great support!
- Flexible & customizable.
- Highly scalable.

Our host of solutions empowers our customers to run their centers more efficiently and effectively.



ProScheduler™

LOXY
SOFT

WORKFORCE MANAGEMENT SIMPLIFIED

NEW YORK | SAN DIEGO | STOCKHOLM | GOTHENBURG | OSLO | ÖSTERSUND

WWW.PROSCHEDULER.COM