

WorkFlex Delivers What Your Supervisors Want:

Team Effectiveness Empowerment

1 ANYWHERE/ANYTIME ACCESS TO TEAM KPI'S

An at-a-glance mobile dashboard showing key agent performance activities and status



2 REAL-TIME ALERTS TO CRITICAL ISSUES

Information supervisors need, when they need it, to enable quick, effective response



3 REAL-TIME COMMUNICATION

Instant chat capability to easily share information with agents and peers



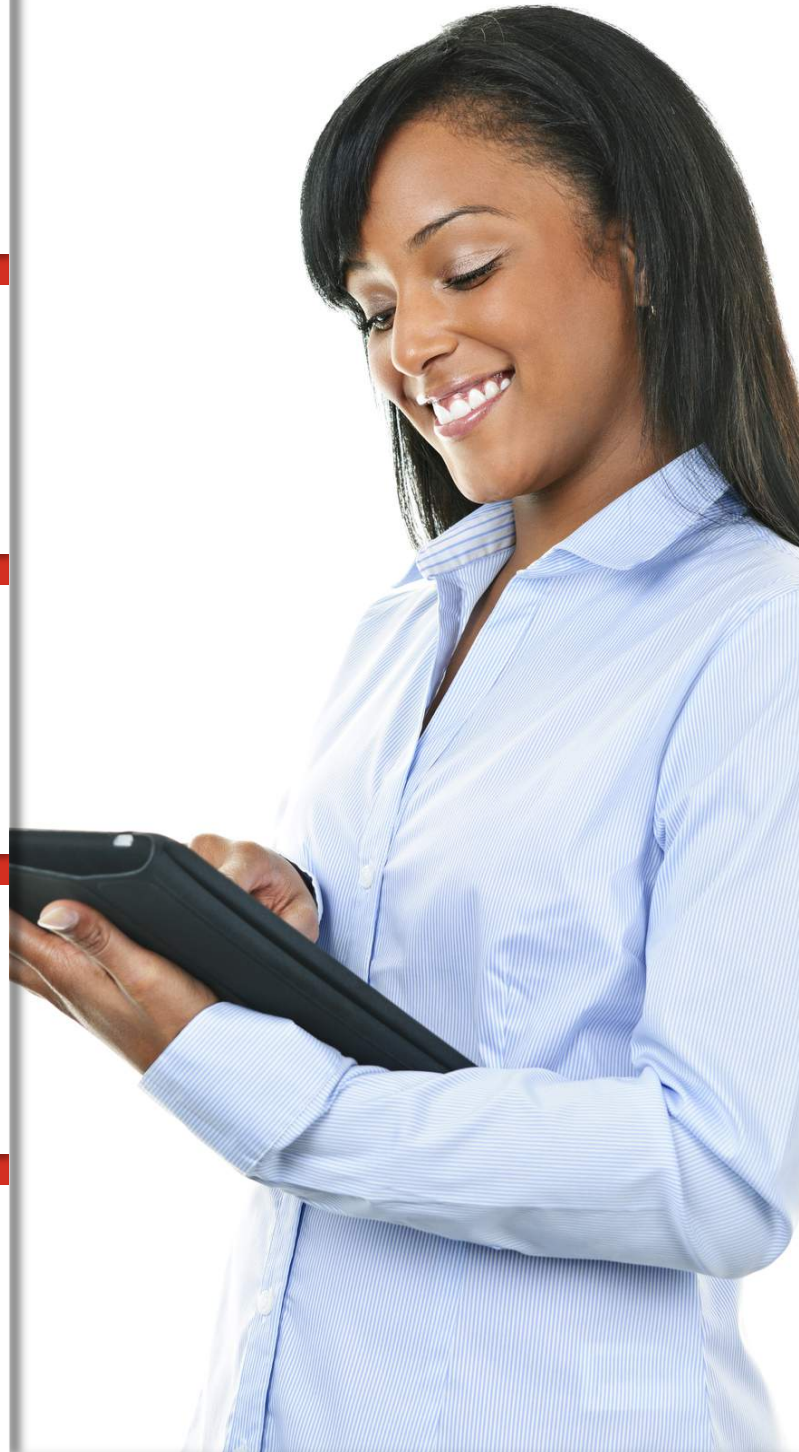
4 CONTROL OVER AGENT ACCESS TO OT/VTO

Ability to manage current eligibility for increased/decreased hours based on supervisor needs and agent performance



5 AGENT SCHEDULE REQUEST MONITORING

Visibility into agent schedule request activity and communication



Contact us for more information about how Performance Management tools from WorkFlex can empower your Supervisors.

WorkFlexSolutions.com

