

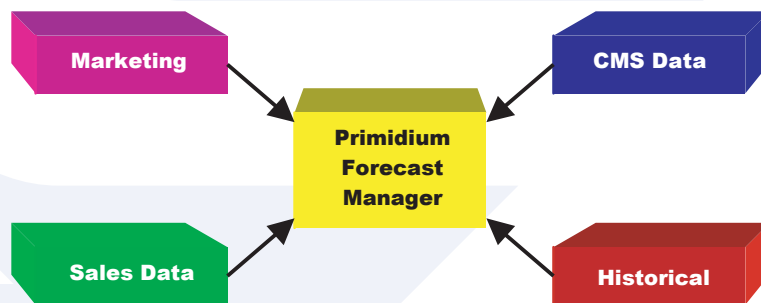


Forecast Manager

Predicting what will happen tomorrow is as much an art as it is a science. Accounting for every single factor that contributes to your call volume can be nearly impossible. In addition, you must identify information that is irrelevant to try to reduce the amount of data you have to wade through.

It's 3:00 pm and you've finally finished the forecast for next week. Now marketing is on the phone to inform you that the catalogs dropped early. Call volume needs to be doubled for that day and the effect will ripple throughout the week. All of your numbers are off. It looks as if it will be a long evening.

Change is the nature of business. Handling it effectively is the challenge. The **Primidium Forecast Manager** was designed with this in mind. Your marketing, CMS, sales and historical data is processed in real-time with our **AcuViz**[®] technology to provide accurate, dependable forecasts. As more data is collected your accuracy increases, allowing you to fine tune your forecasts right up to the last moment.



The Primidium Forecast Manager Integrated Solution

The key to accurate forecasting is identifying the crucial information and eliminating the trash. **Primidium** analyzes your data to determine what is important and what is not. And because yesterday's trash can be tomorrow's gold, **AcuViz** dynamically reassesses your data making sure that nothing is missed.

Primidium is quick, accurate, and can handle the "Now what?" scenarios. When **AcuViz** sees information in your data it hasn't encountered before, it constructs a solution to the problem rather than falling down as many other systems will. **Primidium** is adaptive, just as you need to be.

When combined with the **Schedule Manager**, **Primidium** forms a fully integrated workforce scheduling system. It provides precise agent scheduling, giving you real-time control over your workforce process. With this type of integration, your workforce can become everything you need it to be.

Features

- Part of the **Primidium Workforce Solution** suite
- Industry standard web-based platform
- Forecast resolution of 15 minute steps
- Forecasting for a week at a time
- Background processing
- Custom interfacing to existing systems
- Real-time CMS data integration
- Human resource data integration
- Password security