

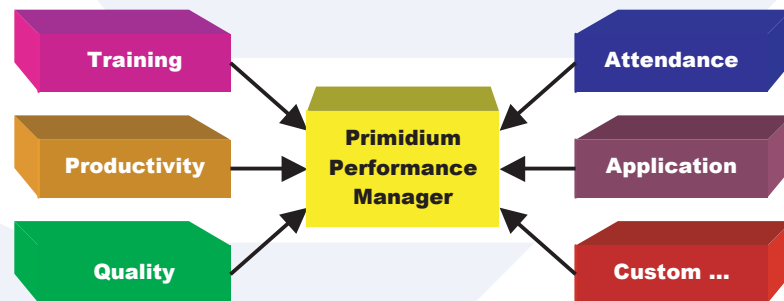


Performance Manager

You have spent years building your business. You have impressive catalogs, high-demand products, competitive prices, and great brand awareness. What about the voice behind your products? Remember, your sales agents may be the LAST impression your customers have of your business. How strong is the VOICE of your brand?

You spend hours manually gathering information from numerous data systems to perform routine employee evaluations. With so many considerations, these evaluations can range from mildly accurate to subjective and inconsistent.

Call quality evaluations make up one of the most critical elements of an agent's performance review. Without the proper tools and a solid process, your efforts can result in short-term, subjective evaluations of an agent's skills. In reality, the ultimate judge is the customer. You need a system that accurately reflects their expectations.



The Primidium Performance Manager Integrated Solution

The **Primidium Performance Manager** introduces structure, consistency, and objectivity to the agent evaluation process. It is a web-based, management system that accurately measures all facets of an employee's performance. Scores can be based on skill-sets, training, attendance, productivity, sales history, and customer interaction. The scoring scales can be customized to fit any business application, allowing you to precisely determine your workforce potential.

Primidium brings simplicity to your call quality process. Log in from any PC to begin grading with the built-in, online evaluation forms. You can look for performance trends, run comparisons, check out training needs, or spot emerging issues. With the Call Recording option your calls are automatically recorded at prescribed intervals. The recordings are stored chronologically and by individual agent.

When you combine the **Primidium Performance Manager** with the **Primidium Schedule Manager**, you have a leading edge, performance-driven, workforce scheduler. Your best performers are scheduled into available time slots. When those last minute surges in sales or unexpected absences occur, the next qualified agent is at the top of the call list. No hassle, no second-guessing.

Agent Performance Considerations

- Skill-set
- Training
- Attendance
- Productivity
- Application
- Call monitoring evaluation
- Sales history
- Dependability
- Customer interaction and follow-up
- Custom added considerations

Features

- Part of the **Primidium Workforce Solution** suite
- Industry standard web-based platform
- Custom interfacing to existing systems
- Flexible scoring scales
- Identification of agent deficiencies for needed training