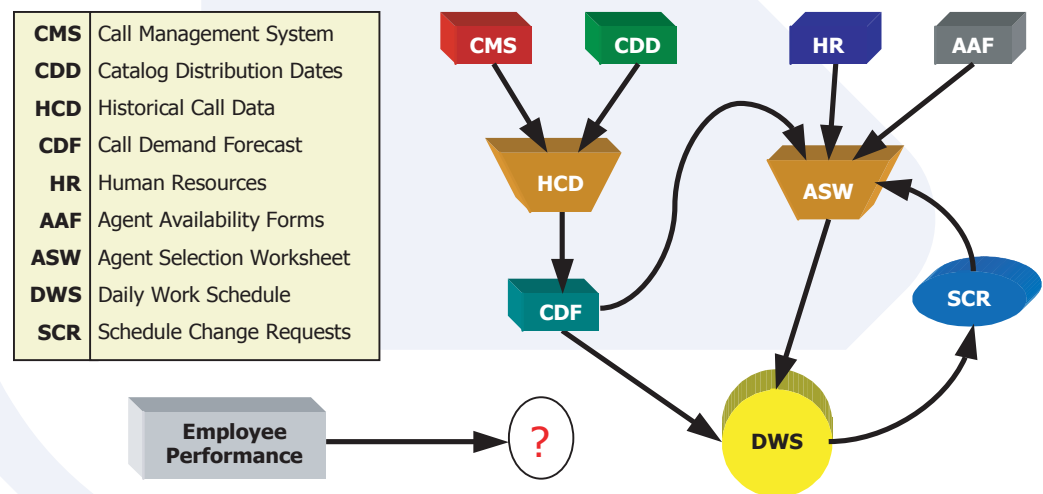




## Schedule Manager

Do you spend hours, perhaps days, importing and exporting data from multiple applications into spreadsheets and manually entering additional data to build your work schedules? You have the CMS data, seasonal influences, stacks of agent availability forms, and training schedules to consider. Some agents have already submitted change requests for the schedules you completed, while others are eager to know what next week's schedule looks like, or at least tomorrow's.

Maybe a flow chart would help...



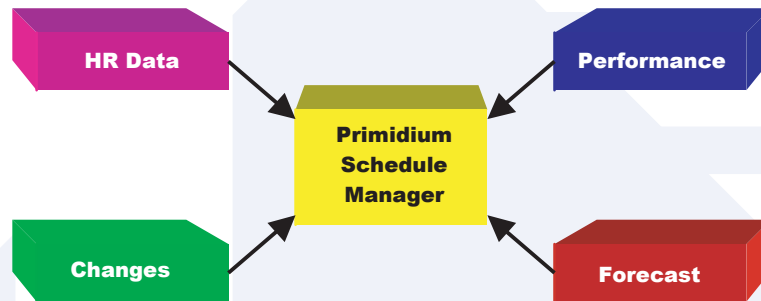
**The Typical Manual Scheduling Process**

... maybe NOT. Today's schedule is already in trouble. Five agents called in sick, the call volume is up 28%, and the abandon rate is through the roof. This form of scheduling may have worked yesterday, but your business has grown. Your customers and employees are demanding more.

*What about using tomorrow's solution today?*

**Primidium's** web-based platform and custom interfaces to all of your data seamlessly blend your information to provide the big picture for accurate forecasting and real-time scheduling. Last minute changes and "what if" scenarios can be plugged in at any time to allow precise scheduling adjustments.

When combined with the **Primidium Performance Manager**, the **Schedule Manager** takes into account the single-most important factor left out of today's workforce scheduling software: **Performance Matters!** While skills are important, performance is the major factor defining world-class customer service. **Primidium** takes everything into account with our performance-based **Shurex**© algorithm. Our real-time forecasting and revolutionary performance-driven scheduling technology generates the best possible fit for the staff you have available.



**The Primidium Schedule Manager Integrated Solution**

Resource efficiency translates into satisfied customers, better equipped staff, less stress on schedulers and agents, and increased ROI for the corporate office. Does this mean you can be perfectly staffed? Perhaps not, but allow **Primidium** to bring you closer than you ever dreamed possible.

## Features

- Part of the **Primidium Workforce Solution** suite
- Industry standard web-based platform
- Custom interfacing to existing systems
- Advanced call volume forecasting
- Agent initiated online schedule change requests
- Real-time CMS data integration
- Human resource data integration
- Skill and availability based scheduling
- Optional performance-based scheduling with Performance Manager