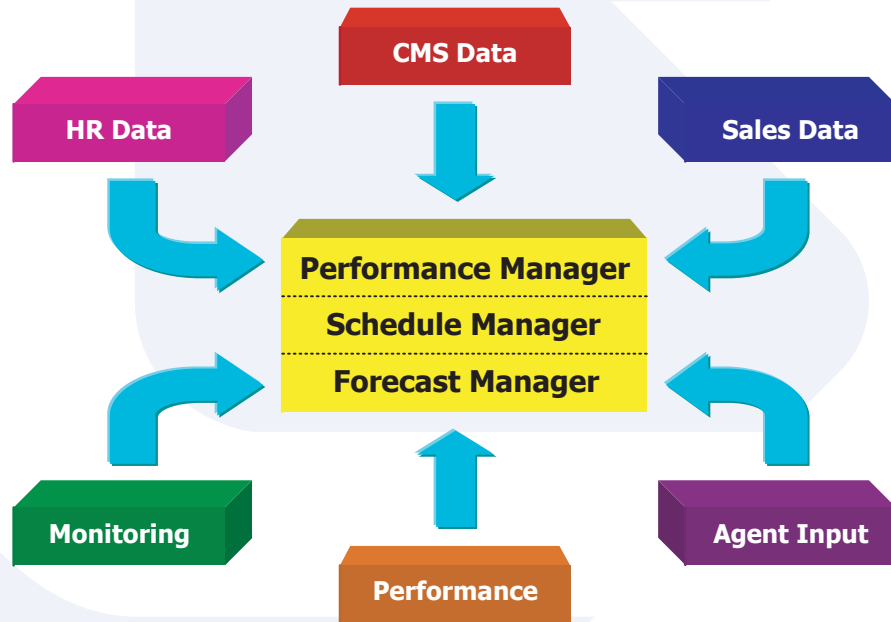




The Primidium Solution

Managing your contact center workforce requires relentless and dependable assessments of information. Data needed to develop call forecasts, work schedules, performance evaluations, and quality monitoring is scattered on different business systems that do not communicate with each other. You spend far too much time importing files and manually entering data into spreadsheets. Analyzing information this way is antiquated and labor intensive. You need a solution that provides structure and control in your business, and you need it now.



The Primidium Workforce Solution Consolidates ALL of Your Data.

The **Primidium Workforce Solution** is a fully integrated workforce management system consisting of three distinct component managers.

- **Performance Manager** consolidates all aspects of agent performance to provide a structured approach to the employee evaluation process.
- **Schedule Manager** brings scheduling to an unprecedented level with our revolutionary performance-based **Shurex®** algorithm.
- **Forecast Manager** analyzes all the factors affecting your call volume and provides advanced call volume forecasting, real-time CMS data integration, to accurately predict your needs far in advance.

Primidium is constructed on an industry-standard, web-based platform with easily customizable interfaces to all of your data. Information is seamlessly blended to provide you with the big picture for making critical workforce decisions. Answers can be as close as a single click.

The **Primidium Solution** will quickly become the muscle behind your workforce management process, replacing hours of tedious data manipulation. With the added luxury of examining different "what if" scenarios, you can be sure you have all the bases covered. It is your business, the way it should be.

*You have the best schedule possible for your available staff.
All the necessary skill sets are represented. Your customers' expectations are being met with virtually no abandoned calls.*

Welcome to the **Primidium Workforce Solution**.

Features

- Industry-standard, web-based platform
- Custom interfacing to existing systems
- Built-in agent performance evaluation
- Automated agent quality monitoring
- Performance-based scheduling
- Automated call recording
- Identification of agent deficiencies for needed training
- Re-configurable scheduling algorithm
- Advanced call volume forecasting
- Online agent initiated schedule change requests
- Flexible scoring scales
- Third party outsource data integration
- Real-time CMS data integration
- Human resource data integration