



**CALL CENTER  
SCHEDULER**

TIME FOR BUSINESS

# Schedule Exception Tracking

## [ Do you know where your agents are? ]

It's 8 am...do you know where your agents are? How many are out sick or in training? Who is scheduled to be on the phones? How many are available? How many do you need to meet service level? Schedule Exception Tracking gives you the answers throughout the day, so you are constantly aware and can manage your workforce effectively for both online and offline activities.

### [ No time to lose ]

Lost time can kill productivity, reduce profit potential and create excess costs. Relying on ACD log in times doesn't show you where the shortages occur ...or how to correct them. By tracking all exceptions to your agent schedules you can:

- ▶ Improve Service Level
- ▶ Increase outbound calling capability – and revenue generation
- ▶ Identify agents who consistently do – and do not – adhere to schedules
- ▶ Manage absenteeism
- ▶ Manage paid days off
- ▶ Measure training and development time
- ▶ Conveniently manage shift trades

Schedule Exception Tracking from Call Center Scheduler makes agent schedule adherence easy to manage with real-time exception information and improves intra-day forecasting by showing agent availability and requirements throughout the day.

Time	Req	Sub	Int	Act	Plan	Var	Ser	Int
12:00	12	75	75	88	84	4	100	
12:05	11	74	74	82	82	0	100	
12:10	11	74	74	80	82	-2	100	
12:15	12	75	75	85	84	1	100	
12:20	12	75	75	78	85	-7	100	
12:25	12	75	75	80	85	-5	100	
12:30	12	75	75	75	85	-10	100	
12:35	12	75	75	75	85	-10	100	
12:40	12	75	75	75	85	-10	100	
12:45	12	75	75	75	85	-10	100	
12:50	12	75	75	75	85	-10	100	
12:55	12	75	75	75	85	-10	100	

## [ Contact us today ]

Call Center Scheduler delivers the most powerful workforce management solutions for small and medium-sized call centers. Improve agent productivity, customer service and employee morale. Call today for more information, 1-866-222-2363.