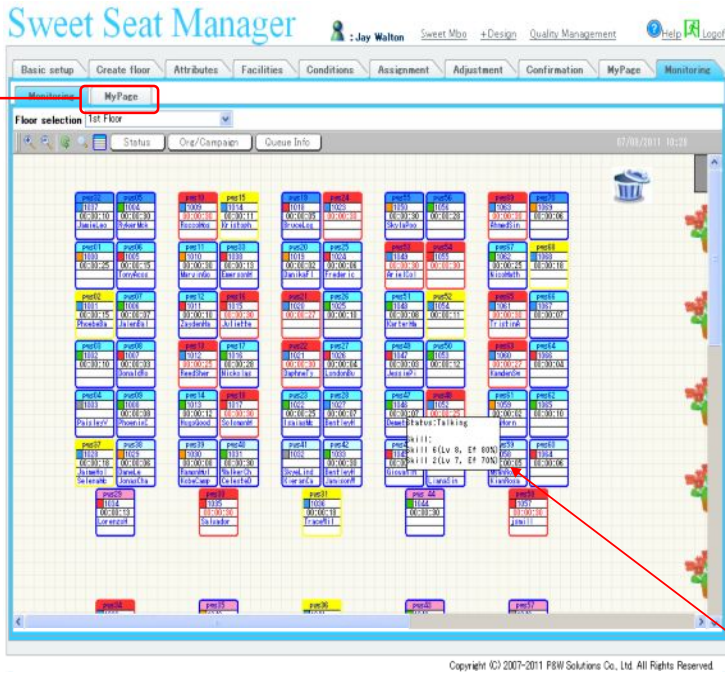


Real time Seat Monitoring by Virtual Floor

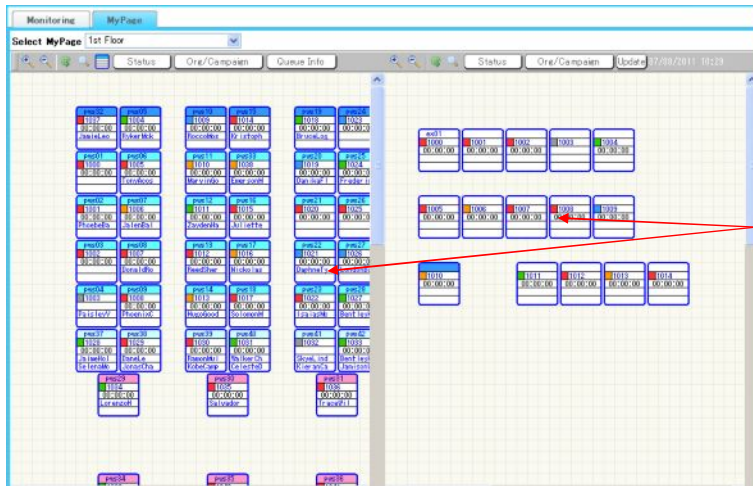


- Call & Contact status of Agent can be understood by real time
- SV can see the agent statues of whole floor easily, because seats are colored by each statues such as Talk, Wait, Hold and Ready.
- The 2 steps threshold can be set. When the value exceeded, booth will be flashed/blinked. (Color of flash/blink can be set)
- SV can switch the floor view point.
- In MyPage, only reference login users can be confirmed.
 - *The optional functions as
 - Voice Monitoring of Agent Conversation
 - Show Help Requesting from Agent

Cursor on seat, Skills of Agent are showing.

The assigned status of only for reference seats can be confirmed by SV

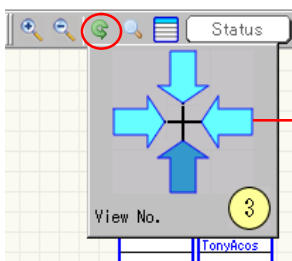
From whole floor, MyPage can be registered as only login users are referring, and seat assignment status of agent can be confirmed.



If the referenced seats are separated in floor (Different floor also). One screen with divided view.

Switch View Point of Floor

The floor can be switched from right to left or up and down.
 *This function is available for "Adjustment"/ "Confirmation"/ "Monitoring".



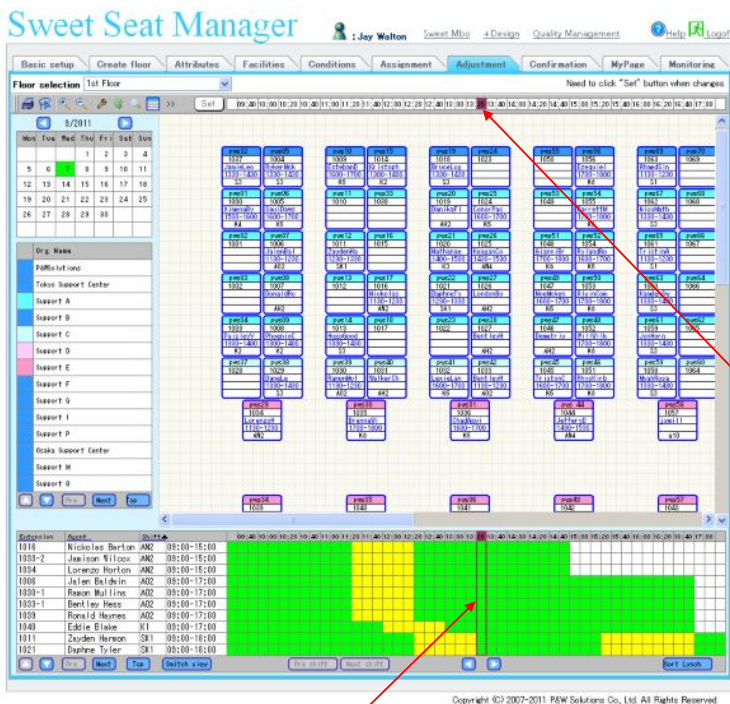
The floor with down viewpoint



The floor with up viewpoint



Automatic Seat Assignment based on Shift and Conditions



- Agents are assigned to seat automatically by using shift data created by Sweet Wfm function and configured conditions by Sweet Seat Manager.
- Agent are assigned by group or campaigns.
- If problem seat is registered, these seats will be taken off.

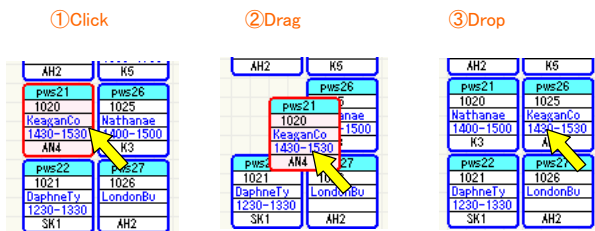
Click time, the assign seat status can be confirmed.

The shift data created by Sweet Wfm

The created shift data are displayed by Sweet Wfm (Epm/Mbo), SV can adjust with confirming shift details.

Easy Seat Adjustment by Drag & Drop

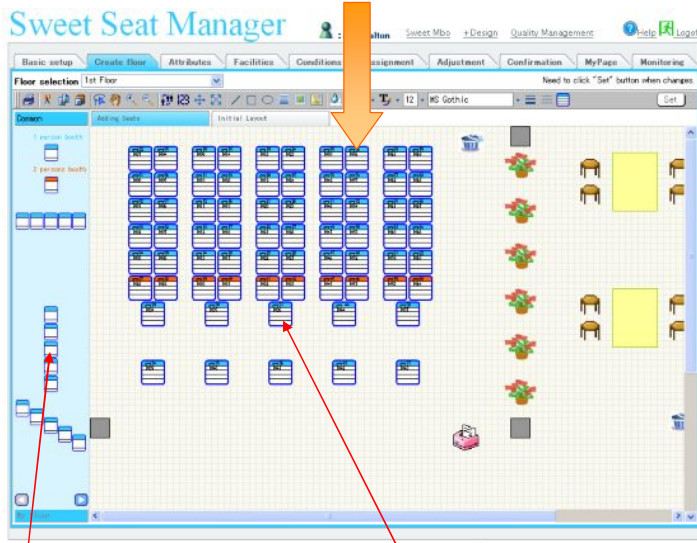
By Drag & Drop, SV can arrange seats easily.



Conditions for Automatic Seat Assignment

Place seats in floor

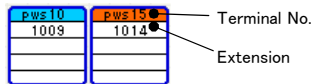
SV can create floor layout as you like.



By using seat template, SV can place seats to virtual floor.

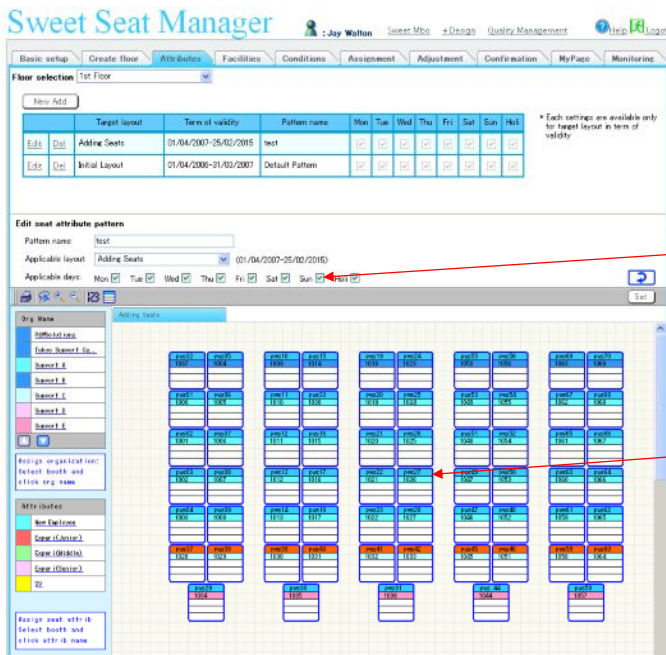
- Seat layout can be created freely. (In Series or Sidling are possible)
- Extension and terminal No. can be assigned.
- 2 person booth also can be created.
- More detailed floor layout can be placed using with form of floor, position of pillar and printers.
 - *The icons can be set by users
 - *The background can be set by users

Extension & Terminal No. can be set



- ※1 person booth =Blue
- ※2 person booth =Orange

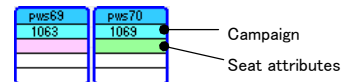
Seat Attribute



- SV can specify the assigned campaign & attributes of agent to created seats.
- Seat attributes can be set by specifying a day of the week.

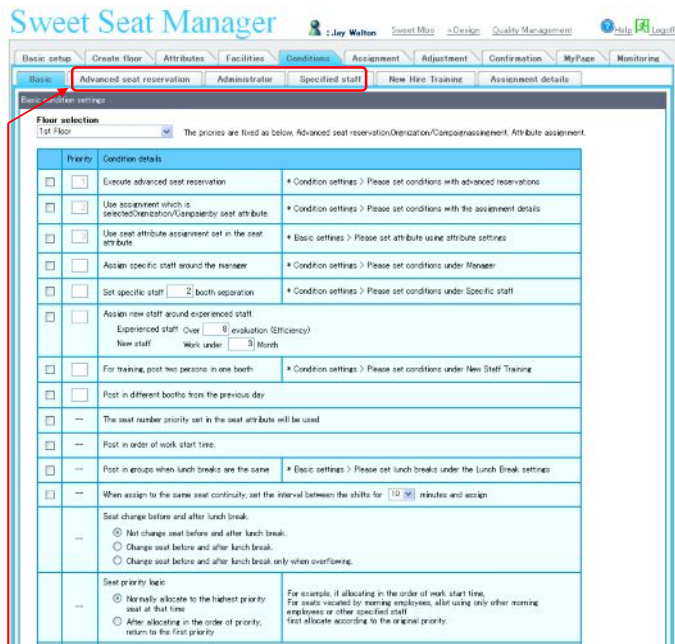
Seat attributes can be set by specifying a day of the week.

Campaign & attributes can be set



Conditions for Automatic Seat Assignment

Assignment Conditions & Priorities can be



- The considerable conditions can be set when the agents will be assigned to seats.
- The priorities can be set to conditions
- In case of the fixed SV seat, it can be registered as "Fixed Seat".

■ The details of conditions are set when SV selects the condition which is needed to specify the target agent.

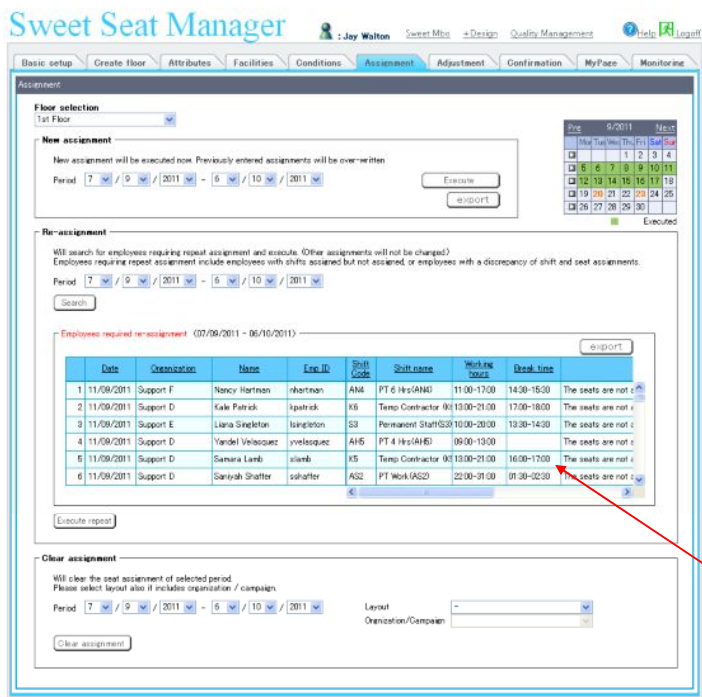
Advanced Assignment The agents are set to assigned to the seat in advance. SV can specify the target agents & seats

Manager The agents are set to assign around Managers (SVs) SV can specify the managers and agents.

Specified Staff The agents not to set seatmate, SV can specify the target agents

New Hire Training For training, new hire agent is needed to assign with experienced agent, SV can specify the agents

Seat Assignment is conducted automatically based on the specified

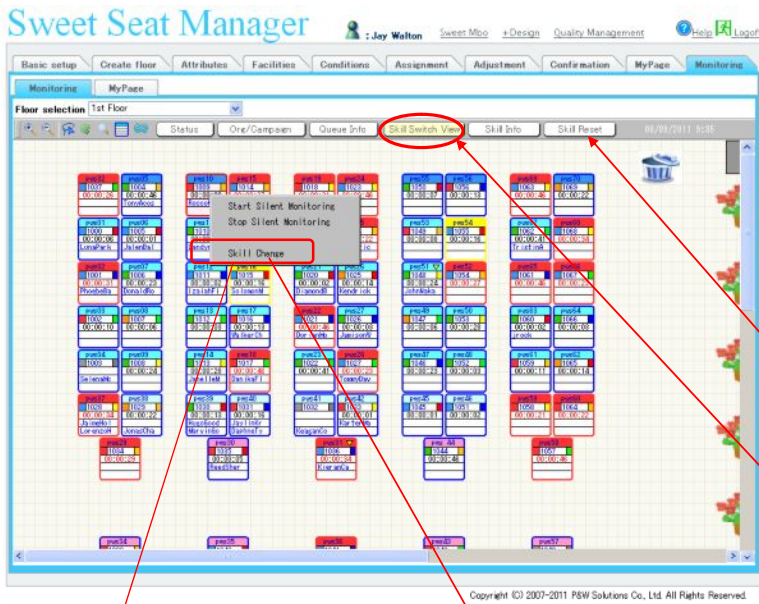


- SV can assign agents to seats with selecting floor & period
- After assignment, if work shift of agent will be changed, Re-Assignment can be done by viewing the agent list for Re-Assignment

Only selected agents for Re-Assignment, the seat assignment is conducted again.

Skill Change

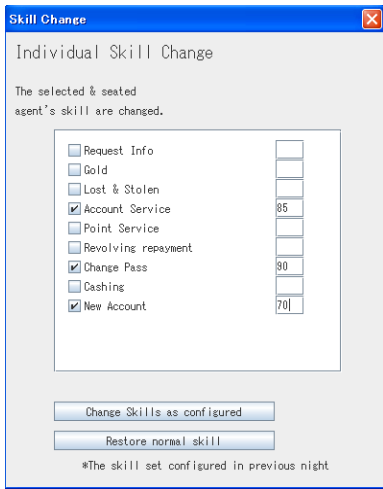
Agent Skills can be changed by individually or collectively



"Skill Reset" button will restore all agent's skill to the skill set of previous night.

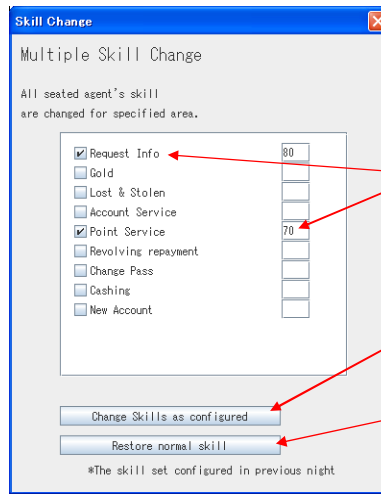
◆ Skill Change by Individual

Right clicking 1 Agent seat → The screen of clicking "Skill Change"
 ⇒ SV can change the selected agent skill by individually.



◆ Skill Change by collectively

Right clicking multiple Agent seat → The screen of clicking "Skill Change"
 ⇒ SV can change the selected agent skill by collectively.



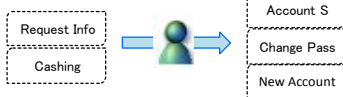
Check the skill to change and input skill level.

Change the specified skills

Restore the skill set to previous night

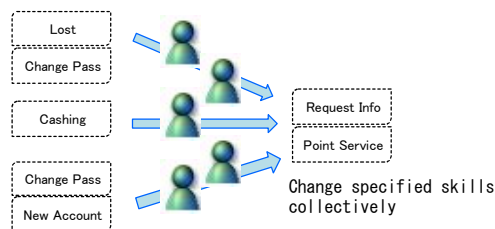
Before Change

After Change



Before Change

After Change



The skills configured to agent