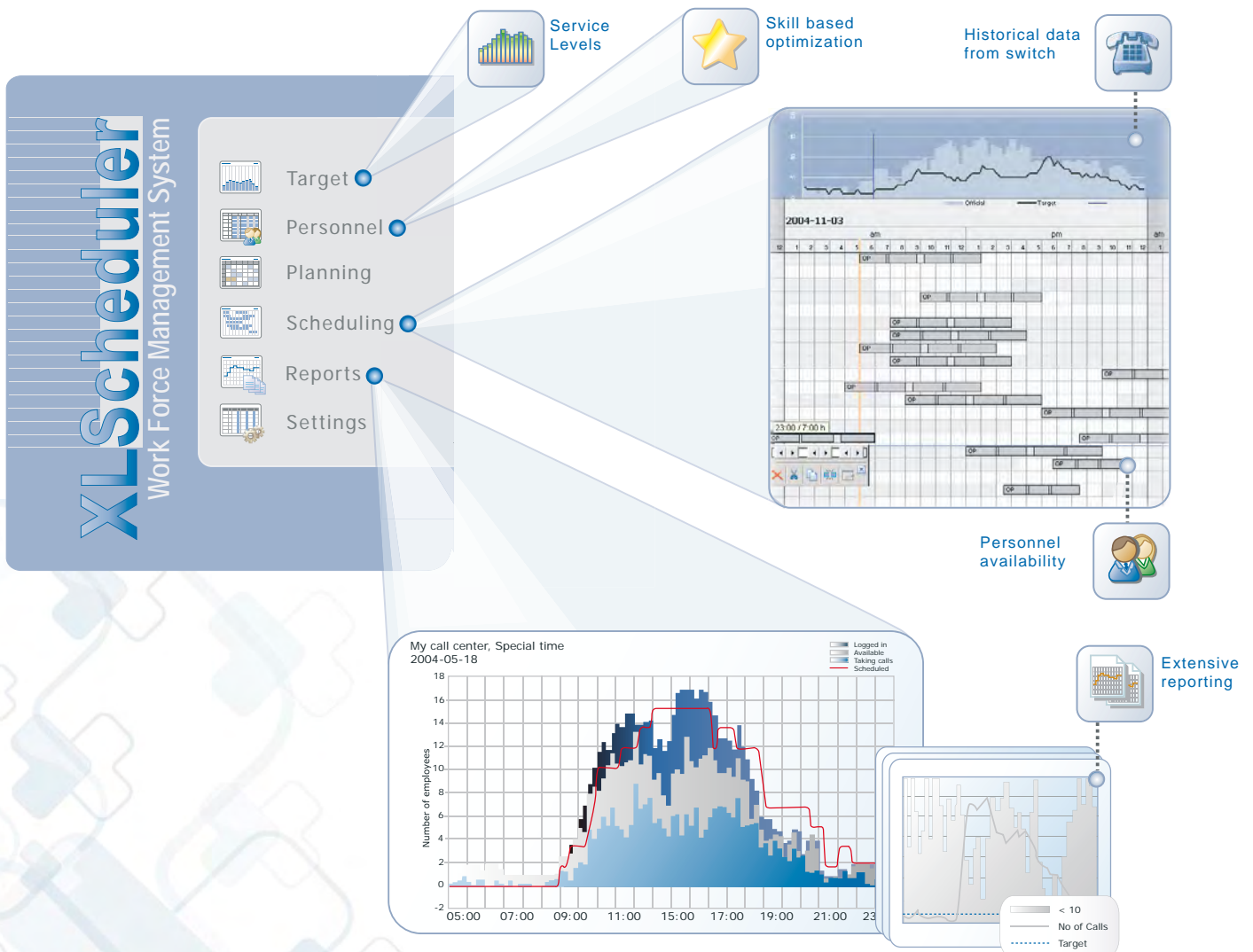


# XLScheduler

## The road to the perfect schedule starts with XLScheduler.

At XLScheduler we have been helping contact centers to successfully improve scheduling since 1997 and today thousands of agents around the world are scheduled by XLScheduler every day.

Our workforce management system includes everything from forecasting and scheduling to time and attendance systems that includes electronic time clocks. Our modular approach enables you to choose our entire portfolio or simply select those modules needed to best work for your business.



### SCALABILITY

Growing with XLScheduler is easy. You can go from one site to many, from one set of skills to a multi-skill operation without requiring additional modules. It does not matter if you are 15 or 1500 agents, when your company grows you only need to add more licenses, no extra installations, no extra training. Our flexibility and scalability allows your business to grow and evolve with XLScheduler.

### SERVICE

With XLScheduler you are not only getting a great workforce management system, you also get help and support from committed staff with years of experience who understand the challenges your business is facing. We want to build long term relationships and to be there for our customers every step of the way.

## FORECASTING



Accurate forecasting is a must for good scheduling. A correct target provides customer satisfaction as you maintain high service levels while at the same time generate payroll savings as you reduce over-staffing.

XLScheduler produces a target forecast based on your actual historical data collected from your telephone system. The main principle is that previous days of a certain type are the basis for forecasting future days of the same type. Holidays and other unusual traffic days can be treated as special days based on call data from the same day previously years.

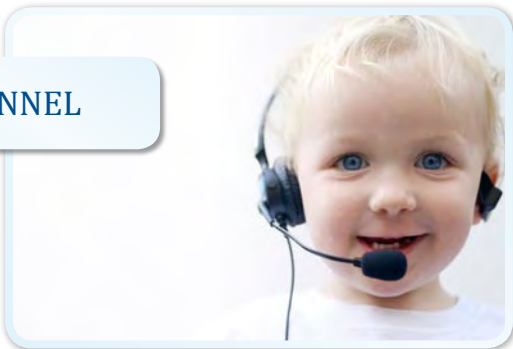
Using Erlang C, a formula generally accepted in queue theory, a forecast can be made as to the number of agents you need to schedule every 15 minutes of the day.

If your operation has multiple sites or is multi-skills based, call traffic can be divided into different channels in order to forecast each separate part of your business. For multisite operations, rules can be set up for splitting call traffic between sites.

XLScheduler will give you a forecasted target based on your data, but there are several ways to manually adjust your target and for simulation purposes, static targets can be imported to create a target.

Targets can also be made for non-call activities such as e-mail, back office and supervising.

## PERSONNEL



The most important and valuable but also costly asset in your contact center is your personnel, so make sure you schedule them in an optimal way. An optimal schedule will create an even workload which will mean less stress for agents at peak times and less hours with too little to do and agents will feel productive and valuable to the company.

Each agent has individual settings for work hours per week, skill set, break patterns, shift lengths,

set schedules and much more to ensure that the system schedules them accordingly.

XLScheduler also enables agents to influence their own schedules. An availability schedule can be provided to each agent and also give them a choice of preferred work hours. A web interface can give agents the ability to view their schedule online and to request time off. A system of points restricts the number of requests and a report on historical requests helps the supervisor to be fair when approving requests.

Commuting agents can even be connected to timetables of certain trains or busses to make sure their schedule matches the times of their chosen transport.

## SCHEDULING



XLScheduler's automatic scheduling module creates optimized schedules matching each agent's skills, availability and preferences while at the same time meeting service levels and forecasted call volumes. Time and effort saved on scheduling can be put to use in other areas of your operation.

Manual changes can be made during scheduling, such as entering vacation or sick leave or adding specific shifts to agents. Agents calling in sick can be replaced using a replacement function which keeps track of who, with the same skill set, is available to take the shift. Single day recalculation is available to improve the schedule due to unexpected events such as absence but also due to weather related changes on call volume etc.

## Non-call activities

Scheduling of non-call activities, such as email, training, supervising or back office, are all standard features in XLScheduler, and can be mixed with call activities.

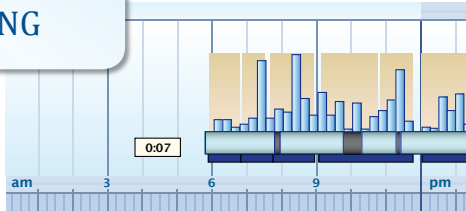
## Strategic planning

XLScheduler gives you the possibility to do long term planning for call volume increase, labor reductions or other what-if scenarios to help you make strategic decisions for the future.

## Project module for outgoing calls

The project module enables the planning of projects or campaigns for outbound calls for tele-marketing. Projects can be planned and associated with schedules and skill requirements. The total output is a target number of shifts that needs to be filled. On the web, qualified agents can sign up for available shifts or put in a request for a particular shift. The final schedule is put together by the optimization engine to make sure agreements and other requirements are met.

## REPORTING



Visibility into the various areas of your business gives you the necessary insight into what is happening in your contact center and which areas need improving. This type of control is vital whether you are running a small or large call center.

## Agent Performance

The Agent Performance report presents the performance of each agent. An agent scorecard gives you detailed information on various perform-

ance parameters such as adherence to schedule, late arrivals, availability to take calls, percentage of occupancy and more. Information is presented in user friendly graphs giving instant snapshots of an agent's performance. A point system based on performance helps rate agents and can be used for bonus calculation. This report is an excellent tool in training and coaching agents to show their performance and to emphasize the impact on the contact center.

## Call Traffic

The Call Traffic Reports are a data mining tool that can handle data from XLScheduler and from the telephone system to create graphs for comparing relevant parameters of your own choice.

A selection of fixed reports is also available including a daily and a weekly summary.

## TIME REGISTRATION



xlTimeManager is the perfect tool to get control of worked time. xlTimeManager will help you automate the process of managing time and attendance information and enables transfer of data to the pay roll system. If integrated with XLScheduler, you will have a single system which will take you all the way from forecasting to payroll.

### xlTimeStamp

xlTimeStamp is a web based time clock where agents can register when they start work and what activity they will be commencing. During the day, changes of activities can be made and when finished for the day the agent registers that they are leaving. Messages can be sent between the

agent and the supervisor. Activities to choose from are selected per customer and then connected to a salary code. Recorded times can be rounded in various ways.

### xlTimeManager

xlTimeManager is a tool for administrating agent time sheets generated by xlTimeStamp or an external time clock. Log-on times from the switch can also be used if preferred. The time sheet shows an agent's actual work time and scheduled times can be imported from XLScheduler or other scheduling systems for comparison of adherence to schedule. Manual adjustments and entering of absence codes are applied before saving the time sheet.

### Salary Report

Once the time sheets are saved, a salary report can be generated for each agent showing a summary of overtime, premium hours, absence and overtime. Manual adjustments are possible before data is transferred to the pay roll system. Connection to most pay roll systems is possible.

## SYSTEM REQUIREMENTS

### Clients

- Microsoft Windows XP/Vista
- Microsoft Office 2000/XP/2003/2007
- Minimum 512MB RAM (1GB recommended)
- Microsoft .Net Framework 3.5 SP1

### Database server

- Microsoft Windows Server 2003/2008
- Microsoft SQL Server 2005/2008 (or SQL server Express edition (free))
- Minimum 4GB RAM
- Minimum 20GB disc space

### Web clients

- Microsoft Internet Explorer 7

### Web server

- Microsoft Windows Server 2003/2008
- Internet Information Services (IIS) 6/7
- Microsoft .Net Framework 3.5 SP1
- Minimum 4GB RAM



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## TESTIMONIALS



*"I am extremely happy with XLScheduler. Quite honestly, it's the best product I've purchased since entering the TAS industry in 1991."*

JOHN YOCCA  
President, Central Communications Corp.



*"I have been able to increase my profit margin 10% by using XLScheduler. It is always accurate and dependable. I would not try to operate a call center without it."*

DAWN NEWBORN  
Vice President, Omni Communications.



*"Thanks to XLScheduler we have probably got the best scheduling of all call centers in our industry."*

ALLAN FROMM  
President, An-ser Services.