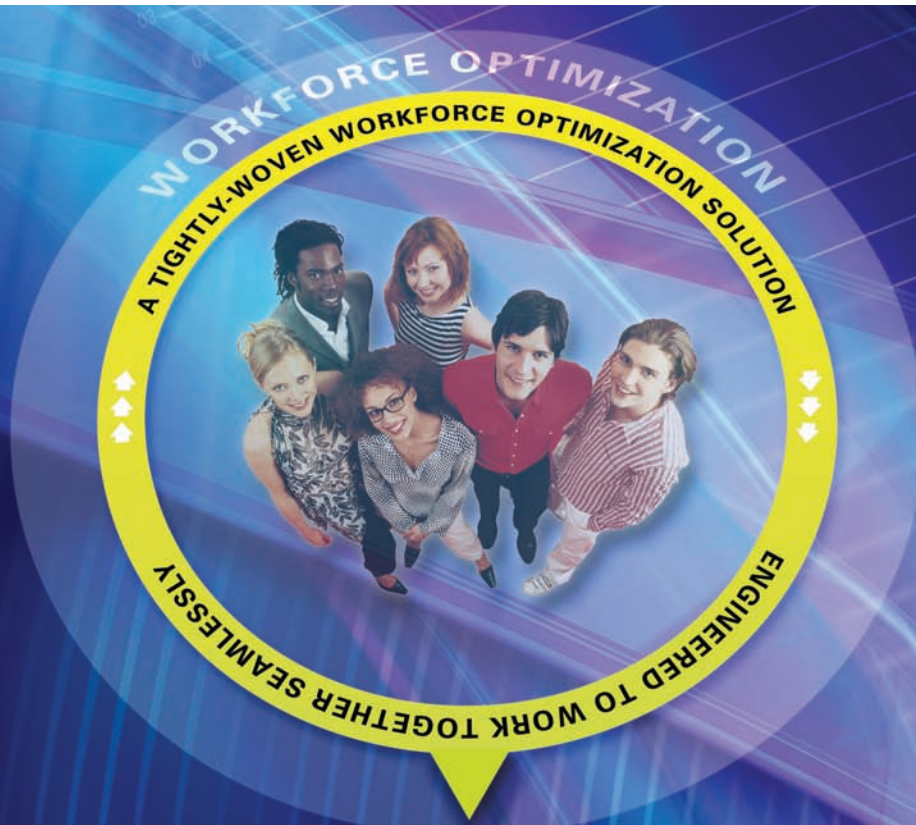


Your complete solution for optimizing workforce performance



QUALITY MONITORING/
CALL RECORDING | WORKFORCE
MANAGEMENT | PERFORMANCE
MANAGEMENT | E-LEARNING

Now your company has a complete solution for optimizing your workforce performance. Your people. Processes. And technology. Throughout the enterprise and along the complete contact center workforce continuum. The result for your customers: Increased satisfaction, an optimized experience and true loyalty.

It's time to align your people, processes and technology so that they work together to achieve your business goals. Are they working collaboratively? Could they perform better? Are they enabling you to take advantage of the

vital customer information that's contained in every customer interaction? And can you share this information with the rest of your enterprise?

Improve Everything

Long recognized for our browser-based multimedia customer interaction recording, performance management and actionable learning applications, Witness Systems now includes the proven workforce management solutions of Blue Pumpkin Software. As a result, we offer the broadest workforce optimization solutions available — all from a single provider.

Witness Systems' solutions bring together **customer interaction recording, workforce management, performance management** and **actionable learning** with **best-practices consulting** to help you improve everything in your contact center while:

Increasing customer satisfaction

Optimizing the customer experience

Capturing customer intelligence

Improving customer retention

Achieving customer loyalty

It's your goal.

It's our philosophy.

Improve everything.



WITNESS SYSTEMS

To meet the needs of a broad spectrum of contact centers, Witness Systems offers workforce optimization packaged solutions that deliver different levels of functionality.

If your contact center delivers service in either traditional or IP Telephony environments, and you are interested in automating quality and scheduling processes and reducing risk, then our baseline workforce optimization solution is for you.

More advanced pre-packaged solutions are also available for multi-skilled, multi-channel contact centers that want a greater level of insight into

their performance and customer interactions, often for enhanced service delivery, data mining, cross-selling, up-selling and more.

All packages include solutions for customer interaction recording, workforce management, performance management and actionable learning. While the specific features of the packages differ based on your needs, they include some or all of the following:

Voice and Data Recording — Provides customer interaction recording for quality assurance, compliance, sales verification and data-mining purposes in contact center, IP Telephony and back office environments. You can reliably — and transparently — record 100 percent of transactions across multiple sites, set business rules and record only transactions of interest, or record transactions at random or on demand. Enhance the way productivity, service quality and more are measured by facilitating simultaneous review, evaluation and scoring of your agents through customizable forms, reports and graphs that provide an immediate performance summary.

Forecasting — Provides a variety of methods for selecting, combining and refining historical data for forecasting future interaction volume and handle time across queues. You can set profiles to model contact behavior for different types of events and circumstances, and work out complex “what if” scenarios.

Scheduling — Automates scheduling using powerful algorithms that take business processes and employee proficiencies and preferences into

account. You can easily deploy the right number of agents, with the right skill sets, at the right time.

Adherence Monitoring — Displays a real-time view of every activity across all channels in your contact center, including those in the front and back office, so you can see how your employees are performing. Alerts notify you when they are out of adherence, while exception management and centralized tracking streamline work processes.

KPI Scorecards — Includes predefined key performance indicators (KPIs), along with role-appropriate scorecards that show contact center staff how they're performing against their goals. This visibility into performance can motivate your staff to improve, while enabling managers to focus their efforts on problem areas.

Contact Visualization — Uses an innovative color-coding system to graphically depict trends in contact volume. Each interaction is color-coded based on contact attributes, enabling you to easily spot those that exhibit particular characteristics, such as sales or complaint contacts.

Centralized Reporting — Provides centralized reporting, even across multiple sites. By streamlining these often time-consuming procedures, you can make better decisions, faster — and implement them right away.

Contact Editing — Allows you to create e-learning content from your captured customer interactions. You can develop a customized piece of learning in just a few minutes and a high-quality, interactive learning clip in only a few hours. Now your agents can interact with your customers and test their knowledge of technological resources and procedures, yet under simulated and controlled conditions that optimize learning.

Lesson Management — Enables supervisors to select the appropriate training sessions from a library of courseware — or create sessions themselves. By assigning material, which is delivered via the Web directly to the agent desktop, they can then monitor completion and performance. It's an efficient, consistent way to handle training across your entire contact center.

Optional, Add-on Functions — are available to help you address specific customer service issues such as: Shift Bidding, Strategic Planning, Competency-based Learning, Custom KPI Scorecards, Application Analysis, Data-driven Recording, Speech Analytics and Centralized Archiving.

We're Committed to Your Success



When you select Witness Systems for your contact center, IP Telephony and/or back office environment, you get a solution that's backed by the most extensive set of services available in the industry.

We offer traditional consulting services, along with packaged services, that target problem areas typically found in many contact centers. What's more, our services are delivered by seasoned consultants who

have years of experience with companies of all sizes, types and industries around the globe.

Our goal is to partner with you to provide world-class services that offer measurable results and a rapid return on investment. From implementation to consulting to technical support and training services, you can be confident that Witness Systems' services are delivered by professionals who understand business practices and contact center operations — and care about your success.



WITNESS SYSTEMS



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