



Irene

Enterprise

Irene Enterprise is the most advanced forecasting and scheduling system available today. It's the perfect choice for complex centers with multiple teams handling many types of customer interactions. Installed on a server at your location, it gives you complete control and integrates easily with other systems.

Irene Enterprise gives you the management tools you need to efficiently run large teams of agents and track their performance minute by minute. You can create schedules for hundreds of people, across multiple locations, with different hours and work rules, in just a few minutes.

Our clients and reviewers agree – Irene is state-of-the-art. Traditional forecasting algorithms take a one-size-fits-all approach to meeting the needs of your call center. Irene's *adaptive algorithms* learn the unique characteristics of your call center and use that information to produce industry-best schedules. You can grant agents self-service access to request days off, trades, and schedule preferences – even from home!

Irene™ Enterprise Features

- ISC's Optimization Engine™ produces the best schedule
- Adaptive algorithm learns your system.
- 1-click forecasting™ and 1-click scheduling™ — easy to use, quick to learn
- Simple installation, instant updates
- Supports multiple sites, services and skills
- Change service and site configurations quickly and easily
- Saves clerical time and cost

- Agents enter their own trades, look up their own schedules
- 100% Internet implementation available

Technical Features

- Industry-standard MS Windows/Intel platform and TCP/IP Protocols
- Browser based interface
- Automated Data Upload & backup capability
- Interfaces automatically with industry standard switching systems
- Testing and training databases available
- Versatile and easily configured security system
- 24 X 7 user and tech support available
- 8 x 5 user and tech support available
- Open standards and SQL database

Planning Features

- 1-Click Forecasting
- Forecasts calls and work volume by site and service for any required interval from months to minutes
- Calculates workforce requirements based on projected call volume and performance targets
- Tracks and projects growth trends, seasonal, monthly, weekly, and daily call patterns
- Adjusts forecasts to account for effect of abandoned calls
- Imports and compiles data from multiple switches

Force Management Features

- Automated schedule development for multi service, multi-site, multi skill complex
- Adaptive algorithms dynamically adjust workforce requirements based on past team and system performance

- Applies user-defined business rules to create tours that meet business requirement and comply with work rules
- Allocates work between sites on the basis of available workforce
- Assigns tours based on agent preferences and seniority and rotation rules
- Accepts user-defined tours and multi-day assignments
- Meetings and training automatically integrated into an efficient work schedule
- Tracks and reports difference between actual performance and forecast
- Daily forecast revisions adjust workforce requirements to meet targets under change (“intraday adjustments”)
- Interim forecast revisions adjust workforce requirements on demand to meet targets under change, with new data upload

Real-time Management Features

- Displays real-time switch data on speed of answer, service level, and occupancy compared to targets
- Displays real time switch data on calls in queue
- Displays real time switch data on individual agent adherence to schedule
- Records and tracks time-stamped schedule alterations (“exceptions”)

Database Maintenance and Tracking

- Call history database – automated tracking
- Flags atypical demand patterns and special events
- Basic employee data, skill sets, and productivity data

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- Integrates with switches and payroll systems
- Vacation planning and tracking
- Tracks overtime, absence, and schedule adherence
- Seniority tracking and mechanized time-breaker rotation
- Flags and compensates for inconsistent or missing data
- Customer report capability
- Export to standard MS Windows spreadsheets and documents

Agent Internet Access Features

- Individual schedules
- Vacation schedule and preferences
- Work and Days off preferences
- Tour assignment trades

Necessary Accessories

The following hardware and software is required for a non-redundant Irene server. Real time adherence requires two such servers. Approximate cost \$20,000 total for two servers. Models and specifications change frequently; to assure the most current optimal configuration, please confirm specs with ISC before placing orders.

Irene™ Server Recommended Typical Configuration

- Pentium II 450MHz/512K Cache (or similar)
- Dual processor (second processor installed)
- 1024MB RAM
- 2 x 18GB Ultra-2/LVD SCSI 7200 RPM Hard Drive
- Ethernet Adapter
- Adequate Tape Backup
- CD ROM
- on-site 7x24 warranty

Pre-Installed Server Software

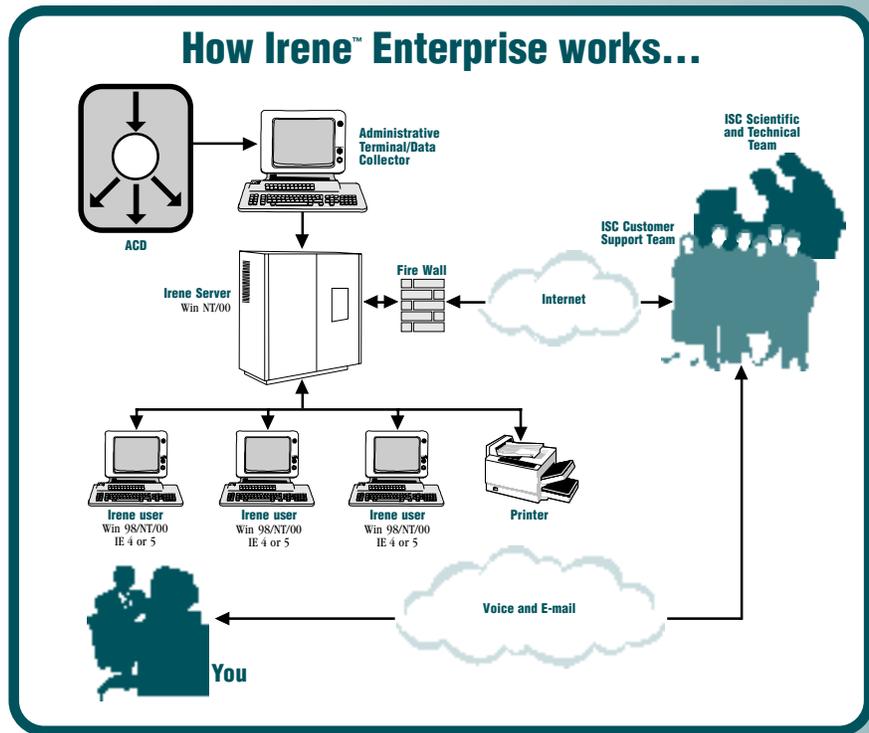
- Microsoft NT Server 4.0 / Enterprise Server
- Microsoft SQL Server 7.0
- Microsoft Internet Information Server
- Seagate Crystal Reports

Connectivity

- T1 access to the internet for the FMS server (to permit ISC remote support).
- High capacity access to the switch data via the internal LAN

For Scheduling And In-Charge Users

- PC's running Windows 98 or NT and IE 4.0 or higher, with a high capacity IP connection to the Irene server



- A laser printer of speed and capacity appropriate to handle anticipated report printing demand.

Irene Enterprise on your intranet Browser and Intranet

All your interactions with Irene Enterprise are through a standard web browser. When you use Irene Enterprise, you direct the browser to an address on your corporate LAN, then log on with a user name and password. Managers and agents can access Irene features appropriate for their jobs from anywhere that they can connect to the corporate intranet.

For Irene users, we recommend a PC with 64mb of memory running Windows 98 or NT and Internet Explorer 4.0, and a DSL connection to the Internet.

Call data from your Automatic Call Distributor (ACD)

- You must provide call history data to support forecasting, as well as to track results of your call center.
- Irene has interfaces to all standard ACD systems. We assist you in configuring the automatic data collection process that is right for your system.
- Irene can collect and integrate data from multiple ACDs or other sources.
- Using the web browser, you may send special data to Irene Enterprise in the form of a spreadsheet. Transfer of a typical day's data takes a few seconds.

You can upload call history from another system, you can upload new data to substitute for current data, you can upload marketing forecasts.

Reports and data for your use

- From your browser, you may print standard reports, or export data to MS Word or MS Excel.

User support

Getting started

Our Customer support team will co-pilot you through the setup of your call center configuration and the running of your first schedules. We'll conduct an on-site train the trainer session and assist in setting up and configuring your system.

After the start-up

We are available by phone and e-mail to answer questions and help you solve problems. Standard customer support is available on business days from 8 am to 6 pm Eastern time. Or you may select additional coverage option for support 7 days a week, 24 hours a day.

The Scientific and Technical team works closely with Customer Support. Your questions and problems are the concern of our top developers. Technical improvements and fixes are implemented on line as soon as they become available.

