



Irene Online is the only contact center forecasting and scheduling system available as an online web application over the Internet. With Irene Online, you can build forecasts and schedules over the internet for a low monthly fee. Irene Online is perfect for single-location contact centers that handle just a few kinds of calls.

Your risk is minimal – you don't have to fork over \$20,000 or more for an on-site installation that may not really meet your needs. Irene costs the same as an AOL™ account – about \$20 per agent per month. When you grow, just add agents.

You access and manage your call data maintained on Irene servers whenever you want. Enhancements and upgrades are installed seamlessly via the Internet and included in the standard monthly user's fee.

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. Traditional scheduling algorithms pre-define a limited set of possible tours. Irene's *adaptive algorithms* learn the unique characteristics of your call center and use that information to produce industry-best schedules.

All you need is a browser and access to the Web. We can usually have you up and running within seven days!

Irene™ Online Features

- 100% Internet implementation
- 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 teams, services and skills
- Change team and service configurations quickly and easily
- Saves clerical time and cost
- Agents may enter their own trades, look up their own schedules
- Records and tracks time-stamped schedule alterations (“exceptions”)

Technical Features

- Industry-standard MS Windows/Intel platform and TCP/IP Protocols
- Browser based interface
- Manual Data Upload & backup capability
- Manual Interfaces with industry standard switching systems
- 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

- Forecasts true demand, taking into account the effect of repeated attempts to complete abandoned calls

Force Management Features

- Automated schedule development for multiple teams and services
- 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
- Assigns tours based on agent preferences and seniority and rotation rules
- Accepts user-defined tours and multi-day assignments

Database Maintenance and Tracking

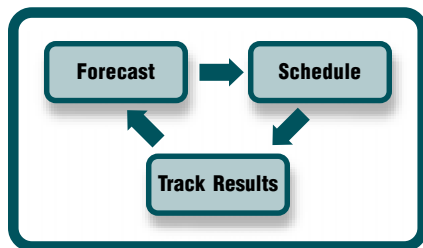
- Call history database
- Ability to flag atypical demand patterns and special events
- Track overtime, absence, and schedule adherence
- Seniority tracking and mechanized tie-breaker rotation
- Compensates for inconsistent or missing data
- Custom report capability
- Export to standard MS Windows spreadsheets and documents

Necessary accessories

- Microsoft Internet Explorer™
- Computer with Windows 98 or NT with internet access

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What you can do using Irene™ Online



Forecast

Forecast how many calls you will receive and the average handling time per call

- At whatever level of detail is right for you - as detailed as 5 minutes, if you need
- Automatically take into account daily, weekly, seasonal patterns, abandons and reattempts
- Forecast for special situations - holidays, sales campaigns, special events

Forecast how many agents you will need

- Set your targets - speed of answer, service level, abandons, agent occupancy
- Irene™ learns the unique characteristics of your center and sets requirements accordingly

Schedule

Set up the business rules

- Configure open hours, minimum and maximum agents, special nighttime rules

Set up employee availabilities and preferences

- Enforce general rules about hours worked per day and week, breaks, etc. and tailor individual employee conditions
- Determine and apply employee preferences for start and end times, days off, etc.

Create a schedule that meets the needs of the business

- Start times, break times, lunches, days off are all optimized to meet the required call handling coverage in the most efficient way possible
- Pre assigned training, meetings, etc. are automatically fit into the optimized schedule
- Print individual schedules, group summaries, all the reports you need - and post the schedule on-line if you want.

- Schedules may include everyone in the office, not just agents

Track results

Keep track of calls and schedules

- Record absences, overtime, schedule changes
- Upload call history from your ACD, or from a spreadsheet
- Fully automated uploads available as an option

Use the data to manage your business as well as to schedule employees

- Send reports and data to your desktop applications - spreadsheet, word processor, etc.

Connecting to Irene Online

Browser and Internet

All your interactions with Irene On Line are through a standard web browser. When you subscribe to Irene On Line, you are given a special Internet address, a user name and password. You direct the browser to your special address, then log on.

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.

- Using the web browser, you may send call data to Irene On Line in the form of a spreadsheet. Transfer of a typical day's data takes a few seconds.

- Or, if you prefer, you may download a program that allows you to schedule automatic transfer of standard ACD reports from your PC to Irene On Line.

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 schedule. We'll talk you through the process on the phone, while looking on line at the data you set up.

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.

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.

