

Contact Center Supervision from your mobile with ZRG GOsuper Mobile Supervisor

Customer call center can be a substantial source of expenses for organizations. In order to maximize the return on investment, companies must put in place effective call center performance management programs that help guide the customer care approach

It is a proven fact that the supervisors are most effective and have more impact when they are engaged in the contact center rather than bound to a PC. However, the reality is that up until recently, contact center supervisors had to be present at their desks and use a PC for receiving status and reporting information of the contact center. With this approach, the supervisors spent lesser time to be on the floor for helping, coaching and observing the team.

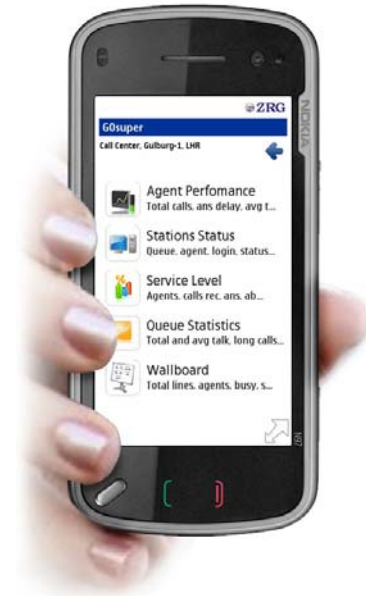
To enable the contact center supervisors to be on the floor or away from a PC and still have all the right information required for decision making, ZRG has released a new supervision interface called **GOsuper Mobile Supervisor** for Web. which promises to not just simplify but magnify supervision capabilities for call centers.

ZRG GOsuper Mobile Supervisor allows contact center supervisors to get up to the minute status and reporting information on their mobile phones. This innovative interface presents user, agents, queues and service level data in an easily interpretable and user-friendly display.

GOsuper enables the supervisors to remain connected to the contact center information and monitor their teams from mobile devices. This is accomplished by the ability of supervisors to view a subset of ZRG's OneView desktop reporting application including:

- A list of queues with KPI such as average talk time and service levels
- Queue statistics such as total calls, answered and abandoned calls
- Agent list along with their current status
- Performance KPI for each agent in selected queues
- Wallboard display of selected queue

GOsuper Mobile Supervisor includes a user-configurable auto-refresh option. Color-coded indicators provide an easy-to-read display that visually alert the supervisor to the changing dynamics and help them maintain the service level of their client commitment. When an item exceeds the user-configured thresholds, it is easy for the supervisor to see where they need to focus.



GOsuper Mobile Supervisor interface is a supervisor's delight. It takes contact center supervision to the next level. The key pain point of immediate problem identification can be answered via this unified screen. Data searching and extraction that ate a lot of supervisor time has been preset in this screen with auto update feature to not just realize glitches immediately but also strategize and obtain maximum productivity.

GOsuper provides the power of insight back in the hands of the supervisor. Now supervisors are able to spend time on the floor with the agents listening and observing while having updated metrics information displayed on their mobile phone.



As Mr. Nadeem Amin, Solution Architect, ZRG explains – "Advancements in the supervisor accessibility would enable a contact center supervisor to analyze the productivity data from any where through the internet. Instant bird eye view of telephony, agent and group performance would empower the call center supervisor in real-time identification of gaps and breach in defined SLA's and hence faster resolution of the issues."

In summary, GOsuper Mobile Supervisor is a simple yet powerful application that allows contact center supervisors to get the contact center status and reporting information they need to keep their finger on the pulse of the contact center from their mobile device.

GOsuper gives valuable insight into agent performance and effectiveness. It offers the most flexibility in mapping of various reports and their changes over time – delivering the most effective results possible to meet your specific business requirements.

The freedom that GOsuper provides to the supervisors can help expand their role in the contact center by keeping in constant touch with the team no matter where they are.

The GOsuper Mobile Supervisor application is an extension of ZRG's Contact center application suite and it is certified to work with OneView Contact Center version 3.0 or higher and Microsoft Windows IIS. To use GOsuper Mobile Supervisor application, you need a net-enabled mobile phone and a URL.

GOsuper Mobile Supervisor version 1.0 package will be available directly from ZRG and its authorized dealers starting June, 2010.

ZRG plans to provide this advanced supervision interface as a default feature with their widely installed OneView Contact Center and CRM Suites. Independent interface concepts for inbound and outbound processes and campaigns would enable a more categorized display of resource performance. Eventually, entire MIS data would be available that would help identify trends and patterns for below-standards performance.

For more information, please contact a ZRG representative handling your account or new inquiries or send email to info@zrg.com.