



# Wygant CenterPlus™

Version 2.1

## Automated Call Monitoring for Quality, Efficiency and Savings

Please contact your Wygant Dealer or call 800-688-6423 to learn how our products can help solve your contact center needs and grow with your operations.

### QUALITY MANAGEMENT

**Efficient Evaluation. Personal Coaching. Focused Training. Powerful Analytics.**

**CenterPlus™** is more than an agent evaluation tool – it's actually a suite of Wygant products that help you ensure your team is providing superior service. Built upon Encore, our versatile recording engine, CenterPlus combines the agent coaching of Encore Service Observer and the robust reporting of Portfolio, our analytics and report delivery tool that seamlessly interfaces with Crystal Reports.

Your business success depends on the excellent service your agents provide on every phone call, fax, email, or web chat. With the power and flexibility of CenterPlus, you can tailor the system to meet your individual business needs and help your agents and your business succeed.

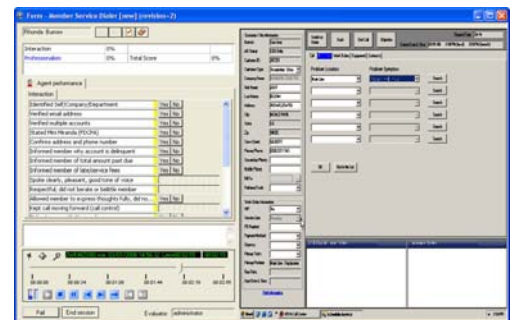
### FEATURES/BENEFITS

- **Get the whole picture.** Record all areas of your multi-channel contact center including voice only, voice with screen recording, or screen only got email and web chat interactions.
- **Record only what you need.** Whether you need 100% of you customer interactions recorded for liability or a smaller sample for coaching or compliance, CenterPlus can meet your needs.
- **Share critical information without sacrificing security.** You control the information users see, the reports they can access, and how they can handle a report.
- **Efficient screen real estate saves you time.** Side-by-side placement of the screen recording and the evaluation form eases the evaluation of data processing tasks.
- **Flexible forms tool serves your needs.** Create custom forms that capture the key performance indicators you need.
- **Gather and analyze critical marketing information.** Leverage your call center's effort by collecting important marketing and customer satisfaction data to relay to product management, manufacturing, or other areas of your enterprise.
- **Calibrate agent's scores.** Multiple evaluators can review a single call in order to standardize an agent's score.
- **Create custom reports.** Portfolio interfaces with Crystal Reports so you can create virtually any report your business need to analyze all relevant data.
- **Distribute reports automatically.** Save time and money using Portfolio's report tasks. After a simple configuration, the system automatically emails, prints, or saves reports at regular intervals.

### DATA CAPTURE

**Service Observer:** Listen to individual agents' conversations and view computer screens in real time. CenterPlus Service Observer includes agent evaluation forms that make individual performance reviews simple, accurate and objective. The interactive coaching mode lets agents listen to their own conversations under supervisor control to know what's working.

**Workforce Management:** Integrate agent schedule data from all popular workforce management systems. CenterPlus holds this information and charts it against actual agent login and logout times captured from your PBX, ACD, or predictive dialer; or from HR system timecard information.



**Telephony:** CenterPlus captures ACD and dialer statistics to learn how agents handle calls. CenterPlus captures talk-time and calls-per-hour, and it integrates with your scripting package to compute sales-per-hour, sales-per-call, conversions, and a wealth of other information.

**Interactive Coaching:** Simple, informative reports enhance the training and supervision process. CenterPlus can transform and support supervisors' effectiveness, while your agents continue to increase skills, knowledge, and enthusiasm.

**Callback Coaching:** Callback Coach augments traditional voice mail and "pink slip" messaging by intelligently processing calls when a representative is busy or unavailable. It maximizes caseworker effectiveness and eliminates client frustration by giving them assured results without having to wait on hold.

**Automated Performance Incentives:** Using CenterPlus, good work and improvement are rewarded automatically. Incentives can be set universally, by group, by program, or even customized for individual agents or teams.

Nearly One in Ten Fortune 500 Companies and Over a Quarter of the 50 Largest Teleservices Agencies Trust Wygant Products.



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