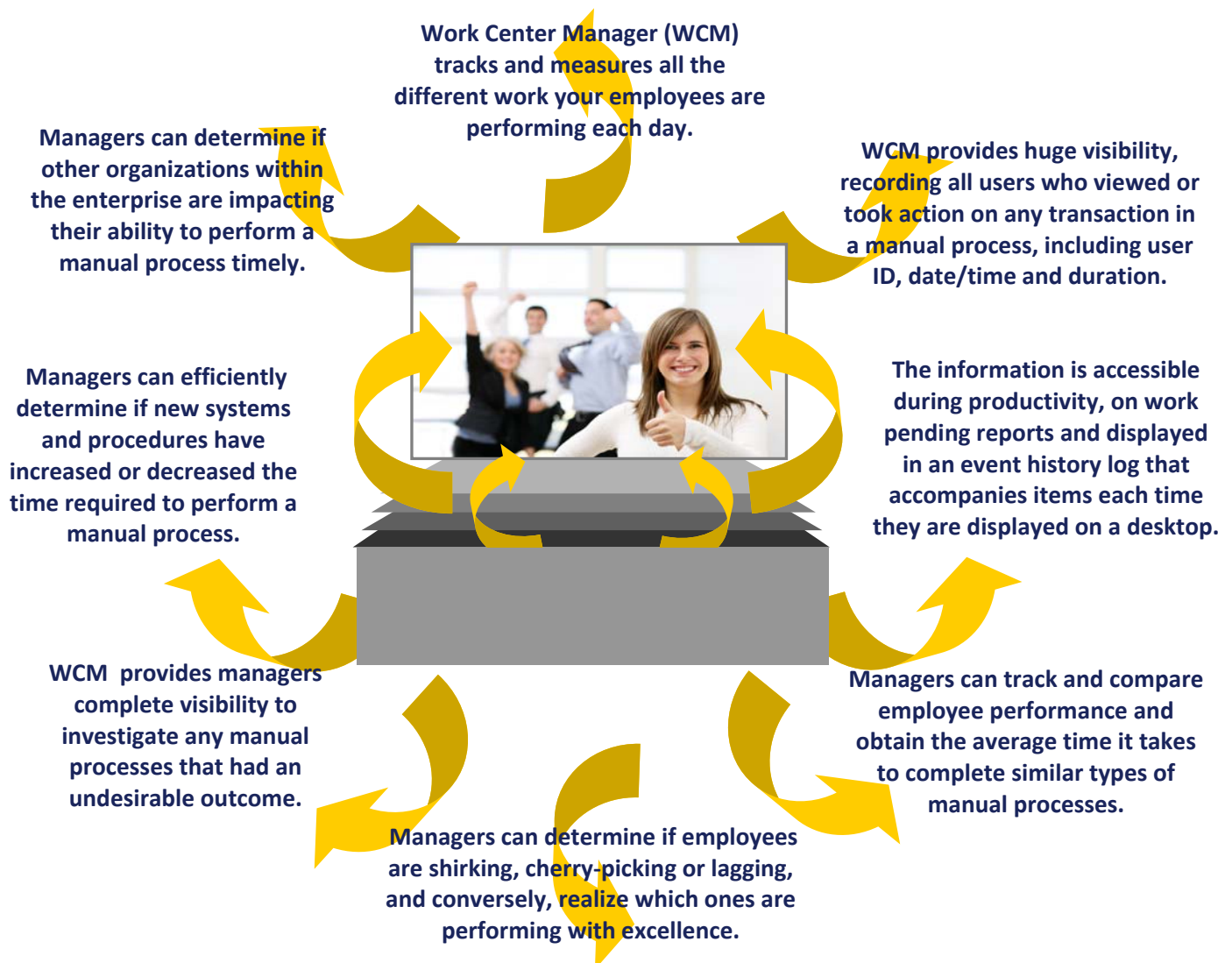


**Proudly Presents**

# " What's Under The Hood "

*Each segment explains the capability that sets Work Center Manager (WCM) apart from all other software solutions on the market today. You will quickly recognize improvements that would address problems and positively impact your productivity.*

## Focus On: Accountability



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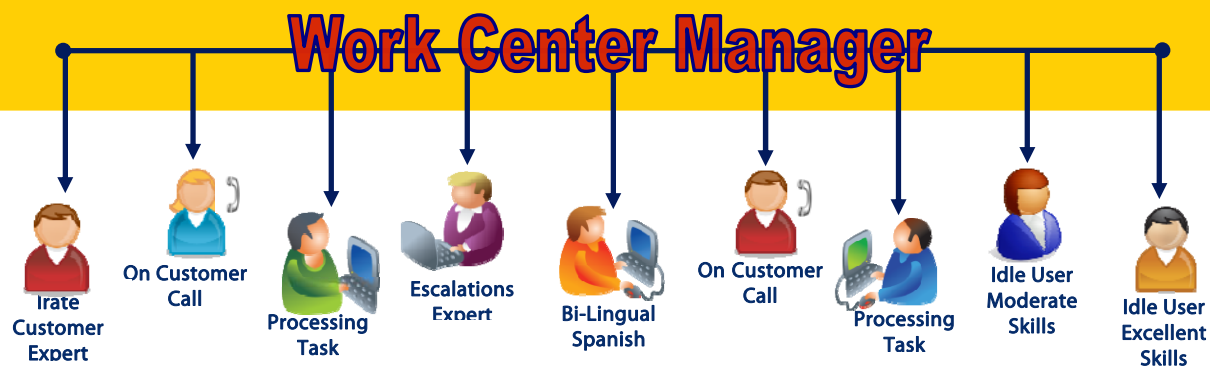
## Focus On: Work Prioritization & Distribution

**Work Visualization & Control:** WCM software gives managers complete visibility into the volume and mix of work pending across all of their employees and enables them to control the assignment of available talent, in real-time, to optimize daily results. Managers are able to measure, track and report on productivity at any given time of the day.

**Dynamic Work Assignment:** WCM takes the decisions managers need to make about assigning work and embodies them in a set of business rules called "work strategies". These are configured to address various operational criteria such as typical days, busy days, weekends, Fridays, month end, escalations and emergencies. WCM then utilizes these work strategies every minute of the day, determining and pushing work to the appropriate employees so that the right people are always doing the right work, all day long.

**Multi-Source & Multi-Dimensional Prioritization:** WCM uses multiple layers of prioritization and information from various sources in your organization to determine priority so employees don't waste time comparing work sources in order to decide what should get done next. Instead, the next priority work is readily presented directly to them right on their desktop.

**Pushing Work To Users:** WCM distributes work to employee computers in real-time as they finish each item of work. Instead of employees 'cherry-picking' the next task they do, work strategies ensures employees are performing the highest priority work, not the easiest work. Fair and even work assignment and distribution provides greater efficiency and enhanced job satisfaction.





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## **Focus On: An Intuitive Desktop**



### **INTUITIVE EASY ACCESS**

*"My desktop is really 'smart'! I sign in once and have immediate access to all the information I need...almost before I know I need it!"*



### **SUB-TASK AUTOMATION**

*"WCM is like having an assistant. It updates me about the stages of automation and alerts me when I need to get re-involved in the work."*



### **ORGANIZED DESKTOP APPLICATIONS**

*"I don't need to search in other systems anymore. WCM collects, collates and presents all my information in a readable format."*



### **PRIORITIZATION**

*"WCM saves me a lot of time. It automatically prioritizes the work in real-time so I always know what needs to be done first and I don't waste time sifting through work."*



### **TASK- ORIENTED DISPLAYS**

*"I can see all the information I need to do my work in one interactive, integrated screen. No more clicking around to different applications!"*



### **REAL TIME STATUS**

*"My desktop is totally web-based and gives me constant status updates on how much work I have left. I can make better decisions and manage my time more efficiently."*

**Are you ready to THINK OUTSIDE THE BOX about seriously effective work center solutions? Please visit: [www.servicespan.net](http://www.servicespan.net)**

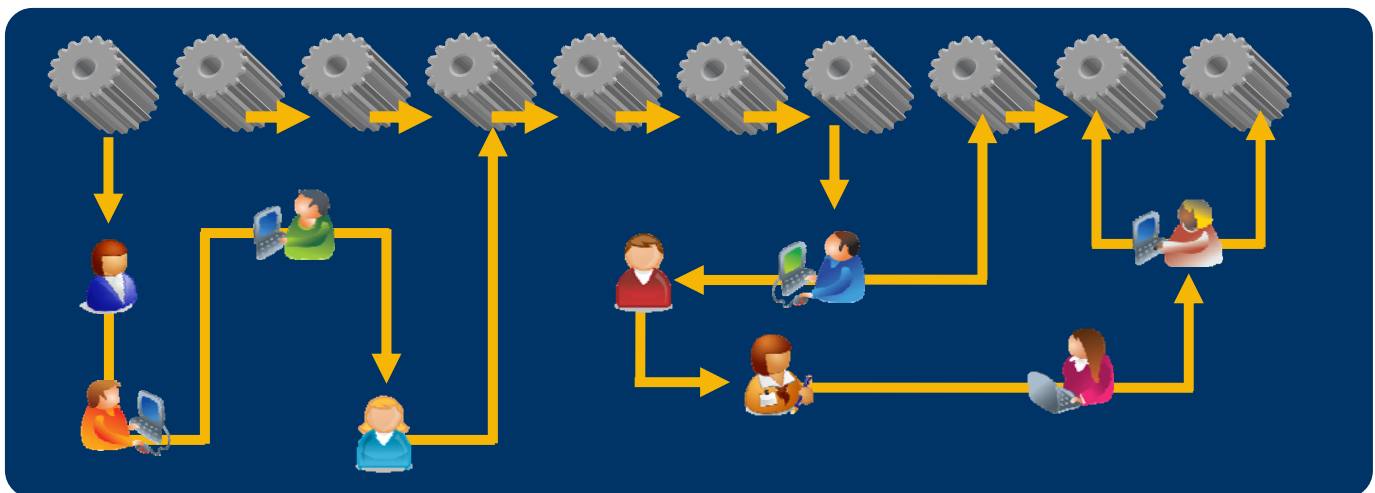


*Proudly Presents*

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## Focus On: Sub-Task Automation



### Sub-Task Automation:

- Seamlessly integrates with existing infrastructure systems and processes.
- Presents information from various sources, eliminating inefficient 'swivel chair' accessing of multiple applications.
- Provides a platform for inter-departmental communication and collaboration.
- Updates systems with real-time information and status.
- Utilizes the resources of a multitude of connected systems.
- Monitors documents and tasks in other applications that are needed to coordinate work efforts.
- Confirms, measures and tracks work progression in real-time.
- Identifies and triggers manual intervention escalation- only when necessary.

**Work Center Manager (WCM) coordinates process steps so staff can focus on decision-making and task completion. The result is flawless synergy of human and mechanized efforts, achieving the goal of full automation or 'zero-touch' process.**

*Proudly Presents*

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## Focus On: Multi-Tasking



## WCM provides TOOLS that let your staff do MORE!

- ➔ *With an intuitive desktop, users can launch and see several work portals, allowing them to perform multiple tasks on different work items at the same time.*
- ➔ *While performing multiple tasks, a user can receive assignments and at the same time, be updated with all the associated information for that work.*
- ➔ *Sending a search request, informing a group and updating multiple work orders can all be done at the same time.*
- ➔ *Desktop screens that are easy to navigate and view, allow several work item processes to be performed even while users are on a customer call.*