

# 2008 TotalView User Conference Session Tracks

This year's conference sessions are organized into tracks to focus your attention on the key components of IEX's solutions. The tracks consist of:

- ***TotalView R4***
- ***TotalView Central***
- ***TotalView Advanced***
- ***Partner Solutions***
- ***Open Forums & User Perspectives***
- ***Tools & Technology***



# TotalView R4

You will notice a difference in the agenda this year: a full day devoted to introducing you to TotalView R4. Wednesday we will meet in a general session, followed by breakout sessions to allow smaller group discovery and discussion of the next generation of workforce management. *(Sessions are designated as "R4" in the agenda.)*



# TotalView Central

Attend these sessions to increase your understanding of core TotalView functionality. Open forum sessions provide the opportunity to network with your peers and hear how they are using the features. *(Sessions are designated as "TC" in the agenda.)*



# TotalView Advanced

Take your operation to the next level by attending these sessions to hear how TotalView's optional advanced features can add even more efficiency and effectiveness. Sessions will show daily operational use and how to administer these advanced options. *(Sessions are designated as "TA" in the agenda.)*



## Partner Solutions

Attend these sessions and hear about offerings from IEX and its partners. (*Sessions are designated as “PS” in the agenda.*)



CONTACT CENTER RESOURCES



## Open Forums & User Perspectives

These sessions contain a wide variety of educational topics that span the contact center environment and are of value to all. Join your peers in open forum sessions, discussions of industry trends, and making the most of services offered by IEX and its partners. (*Sessions are designated as “UP” or “OF” in the agenda.*)

## Tools & Technology

This track provides a forum for those who interact with TotalView as database administrators, data analysts or system administrators. Sessions cover overviews of ODBC and SmartSync, TotalView server support and maintenance, and systems integrations. (*Sessions are designated as “IT” in the agenda.*)

# Schedule At A Glance

<b>Monday</b>	
<b>Pre-conference Sessions and Workshops</b>	
<b>A:</b> Agent & Supervisor Self Service Through WebStation & WebStation Plus <i>Reunion A</i>	1:00 – 5:00
<b>B:</b> TotalView Software Essentials <i>Reunion B</i>	1:00 – 5:00
<b>C:</b> Outbound Contact Center Management <i>Reunion C</i>	1:00 – 4:00
<b>D:</b> IEX Performance Manager <i>Reunion E</i>	1:00 – 2:30 3:00 – 4:30 (repeat)
<b>E:</b> Workforce Management Certification Workshop <i>Reunion F</i>	1:00 – 2:00
<b>F:</b> SWPP Meet <i>Reunion F</i>	2:00 – 4:00
<b>G:</b> Strategic Planning for Contact Centers <i>Pegasus A</i>	3:00 – 4:00
<b>H:</b> Introduction to CenterBridge <i>Pegasus A</i>	4:00 – 5:00
<b>Evening Activities</b> Conference Registration Welcome Reception and Solution Showcase <i>Landmark Ballroom</i>	6:00 – 9:00

# Schedule At A Glance

<b>Tuesday</b>	
Registration	7:30 – 9:00
Continental Breakfast <i>Marsalis Hall A</i>	7:30 – 9:00
<b>Welcome &amp; Opening Remarks</b> <i>Reunion Ballroom</i>	9:00 – 9:15
<b>IEXcellence Award Recipient Recognition Case Study Presentation</b> <i>Reunion Ballroom</i>	9:15 – 10:00
Refreshment Break <i>Reunion Concourse</i>	10:00 – 10:30
<b>Keynote: True Colors</b> <i>Reunion Ballroom</i>	10:30 – 12:00
Industry Group Lunch <i>Marsalis Hall A</i>	12:00 – 1:30
<b>Live Demonstrations of TotalView 3.12 and Partner Solutions</b> <i>Pegasus Alcove</i>	1:00 – 5:00
<b>Breakout Sessions</b>	1:30 – 2:30
Break	2:30 – 2:45
<b>Breakout Sessions</b>	2:45 – 3:45
Refreshment Break <i>Reunion and Cumberland Concourses</i>	3:45 – 4:00
<b>Breakout Sessions</b>	4:00 – 5:00
<b>Choice of Evening Activities</b>	5:30 – 10:30

<b>Tuesday Breakout Sessions</b>			
	<b>1:30 – 2:30</b>	<b>2:45 – 3:45</b>	<b>4:00 – 5:00</b>
Reunion A	<b>PS4</b> Outbound List and Campaign Mgmt	<b>TC6</b> Outbound WFM	<b>TA3</b> Historical Adherence
Reunion B	<b>TC1</b> Forecast Algorithms	<b>TC2</b> Schedule Generation	<b>TC3</b> Change Mgmt Tools
Reunion C	<b>TA9</b> Multimedia	<b>TA4</b> Real-Time Adherence	<b>TC4</b> Short Cuts and Job Aids
Reunion E	<b>TA7</b> WebStation	<b>TA8a</b> WebStation Plus Part I	<b>TA8b</b> WebStation Plus Part II
Reunion F	<b>TA5</b> TotalView eTrainer	<b>TA6a</b> Vacation Planner Part I	<b>TA6b</b> Vacation Planner Part II
Reunion G/H	<b>TA2</b> IEX Performance Manager	<b>TC5</b> Contact Center Optimization Using TotalView Reports	<b>TA1</b> Outsource Manager
Cumberland A/B	PS12 Workforce Management for Non-Workforce Managers: Improving the Way We Communicate Outside the WFM Department	<b>UP5</b> Using SmartSync to Maintain Agent Skill Updates	<b>UP4</b> Shrinkage Planning and Intraday Mgmt
Cumberland E/F	<b>UP3</b> Performance Based Scheduling	<b>UP2</b> Workforce Management for a Global Market	<b>UP1</b> Effective Outbound Workforce Mgmt
Cumberland G/H	<b>PS14</b> TotalView Train-the-Trainer Techniques	<b>PS11</b> Multimedia Staffing Workshop	<b>PS9</b> Skill Based Routing Fundamentals
Cumberland L	<b>OF2</b> Open Forum: Forecasting and Planning Practices	<b>OF3</b> Open Forum: Schedule Gen. Practices	<b>OF1</b> Open Forum: Intraday Mgmt Practices
Cumberland K	<b>PS3</b> NICE SmartCenter	<b>PS8</b> Top 5 Trends in WFM	<b>PS7</b> Making the Most of Your SWPP Membership
Cumberland I/J	<b>IT5</b> Introduction to ODBC and SmartSync Exchange	<b>IT4</b> Implementing SmartSync	<b>IT3</b> Database Migrations
Pegasus A	<b>UP6</b> IEXcellence Award Recipient: Arizona Federal Credit Union	<b>UP7</b> IEXcellence Award Recipient: Contax plus Minacs Q&A	<b>UP8</b> IEXcellence Award Recipient: ACCENT Marketing Services

Pegasus B	<b>PS5</b> Introduction to CenterBridge	<b>PS10</b> Teaching Agents and Supervisors about WFM	<b>PS2</b> Interaction Analytics
Pegasus Alcove	Live Demo (start at 1:00)	Live Demo	Live Demo

## Schedule At A Glance

<b>Wednesday</b>	
Continental Breakfast <i>Marsalis Hall A</i>	8:00 – 9:00
<b>TotalView R4 – A Road Map</b> <i>Reunion Ballroom</i>	9:00 – 10:00
Refreshment Break <i>Reunion Concourse</i>	10:00 – 10:30
<b>TotalView R4 – Navigation</b> <i>Reunion Ballroom</i>	10:30 – 11:30
<b>TotalView R4 – Drivers' Training</b> <i>Reunion Ballroom</i>	11:30 – 12:00
Regional Group Lunch <i>Landmark Ballroom</i>	12:00 – 1:30
<b>Live Demonstrations of TotalView 3.12 and Partner Solutions</b> <i>Pegasus Alcove</i>	1:00 – 5:00
<b>Breakout Sessions</b> TotalView R4 Database Admin TotalView R4 IT & Support Partner Solutions, Forums	1:30 – 2:30
Break	2:30 – 2:45
<b>Breakout Sessions</b> TotalView R4 Forecasting & Scheduling Partner Solutions, Forums	2:45 – 3:45
Refreshment Break <i>Reunion and Cumberland Concourses</i>	3:45 – 4:00
<b>Breakout Sessions</b> TotalView R4 Change Mgmt. & Reporting TotalView R4 IT & Support Partner Solutions, Forums	4:00 – 5:00

<b><i>Evening Activity at Texas Stadium</i></b>	6:00 – 10:00
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<b>Wednesday Breakout Sessions</b>			
	<b>1:30 – 2:30</b>	<b>2:45 – 3:45</b>	<b>4:00 – 5:00</b>
Reunion E	<b>OF2</b> Open Forum: Forecasting and Planning Practices <i>(repeat)</i>	<b>OF1</b> Open Forum: Intraday Management Practices <i>(repeat)</i>	<b>OF3</b> Open Forum: Schedule Generation Practices <i>(repeat)</i>
Reunion G/H	<b>IT4</b> Implementing SmartSync <i>(repeat)</i>	<b>IT1</b> TotalView Redundancy Options & IT Security	<b>IT2</b> TotalView Hardware, Features, and ACD Upgrades
Cumberland B/C	<b>R44</b> TotalView R4 IT and Support	<b>R42</b> TotalView R4 Forecasting and Scheduling	<b>R44</b> TotalView R4 IT and Support <i>(repeat)</i>
Cumberland F/G	<b>R41</b> TotalView R4 Database Administration	<b>R42</b> TotalView R4 Forecasting and Scheduling	<b>R43</b> TotalView R4 Change Management and Reporting
Cumberland I/J	<b>R41</b> TotalView R4 Database Administration	<b>R42</b> TotalView R4 Forecasting and Scheduling	<b>R43</b> TotalView R4 Change Management and Reporting
Cumberland K/L	<b>R41</b> TotalView R4 Database Administration	<b>R42</b> TotalView R4 Forecasting and Scheduling	<b>R43</b> TotalView R4 Change Management and Reporting
Pegasus A	<b>OF4</b> Open Forum: At Home Agents and Working with Outsourcers	<b>PS4</b> Outbound List and Campaign Mgmt <i>(repeat)</i>	<b>PS1</b> Quality Management and Customer Feedback
Pegasus B	<b>PS10</b> Teaching Agents and Supervisors about WFM <i>(repeat)</i>	<b>PS6</b> Advanced Applications from QPC	<b>PS13</b> Your Life: Everything You Want It To Be
Pegasus Alcove	Live Demo (start at 1:00)	Live Demo	Live Demo

## Schedule At A Glance

<b>Thursday</b>	
Breakfast <i>Marsalis Hall A</i>	8:00 – 9:00
<b>Welcome Remarks and Conference Video</b> <i>Reunion Ballroom</i>	9:00 – 9:15
<b>Keynote: Paul Stockford SaddleTree Research</b> <i>Reunion Ballroom</i>	9:15 – 9:45
<b>Keynote: Generational Differences in the Workforce</b> <b>Cathie Looney</b> <i>Reunion Ballroom</i>	9:45 – 10:45
Refreshment Break <i>Reunion Concourse</i>	10:45 – 11:00
<b>Generations Activity</b> <i>Reunion Ballroom</i>	11:00 – 11:30
<b>TotalView R4 Follow-up Q&amp;A</b> <i>Reunion Ballroom</i>	11:30 – 12:00
<b>Closing Remarks</b> <i>Reunion Ballroom</i>	

# Session Descriptions

## Pre-conference Sessions and Workshops

<p><b>Workshop A</b></p> <p><b>Agent &amp; Supervisor Self Service Through WebStation &amp; WebStation Plus</b></p> <p>Monday May 12 1:00 – 5:00</p> <p><i>IEX</i></p>	<p>Improve communication with your agents and streamline tasks through the use of WebStation and WebStation Plus. Join this session to see how to put tools in the hands of your agents and supervisors to turbo-charge the management of schedule preferences, time off requests, dissemination of information to agents, and the request/approval process for schedule changes. WebStation automates these tasks, creating a win-win environment for all.</p> <p>Discussion in this workshop will focus on:</p> <ul style="list-style-type: none"><li>• WebStation and WebStation Plus Overview</li><li>• Process Monitor</li><li>• Supervisor WebStation<ul style="list-style-type: none"><li>○ Home Page</li><li>○ Reports</li><li>○ ScheduleViewer</li><li>○ StatsViewer</li><li>○ ActivityTracker</li></ul></li><li>• Agent WebStation<ul style="list-style-type: none"><li>○ Home Page</li><li>○ ScheduleViewer</li><li>○ StatsViewer</li><li>○ Schedule Trades</li><li>○ Schedule Bidding</li><li>○ Schedule Change Requests</li><li>○ Time Off Manager</li><li>○ Schedule Preferences</li></ul></li><li>• TotalView eTrainer</li><li>• Recommended deployment process and technical considerations</li><li>• Q&amp;A and networking</li></ul> <p><i>these sessions are also available during the main conference</i></p>
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<p><b>Workshop B</b></p> <p><b>TotalView Software Essentials</b></p> <p>Monday May 12 1:00 – 5:00</p> <p><i>IEX</i></p>	<p>This workshop includes three sessions and an open forum that are also available during the main conference. Attending this pre-conference session will allow you the opportunity to attend more sessions during the main conference.</p> <p><u>Forecasting Algorithms</u> Explore the TotalView forecasting algorithm and see how it uses historical data to predict the future using trends, seasonality, week-of-month and other distribution patterns. Learn how to plan for business changes such as customer mailings, promotions, and holidays or special events.</p> <p><u>Schedule Generation</u> No two TotalView users follow the exact same scheduling methodology. Each customer creates a process of scheduling which best matches the culture of each contact center. This session surveys the three main methods of schedule generation in TotalView: AAA, Schedule Bidding, APA. Variations of each method will be highlighted to help you consider possible changes to your methodology to improve efficiency and effectiveness of the schedules.</p> <p><u>Short Cuts &amp; Job Aids</u> Here's a chance to get a quick lesson on quick keys, screen navigation, report generation, and general information gathering short cuts and job aids.</p> <p><u>General Networking and Q&amp;A</u> Spend the remainder of the session in open discussion with your peers and IEX employees about topics of your choice.</p> <p><i>these sessions are also available during the main conference</i></p>
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<p><b>Workshop C</b></p> <p><b>Outbound Contact Center Management</b></p> <p>Monday May 12 1:00 – 4:00</p> <p><i>Austin Logistics &amp; IEX</i></p>	<p>IEX is excited about our partnership with Austin Logistics, a leading provider of software and solutions that include list management and campaign management tools. Running side-by-side and integrated with TotalView, these solutions are essential for best in class outbound management. If your outbound challenges include “My calling list has 10,000 numbers - who should I call first?” and “How many agents are available to build today’s campaign?” then you need to see how automation and advanced modeling techniques can jump start your center. Austin Logistics’ predictive decision solutions help you take the right customer action, at the right time, for the right response.</p> <p>This workshop will focus on the value provided by:</p> <ul style="list-style-type: none"> <li>• TotalView WFM – tools such as RTA, WebStation, and Skill Plan Block Scheduling all have their place in outbound operations. Apply the tools and WFM methods and procedures to gain efficiencies and effectiveness in your outbound operations</li> <li>• CallTech™- reach more right party contacts when they are available and willing to make a promise-to-pay or purchase</li> <li>• OnQ™- automate and centralize campaign and policy management, ensuring call rule compliance, and meet your goals and quotas while responding to staffing fluctuations</li> <li>• ActionSelect - drive optimal account level treatment decisions using action scores, optimization and simulation</li> </ul> <p>In addition, Austin Logistics will introduce you to the following solutions that enhance your inbound and outbound operations:</p> <ul style="list-style-type: none"> <li>• EarlyDetection System™ - accelerate new account risk assessment, proactively identify delinquency risk, fraud, and revenue potential – months ahead of traditional approaches</li> <li>• NFSGuard® - NFSGuard facilitates the intricate balance between customer satisfaction and the risk that the check payment or deposit received from your customer will not clear</li> <li>• Veleo™ - add real-time predictive intelligence, value-driven queuing and dynamic re-sequencing to your existing pre-agent routing systems</li> </ul> <p><i>these sessions are also available during the main conference</i></p>
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<p><b>Workshop D</b></p> <p><b>IEX Performance Manager</b></p> <p>Monday May 12 1:00 – 2:30 3:00 – 4:30 (repeat)</p> <p><i>IEX</i></p>	<p>Looking for ways to improve the efficiency and effectiveness of your contact center? Want to transform your operation from a cost center into a strategic resource? Performance management is a high impact solution for companies seeking ways to boost the productivity and profitability of their contact centers. Discover the benefits of performance management:</p> <ul style="list-style-type: none"> <li>• Develop a culture of high performance and accountability</li> <li>• Get timely and trustworthy performance information</li> <li>• Reward employees promptly and accurately</li> <li>• And much more...</li> </ul> <p>Provide your contact center with a unified view of its operational metrics, thereby helping everyone gain a clear understanding of performance goals and results. Using Performance Manager (formally InSight Performance Manager), agents can easily see how they are performing to objectives such as average handle time (AHT) and adherence goals. Management can quickly see what is happening across a broad range of key performance indicators (KPIs) to identify and resolve problems before they escalate. Supervisors can use Performance Manager to improve mentoring and agent recognition while workforce planners benefit from the root-cause analysis capabilities through full-featured analytical reporting. This 1½ -hour workshop will introduce you to Performance Manager to show you:</p> <ul style="list-style-type: none"> <li>• The predefined set of KPIs and standard dashboards and reports</li> <li>• How to include additional metrics from other contact center systems such as quality monitoring, eLearning, human resources or other solutions</li> <li>• The ability to use industry standard tools to create additional reports and dashboards</li> <li>• Built-in support for multisite management</li> <li>• The migration path for customers looking to purchase now, but expand later with advanced features (such as enhanced analytics, personalized dashboards, integrated workflow, additional data integration, and advanced coaching and employee performance management tools)</li> </ul> <p><i>this session is also available during the main conference</i></p>
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<p><b>Workshop E</b></p> <p><b>Workforce Management Certification Workshop</b></p> <p>Monday May 12 1:00 – 2:00</p> <p><i>SWPP</i></p>	<p>The Society of Workforce Planning Professionals (SWPP) has created a certification program designed specifically for workforce management professionals. The certification program is open to anyone in the industry. This workshop gives information on the certification preparation and process to attain the title of Certified Workforce Planning Professional (CWPP): What is CWPP Certification all about? What will it do for you in the workforce management field? What are the requirements for certification? How do you prepare? These and other questions are answered by SWPP representatives.</p>
<p><b>Workshop F</b></p> <p><b>SWPP Meet</b></p> <p>Monday May 12 2:00 – 4:00</p> <p><i>SWPP</i></p>	<p>Networking is an important part of everyone's professional development. And nowhere is it more critical than in the rapidly changing world of contact centers and workforce management trends and technologies. You won't want to miss the SWPP Meet. Spend two hours with your workforce planning peers and discuss the issues of utmost concern to you. Learn from other people who do the same thing you do. Workforce planners in contact centers of all types and sizes have their own tricks and techniques. Maybe you have some that others haven't used and vice versa.</p> <p>Struggling with how to incorporate email handling with your incoming calls? Confused about how to incorporate the latest marketing campaign into your forecast? Bring these and other questions to the meeting and see how your peers are dealing with the same situations. Learn from their mistakes as well as their successes and bring back a wealth of new knowledge to apply in your own center.</p>

<p><b>Workshop G</b></p> <p><b>Strategic Planning for Contact Centers</b></p> <p>Monday May 12 3:00 – 4:00</p> <p><i>Bay Bridge Decision Technologies</i></p>	<p>As more and more forward thinking contact center organizations invest in tools and technologies to advance their strategic decision-making capabilities, there is increased industry attention on the strategic planning life cycle. Optimizing each linked component of the planning cycle - from forecasting to hiring and overtime planning, what-if scenario analysis, budgeting and variance analysis, and then back to forecasting - will have significant benefits to the organization. Leading contact center professionals are expanding and improving each step in the planning process. By revamping this process, decision-making will be improved throughout the organization, thus enhancing its financial and operational performance, and delivering better and more consistent service at the lowest possible cost. A solid plan reduces unexpected service failures and an accurate planning process allows management to make the explicit trade-offs between service and costs.</p>
<p><b>Workshop H</b></p> <p><b>Introduction to CenterBridge</b></p> <p>Monday May 12 4:00 – 5:00</p> <p><i>Bay Bridge Decision Technologies</i></p>	<p>CenterBridge is a tool for performance forecasting, resource planning, budgeting and analysis for large and complex customer contact center organizations. Powered by advanced, patent-pending simulation and optimization technology, CenterBridge will help...</p> <ul style="list-style-type: none"> <li>• Reduce the time spent on forecasting, planning, budgeting, and analysis by 50% or more</li> <li>• Quickly answer difficult “what-if” analysis and planning questions</li> <li>• Improve the quality and speed of your technology and training investment decisions and thus the productivity of your capital expenditure budget</li> <li>• Reduce staffing costs by 3% to 5% through more accurate long-term requirements generation, and more efficient hiring, overtime, leave, and right-sizing plans</li> </ul> <p>You'll discover how the use of simulation technology will enable you to grow your capabilities beyond staff planning to answer strategic business questions such as “Should I consolidate contact centers?” and “Will new contact center technology really bring value?”</p> <p><i>this session is also available during the main conference</i></p>

## General Sessions

### Tuesday

#### **IXcellence Award Recipient Recognition**

**&**

#### **Minacs Case Study Presentation**

Each year IEX awards contact centers who demonstrate exceptional use of TotalView solutions in managing contact centers. Join us in congratulating this year's recipients.

During the general session, Minacs will share how they decreased overall costs by automating and standardizing WFM processes in support of 10,000 agents in North America, Europe, and Asia Pacific. Since deploying TotalView in 2000, they have been on a journey of centralizing functions and developing SOPs (standard operating procedures) to ensure consistency and transparency of operations, regardless of location or line of business.

*(Note: attend session UP7 "IXcellence Award: Contax" for Q&A time with Minacs.)*

#### **Keynote:**

#### **True Colors International**



This interactive and lively performance allows you to experience facets about "who we all are" in a lighthearted theatrical presentation that will have everyone laughing as they recognize themselves and others. True Colors, a simple personality identification model for all ages, is about people and how we interact. True Colors improves communication through recognition of a person's true character. Utilizing the colors of orange, green, blue and gold to differentiate four basic personality types, True Colors becomes an uncomplicated language for every individual to convey complex ideas very simply.

True Colors provides:

- A greater understanding of who you are and how to reach the highest level of success in whatever endeavor you choose
- Strategies to develop team building and rapport
- Skills to recognize the values, joys, strengths, stresses and frustrations of each temperament group
- Improved environment, morale, mutual understanding and communication
- Ability to promote cooperation, harmony, unity and positive attitudes
- Ability to identify how people of all ages can become "at-risk" and learn ways to reduce the risk and stress.

## General Sessions

### Wednesday

<b>TotalView R4 – A Road Map</b>	So how different will it be when you migrate to TotalView R4? In this session, we help you read the roadmap to associate what you know about TotalView 3.12 to the new TotalView R4.
<b>TotalView R4 – Navigation</b>	TotalView R4 is FUNctionally designed. Put yourself in forward drive and tour the new design. We will take you on a road trip with stops along the way to see TotalView's new look and feel, the process oriented menus, and the quick access user interface features. Other stops will be to learn about the Menu View, the Selector View, and Perspective Views. Visit this session and you will be one step closer to navigating through TotalView R4.
<b>TotalView R4 – Drivers' Training</b>	Release Schedule, Upgrading, and Training: When you choose to upgrade to R4 will depend on your current configuration, your training requirements, and the product release schedule. We will provide information on the R4 upgrade process. We will also review the training options that will be available to help your organization educate your users on the new platform.

## General Sessions

### Thursday

<p><b>Keynote:</b></p> <p><b>Paul Stockford</b></p> <p><b>Saddletree Research</b></p>	<p>Based in Scottsdale, Arizona, Saddletree Research provides communications industry research, including analysis of market trends, issues, technologies, and companies in the contact center, multi-channel contact center, Customer Relationship Management (CRM), communications convergence and emerging communications markets. Paul Stockford will discuss the implications of the M&amp;A activities of the WFM, PM and QM vendors – and what it means to you.</p>
<p><b>Keynote:</b></p> <p><b>Generational Differences in the Workplace</b></p> <p><b>Cathie Looney</b></p>	<p>Getting grown-ups to cooperate at work might be as simple as treating them like children. So says generational expert Cathie Looney, who suggests the key to understanding a worker's habits lies in knowing how that person was parented as a kid. Baby Boomers, Gen Xers and Millennials each have very different (and often conflicting) attitudes about work, reward and responsibility.</p> <p>Drawing on her 15 years of experience in family therapy, Looney confronts today's workplace issues by addressing each team member's generational upbringing. Delivered with her engaging brand of "stand-up therapy," Looney presents a refreshing, enlightening perspective on office politics - and a practical set of guidelines for building understanding and cooperation.</p>
<p><b>Generations Activity</b></p>	<p>After the break, we will have an opportunity to try out some of Cathie's ideas in a fun, interactive session.</p>
<p><b>TotalView R4 Follow-up Q&amp;A</b></p>	<p>After spending Wednesday learning about TotalView R4, you may have some questions that you thought of after the sessions ended. Submit your questions on Wednesday night or Thursday morning, and we will address them at the close of the conference.</p>

## Breakout Sessions

	<b>Live Demo</b>	Stop by the demo room to see live product demos. Workstations running TotalView 3.12, Performance Manager, CenterBridge, QPC Advanced Applications, and NICE Perform / Interaction Analytics will be available for hands on demonstrations. Bring your specific questions or simply learn from others who will interact with the vendors, trainers and engineers. Questions and demos will be handled on a “first come, first served” basis.
<b>R41</b>	<b>TotalView R4 Database Administration</b>	How will you manage database administration in TotalView R4? This session will highlight the new look and feel of building and maintaining your TotalView entities. Join us and explore the new customer level Agent Data Groups, single skill vs. multiskill, Activity Code Attribute Assignments, Entity Group definition, Entity Assignments, Forecast Objectives at both CT level & BU level, and much more.
<b>R42</b>	<b>TotalView R4 Forecasting &amp; Scheduling</b>	You may be wondering: “What changes will there be in forecasting processes?” and “How will I generate schedules and review staffing requirements?” Attend this session to see the new tools!
<b>R43</b>	<b>TotalView R4 Change Management &amp; Reporting</b>	If you are wondering how Intraday, Schedule Management and Real Time Adherence will change in TotalView R4, this is the session to attend! See the Change Manager and Performance Manager tools and the user friendly reporting feature!
<b>R44</b>	<b>TotalView R4 IT &amp; Support</b>	This session will address questions such as “What are the minimum workstation and server requirements for TotalView R4?”; “What is the specific software architecture of R4?”; “Will there be database or other software license costs?”; “Who will install and maintain the database?”; “What are the server deployment options?”; “Can the R4 WebStation work outside my intranet?”

TC1	<p style="text-align: center;"><b>Forecast Algorithms</b></p> <p style="text-align: center;"><i>IEX</i></p>	<p>Explore the TotalView forecasting algorithm and see how it uses historical data to predict the future using trends, seasonality, week-of-month and other distribution patterns. Learn how to plan for business changes such as customer mailings, promotions and holidays or special events.</p> <p style="text-align: right;"><i>this session was presented in the "TotalView Software Essentials" pre-conference workshop</i></p>
TC2	<p style="text-align: center;"><b>Schedule Generation</b></p> <p style="text-align: center;"><i>IEX</i></p>	<p>No two TotalView users follow the exact same scheduling methodology. Each customer creates a process of scheduling which best matches the culture of each contact center. This session surveys the three main methods of schedule generation in TotalView: AAA, Schedule Bidding, APA. Variations of each method will be highlighted to help you consider possible changes to your methodology to improve efficiency and effectiveness of the schedules.</p> <p style="text-align: right;"><i>this session was presented in the "TotalView Software Essentials" pre-conference workshop</i></p>
TC3	<p style="text-align: center;"><b>Change Management Tools</b></p> <p style="text-align: center;"><i>IEX</i></p>	<p>This session is a review of several tools in TotalView that are used to monitor changes and make changes. Participants will gain a basic understanding of the intended use of these tools. Some of the screens that will be reviewed include: <i>Plan Monitor; CT, BU and Multi-CT Intraday; MU, CT and BU Agent State Summary; Real Time Adherence; Performance Analysis; Individual Schedules; Schedule Management; Schedule Audit; Trade Schedules; Move Agent; Meeting Scheduler; and Exception Optimizer.</i></p>
TC4	<p style="text-align: center;"><b>Short Cuts &amp; Job Aids</b></p> <p style="text-align: center;"><i>IEX</i></p>	<p>Here's a chance to get a quick lesson on quick keys, screen navigation, report generation, and general information gathering short cuts and job aids.</p> <p style="text-align: right;"><i>this session was presented in the "TotalView Software Essentials" pre-conference workshop</i></p>
TC5	<p style="text-align: center;"><b>Contact Center Optimization Using TotalView Reports</b></p> <p style="text-align: center;"><i>IEX</i></p>	<p>This session is a fast paced review of several reports in TotalView that are used to communicate and analyze data. Participants will gain a basic understanding of the intended use of these reports. Included in the discussion will be: <i>Time Utilization; Adherence; Conformance; Agent Detail; CT and MU Analysis; Queue Utilization; CT &amp; MU Measurements; CT &amp; MU Results.</i></p>

<p><b>TC6</b></p>	<p><b>Outbound WFM</b></p> <p><i>IEX</i></p>	<p>Do you have an outbound contact center that would benefit from applying workforce management methods and procedures? Are there opportunities for improving the bottom line in your outbound environment by applying automated disciplined approaches to managing the employees and resources? Attend this session to learn how TotalView can be used to support Outbound Workforce Management. Session format will include a high level overview of the TotalView solution and approximately one-half hour for an open forum discussion.</p> <p><i>this session was presented as a part of a pre-conference workshop; see also PS4</i></p>
<p><b>TA1</b></p>	<p><b>Outsource Manager</b></p> <p><i>IEX</i></p>	<p>Do you outsource calls? Thinking about outsourcing calls? Join this session to hear how the TotalView Outsource Manager provides crucial visibility into outsourced operations, allowing your business to fully realize the cost benefits, while maintaining a sufficient level of oversight. This session's format will include a high level overview of the TotalView solution and approximately thirty minutes of open forum discussion.</p>
<p><b>TA2</b></p>	<p><b>IEX Performance Manager</b></p> <p><i>IEX</i></p>	<p>Performance Manager provides the contact center with a unified view of operational metrics. Using Performance Manager, agents can easily see how they are performing to operational objectives. Management can quickly see what is happening across a broad range of KPIs. Supervisors can improve mentoring and agent recognition while workforce planners benefit from the root-cause analysis capabilities through full-featured analytical reporting. This session will cover:</p> <ul style="list-style-type: none"> <li>• The predefined set of over 300 metrics / KPIs and standard dashboards and reports</li> <li>• How to include additional metrics from other contact center systems such as quality monitoring, eLearning, human resources or other solutions</li> <li>• Customization capabilities to modify the predefined dashboards and reports</li> <li>• The thin-client interface for quick deployment and easy maintenance</li> <li>• The migration path for customers looking to purchase now, but expand later with advanced features</li> <li>• And more...</li> </ul> <p><i>this session was presented as a pre-conference workshop</i></p>

<p><b>TA3</b></p>	<p><b>Historical Adherence</b></p> <p><i>IEX</i></p>	<p>See an overview of the Adherence and Conformance reports and learn how to interpret them. Discuss ways to use these reports without being punitive. Examples will be provided to help interpret these reports.</p>
<p><b>TA4</b></p>	<p><b>Real-Time Adherence</b></p> <p><i>IEX</i></p>	<p>Real-time tracking of your agents' schedule adherence makes your contact center more efficient. Explore the wealth of information that the TotalView Real-Time Adherence feature has and see the impact it can have on your contact center.</p>
<p><b>TA5</b></p>	<p><b>TotalView eTrainer</b></p> <p><i>IEX</i></p>	<p>TotalView eTrainer is a web-based set of learning modules available for delivery over corporate intranets. This session will cover the modules currently available for eTrainer, and its integration into TotalView WebStation. Additionally, this session will include an interactive demonstration of various modules. A Q&amp;A session will follow the overview and demonstration.</p>
<p><b>TA6a TA6b</b></p>	<p><b>Vacation &amp; Holiday Planner Part I &amp; II</b></p> <p><i>IEX</i></p>	<p>Vacation planning can be chaotic. Learn how to manage the vacation liability easily and fairly using the Vacation Planner feature. Participants in this session will see an overview of the features of Vacation Planner and discuss initial setup considerations. This session also provides an in-depth look at Vacation Planner reporting, agent bidding, database management, supervisor overrides, accrual tables, carryover and other features. The Holiday Fairness option will also be discussed.</p> <p style="text-align: right;"><i>[This is a two part session]</i></p>
<p><b>TA7</b></p>	<p><b>WebStation</b></p> <p><i>IEX</i></p>	<p>Hear an overview of the TotalView WebStation. The <i>Agent WebStation</i> Home Page, ScheduleViewer and StatsViewer modules and the <i>Supervisor WebStation</i> Home Page, Activity Tracker, Reports, StatsViewer, ScheduleViewer, and Process Monitor modules will be highlighted.</p> <p style="text-align: right;"><i>this session was presented as a pre-conference workshop</i></p>

<p><b>TA8a TA8b</b></p>	<p><b>WebStation Plus Part I &amp; II</b></p> <p><i>IEX</i></p>	<p>This session will cover the details of <i>WebStation Plus</i> Trade Schedules, Schedule Bidding, Schedule Change Requests, Time Off Manager, and Schedule Preferences. These features complement the features of <i>WebStation</i> by putting more in the hands of the agents.</p> <p><i>this session was presented as a pre-conference workshop [This is a two part session]</i></p>
<p><b>TA9</b></p>	<p><b>Multimedia</b></p> <p><i>IEX</i></p>	<p>Attend this session to hear about the exclusive features of the TotalView Multimedia feature. If you have multimedia or back office management responsibilities, attend this session to see how TotalView supports non-phone contacts. Skill Plan Block Scheduling will be highlighted in this session. Even if you have dedicated (single skilled) multimedia agents, you will find value in this session as the Multimedia feature can be used with Weekly Plan or Skill Plan.</p>
<p><b>PS1</b></p>	<p><b>Quality Management and Customer Feedback</b></p> <p><i>NICE Systems</i></p>	<p>The product portfolio from NICE Systems includes solutions for compliance recording, quality management, customer feedback, and interaction analytics. Attend this session to see an overview of these products and how they integrate with TotalView.</p>
<p><b>PS2</b></p>	<p><b>Interaction Analytics</b></p> <p><i>NICE Systems</i></p>	<p>One of the challenges we have in workforce management is the need to gain insight into the reasons for contact volumes. The insight is even more critical in the midst of attempting to respond to unexpected call spikes. In this session, you will see how Interaction Analytics can be used by your forecasters to perform ongoing root cause analysis on your calls. You will learn how your WFM team can mine the recorded interactions using advanced speech analytics to determine how you should respond from a workforce management perspective.</p>

<p><b>PS3</b></p>	<p><b>NICE SmartCenter</b></p> <p><i>IEX</i></p>	<p>What happens when you combine 1 part QM, 1 part PM, and 1 part WFM? It's not just three systems owned by the same company - the sum is greater than the individual parts. We will show you how the integrations available in SmartCenter streamline tasks, integrate data, enhance performance, and improve planning. You will also get a sneak peak at the next round of tactical solutions we are working on to further increase the value of using the QM, PM, and WFM solutions from NICE.</p>
<p><b>PS4</b></p>	<p><b>Outbound List and Campaign Management</b></p> <p><i>Austin Logistics</i></p>	<p>IEX is excited about our partnership with Austin Logistics, a leading provider of software and solutions that include list management and campaign management tools. Running side-by-side and integrated with TotalView, these solutions are essential for best in class outbound management. This session will focus on the value provided by:</p> <ul style="list-style-type: none"> <li>• CallTech™- reach more right party contacts when they are available and willing to make a promise-to-pay or purchase.</li> <li>• OnQ™- automate and centralize campaign and policy management, ensuring call rule compliance, and meet your goals and quotas while responding to staffing fluctuations.</li> <li>• ActionSelect - drive optimal account level treatment decisions using action scores, optimization and simulation.</li> </ul> <p><i>this session was presented as a part of a pre-conference workshop; see alsoTC6</i></p>

<p><b>PS5</b></p>	<p><b>Introduction to CenterBridge</b></p> <p><i>Bay Bridge Decision Technologies</i></p>	<p>CenterBridge is a tool for performance forecasting, resource planning, budgeting and analysis for large and complex customer contact center organizations. Powered by advanced, patent-pending simulation and optimization technology, CenterBridge will help...</p> <ul style="list-style-type: none"> <li>• Reduce the time spent on forecasting, planning, budgeting, and analysis by 50% or more</li> <li>• Quickly answer difficult "what-if" analysis and planning questions</li> <li>• Improve the quality and speed of your technology and training investment decisions and thus the productivity of your capital expenditure budget</li> <li>• Reduce staffing costs by 3% to 5% through more accurate long-term requirements generation, and more efficient hiring, overtime, leave, and right-sizing plans</li> </ul> <p>You'll discover how the use of simulation technology will enable you to grow your capabilities beyond staff planning to answer strategic business questions such as "Should I consolidate contact centers?" and "Will a new contact center technology really bring value?"</p> <p><i>this session was presented as a pre-conference workshop</i></p>
<p><b>PS6</b></p>	<p><b>Advanced Applications from QPC</b></p> <p>QPC</p>	<p>QPC is a strategic partner of IEX. Using their own R&amp;D team, they have developed a suite of applications that are integrated – or support integrations – with TotalView. This session will introduce you to several applications, packaged as Sentrel, SIL, SNAPS, Elitium, and Desktop Connect. QPC also offers a full range of consulting and professional services to make the best use of these advanced applications.</p>
<p><b>PS7</b></p>	<p><b>Making the Most of Your SWPP Membership</b></p> <p>SWPP</p>	<p>If you do not know about the Society of Workforce Planning Professionals, this session will show you what you're missing and what you need to do to take advantage of a membership in SWPP. You'll learn how to get feedback from other members, find articles on WFM topics, locate specific information on a topic of interest on their online forum, and post a job opening on the website - just to name a few of the benefits of membership. Hear how SWPP provides you with important education and networking opportunities for your career.</p>

<p><b>PS8</b></p>	<p><b>Top 5 Trends in WFM</b></p> <p><i>SWPP</i></p>	<p>Wondering what's hot and what's not in the area of workforce planning? In this session, you will hear some of the leading trends for making the most of your personnel resources. We'll reveal some of the latest survey results from the Society of Workforce Planning Professionals (SWPP), as well as some best practices in leading contact centers. We'll also explore some of the obstacles that must be overcome in order to implement these practices.</p>
<p><b>PS9</b></p>	<p><b>Skill Based Routing Fundamentals</b></p> <p><i>The Call Center School</i></p>	<p>Skill-based routing is a powerful tool that can help contact centers with many different contact types handle them more effectively from both a customer and staff perspective. It can be equally powerful when applied to multiple contact channels – calls, emails, fax, and web chat – that most centers must handle today. This session provides a map to guide you through a process of applying skill-based routing fundamentals. Implications and techniques for forecasting accurately and scheduling efficiently will also be discussed. You'll learn how to determine and assign priorities in order to manage service differences and make the most of your staff skills. Review of some actual implementations will demonstrate the variety of possibilities.</p>
<p><b>PS10</b></p>	<p><b>Teaching Agents and Supervisors about WFM</b></p> <p><i>The Call Center School</i></p>	<p>Many people in the contact center view the workforce planning and management process as confusing, if not downright mysterious. Frontline staff may not understand how they ended up with a schedule they didn't want, senior management may not understand why the ratio of staff to workload is so high, and team managers may be upset they can't schedule an impromptu team meeting. It's important to communicate and educate everyone in the contact center about the process of workforce management and the role they play in it. Senior management should understand the "what if" tradeoffs of staffing levels, occupancy, service, and cost. And it's vitally important for frontline staff to understand the "power of one" – the impact that each person has on speed of answer, occupancy, and bottom line. This session will identify what each group should know and offer suggestions on how to assemble a workforce training program for the rest of the organization.</p>

<p><b>PS11</b></p>	<p><b>Multimedia Staffing Workshop</b></p> <p>Daniel Alexander Somerset Group Consulting</p>	<p>A contact center has a variety of non-call tasks. With the newer ACD systems you have the ability to route these tasks, e-mails, correspondence, and other types of work to agents. What information do you need to manage this in a systematic way? There are many challenges:</p> <ul style="list-style-type: none"> <li>• How to forecast work types</li> <li>• How to plan when delayed response contacts should be worked</li> <li>• How to create schedules for agents who service many types of contacts</li> <li>• How to route and prioritize contacts among the various groups</li> </ul> <p>Explore the complexities of choosing what should be handled first with a limited set of resources. This workshop will provide a methodology for resource planning for multimedia work activities in an interactive working session using a proven resource-planning process. The workshop leader will present the issues surrounding the calculation of the resource requirements for multimedia work. We will discuss why you need to measure the volume and other KPIs for multimedia work. Participants should come prepared with a calculator or a laptop.</p>
<p><b>PS12</b></p>	<p><b>Workforce Management for Non-Workforce Managers: Improving the Way We Communicate Outside the WFM Department</b></p> <p>Michele Borboa, CWPP</p> <p>Contact Center Resources</p>	<p>Workforce Management professionals are often frustrated by questions from colleagues in other departments who want answers without WFM jargon or too much detail and certainly not a lot of complicated WFM principles. Formulating great answers, therefore, can be a challenge - but a worthwhile challenge because WFM professionals often say that improved communication with other departments is a key to increased forecast accuracy and improved contact handling performance. Excerpted from a new, half-day class, this session addresses ways to effectively answer the most commonly asked questions posed by contact center employees who do not work in WFM, and who probably never will. Attendees are encouraged to share what has worked well for them as well, so that everyone can return to their centers better equipped to finally make those light bulbs go off, put some of those questions to rest, and move forward with stronger inter-departmental working partnerships.</p>

<p><b>PS13</b></p>	<p><b>Your Life: Everything You Want It to Be</b></p> <p><i>IEX</i></p>	<p>Is your life everything you want it to be? If you have dreams, ambitions, and goals yet to be achieved and are faced with perceived obstacles whether at work or at home, this interactive session is for you. This workshop will provide you the opportunity to take a total view of your life and provide you nine life force management principles to change your life to become what you want it to be. Through the use of varied medias this dynamic, positive, and interactive workshop will equip you with a life change action plan. You will smile, feel great, reflect and refocus your energy on living a more fulfilled life after attending this workshop.</p>
<p><b>PS14</b></p>	<p><b>TotalView Train-the-Trainer Techniques</b></p> <p><i>IEX</i></p>	<p>Responsible for WFM knowledge transfer within your contact center? Asked to instruct or coach other workforce management professionals on the use of TotalView or other internal applications? Responsible for educating all new hire classes on the importance of WFM disciplines? Do you need some new training methods to be successful in these endeavors? If so, this workshop is meant for you! This session is not for the feint of heart, as it will involve you in interactive learning activities and equip you with core adult learning training techniques to be successful in helping others learn. Join us for this dynamic, high energy, interactive, fun and educational session and bring a smile! Special Note: Learning toys to be given away!</p>
<p><b>IT1</b></p>	<p><b>TotalView Redundancy Options</b></p> <p><i>IEX</i></p>	<p>Many businesses are re-thinking disaster recovery plans. Workforce management systems and data are often considered mission critical and must survive a catastrophic event. Attend this session to learn the various ways of configuring the TotalView server and data storage devices for disaster recovery.</p>
<p><b>IT2</b></p>	<p><b>TotalView Hardware, Features, and ACD Upgrades</b></p> <p><i>IEX</i></p>	<p>Attend this session to hear how IEX can support you through changes to your TotalView hardware and software. The session will address server configuration changes, hardware upgrades, and operating system upgrades. Technical support for software migrations such as Multimedia, Skill Plan, moving to a new ACD will also be discussed.</p>

<p><b>IT3</b></p>	<p><b>TotalView Database Migrations</b></p> <p><i>IEX</i></p>	<p>In today's changing world, companies' infrastructures can change frequently. How can TotalView adapt to those changes? Attend this session to learn how to leverage the power of SmartSync to consolidate two or more servers into one; to move individual sites between customers; or to partition a single database into multiple customers or servers. Our methods allow you to easily migrate contact history, agent definitions, schedules, and other data from one database to another without straining your data-entry resources. Learn which data can be transferred, initial setup requirements, timelines, and costs.</p>
<p><b>IT4</b></p>	<p><b>Implementing SmartSync</b></p> <p><i>IEX</i></p>	<p>This session provides an overview of SmartSync imports and exports and implementation processes. We will help you determine what imports or exports you need, the setup and implementation requirements, the Statement of Work process, and special considerations for the deployment of SmartSync Exchange.</p>
<p><b>IT5</b></p>	<p><b>Introduction to ODBC &amp; SmartSync Exchange</b></p> <p><i>IEX</i></p>	<p>This session will facilitate sharing of technical programming information. The attendees should be skilled in developing custom reports using tools such as MS Access, MS Excel, Visual Basic, Crystal Reports, SQL Server or some other reporting tool. Discussion will focus on:</p> <ul style="list-style-type: none"> <li>• Using ODBC Simba drivers to access data to be used in customer reports developed by an IT professional</li> <li>• Using SmartSync Data Export to load data into a third party database to be used in custom report development by an IT professional</li> <li>• Using SmartSync Import programs for writing data to the TotalView database systematically</li> </ul>

<p><b>UP1</b></p>	<p><b><i>User Perspective:</i></b></p> <p><b>Effective Outbound Workforce Management with TotalView</b></p> <p>Ryan Gardner <i>Discover Financial</i></p>	<p>IEX TotalView is famous for providing sound solutions for inbound contact center environments. Many businesses have not been able to take advantage of the product features of TotalView due to the fact that their primary function is outbound customer contact. This Outbound WFM session will walk through the IEX TotalView Outbound WFM solution. Topic points will include the advantages of Outbound WFM and how it can work in your organization, as well as building a business case for opportunities to improve the bottom line in your outbound environment by applying automated disciplined approaches to managing the employees and resources. The session will also take a look at the technology driving the TotalView Outbound WFM solution and how it integrates into the existing contact center space. There will be specific examples highlighting the integration with an Avaya ACD platform and an Aspect Unison Dialer environment.</p>
<p><b>UP2</b></p>	<p><b><i>User Perspective</i></b></p> <p><b>Workforce Management for a Global Market</b></p> <p>J D Horton <i>Western Union</i></p>	<p>As the global economies continue to bring international opportunities to the contact center, the hottest of WFM techniques and solutions in your stateside contact center may fall flat in a broader market. Join this session to hear how internationalization has been met with critical thinking to understand this unique environment. Discussion points will include:</p> <ul style="list-style-type: none"> <li>• Understanding the difference between outsourcing US calls globally and the business of answering calls from global customers</li> <li>• How to determine when you need language support for your products and when to be open for business in those markets</li> <li>• Infrastructure needs when migrating to lower cost labor markets, blending company employees and outsourcers sharing the same contact types</li> <li>• Skill blending across products and labor pools, considering labor laws, international business differences, business culture differences</li> <li>• DST change dates are different for US, Mexico, Europe, and many countries in the Southern Hemisphere (remember they go to DST in their summer when it's our winter). Some countries don't move at all and contact arrival patterns need to be kept intact as you forecast around them.</li> </ul>

<p><b>UP3</b></p>	<p><b><i>User Perspective:</i></b></p> <p><b>Performance Based Scheduling</b></p> <p>Rich Blankenship <i>AEP</i></p>	<p>Wondering how to move your organization from seniority based schedules to performance based? American Electric Power recently changed to a performance based scheduling model. Join this session to hear about the processes used to prepare agents and supervisors, the selection of performance criteria and other tips and tricks to make a smooth transition. A question and answer session will be included.</p>
<p><b>UP4</b></p>	<p><b><i>User Perspective:</i></b></p> <p><b>Shrinkage Planning &amp; Intraday Management</b></p> <p>Jon Johnson <i>GM OnStar</i></p>	<p>Accounting for schedule shrinkage (or overhead) is commonplace for contact centers during their long-term/capacity planning or short-term planning processes. Using the new shrinkage planning features in TotalView 3.12, GM-OnStar has developed tools and techniques that extend the concept of shrinkage planning to the intraday management process. During this breakout session, participants will learn how OnStar has addressed the issues of forecasting schedule shrinkage, translating overhead values to shrinkage, reporting results, and incorporating estimated shrinkage into the intraday management process.</p>
<p><b>UP5</b></p>	<p><b><i>User Perspective:</i></b></p> <p><b>Using SmartSync to Maintain Agent Skill Updates</b></p> <p>Nancy Sanders <i>The Hartford</i></p>	<p>Learn how The Hartford collaborated with their Telecom group to develop a twice-daily import of Avaya skill changes directly into the TotalView agent definitions. They have also added Multimedia skill changes into this import. What needs to be considered to build the feed and what do you need to remember once implemented? How do skill scheduling forecast and skill plan generations figure into the planning? What special challenges do Multimedia skills present? Come and prepare your team to save time that is spent today with the administrative task of manually updating the database.</p>

UP6	<p><b><i>IEXcellence Award Recipient:</i></b></p> <p><b><i>Arizona Federal Credit Union</i></b></p>	<p>Arizona Federal Credit Union installed TotalView in 2006 for a single site contact center with about 100 agents. Prior to implementing TotalView, they struggled with long ASA, high abandons, and poor utilization. Attend this session to see how they transformed their contact center's service level consistency, first contact resolution, and agent schedules to balance the needs of the customer, agent, and the business. They now use techniques such as skill certification, pay differentials, rotating tours, and automated PTO management while expanding operating hours and reducing spreadsheets and OT. They now have a wait list of employees trying to transfer into the contact center.</p>
UP7	<p><b><i>IEXcellence Award Recipient:</i></b></p> <p><b><i>Contax</i></b></p> <p><b><u>plus</u></b></p> <p><b><i>Q&amp;A with Minacs</i></b></p>	<p>Contax is one of the largest, most profitable outsourcers in Brazil. They have over 52,000 agents supporting inbound, outbound, chat, email, and fax interactions. A customer since 2002, they are well versed in several TotalView features used in large scale operations. In this session, they will describe the migration from silo workgroups to virtual workgroups. They implemented TotalView's Business Units feature to gain headcount efficiency, forecast accuracy, and service level consistency. In order to support the BU concept, they had to help the contact centers through the cultural changes required to operate in a virtual environment. The changes included a move to centralized schedule management and RTA functions, as well as new methods for coordinating activities across multiple locations.</p> <p><b><i>Plus:</i></b> attend this session to ask questions of Minacs after their general session presentation.</p>
UP8	<p><b><i>IEXcellence Award Recipient:</i></b></p> <p><b><i>ACCENT Marketing Services</i></b></p>	<p>ACCENT Marketing Services operates a 7x24 operation with approximately 300 agents, and sharing a small percentage of volume with their client's internal center. They installed TotalView in 2007 to address several areas of improvement: agent adherence, scheduling efficiency and flexibility, process automation, paperwork reduction, forecast accuracy, vacation planning, exception handling, management oversight, resource planning, and service level consistency. Attend this session to discuss how they tackled so many areas in such a short time.</p>

OF1	<b><i>Open Forum:</i></b> <b>Intraday Management Practices</b>	This is an open networking session on the topic of intraday management. Come prepared with your questions...and your answers.
OF2	<b><i>Open Forum:</i></b> <b>Forecasting &amp; Planning Practices</b>	This is an open networking session on the topic of forecasting and planning. Come prepared with your questions...and your answers.
OF3	<b><i>Open Forum:</i></b> <b>Schedule Generation Practices</b>	This is an open networking session on the topic of schedule generation. Come prepared with your questions...and your answers.
OF4	<b><i>Open Forum:</i></b> <b>At Home Agents &amp; Working with Outsourcers</b>	This is an open networking session on the topics of using outsourcers and work at home agents. Come prepared with your questions...and your answers.