

Irene Enterprise is designed to ease the management of today's complex, multi-site, multi-skill contact center. Developed by ISC, an industry pioneer helping contact centers achieve workforce management goals for over 25 years, Irene Enterprise provides you with the tools you need to effectively and efficiently manage large teams of agents and track their performance by the minute.

With Irene Enterprise installed on your corporate servers, you can create schedules for hundreds of agents across multiple locations, with different hours and work rules — in minutes. Irene Enterprise simplifies the process of managing your contact center via a Web browser. User-friendly tools guide you through the tasks involved to quickly and easily forecast changing call volumes and workforce requirements, schedule agent availabilities and preferences, and track and record results, absences, overtimes and more.

The secret is ISC's Optimization Engine, which employs adaptive algorithms to learn the unique characteristics of *your* contact center and use that information to produce results based on industry best practices.

Investment Protection

Irene Enterprise protects your existing contact center and CRM investments by ensuring optimum agent availability. No more over-purchasing or under-utilization.

Irene Enterprise Benefits

- ✓ **Multi-skill advanced scheduling.** Evaluate individual agent contributions to meeting service levels for various contact types and learn how to most effectively schedule agents.
- ✓ **Powerful Optimization Engine.** Enhance your contact center's productivity by maximizing use of agent resources with technology not available in any other system on the market.
- ✓ **Adaptive forecasting techniques.** Based on feedback from actual contact-handling data to provide forecast and requirement calculations more accurately than standard formulas or "simulations".
- ✓ **Real-time management.** You receive second-by-second agent activity reporting to assure schedule adherence.
- ✓ **Easy report customization.** You can create custom reports as needed and easily import or export data (for contact history, performance, payroll, etc.) as standard spreadsheets.
- ✓ **Multi-channel aware.** Irene Enterprise lets you manage email, click-to-talk, instant messaging and other new contact channels.
- ✓ **Easy to learn and use.** ISC trainers and e-learning modules are available so you can learn at your own pace and save on implementation and training costs.
- ✓ **Ongoing client-support services.** You receive comprehensive backup and access to the expertise of the entire ISC team.

Please contact us for a complete demonstration of Irene Enterprise.



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