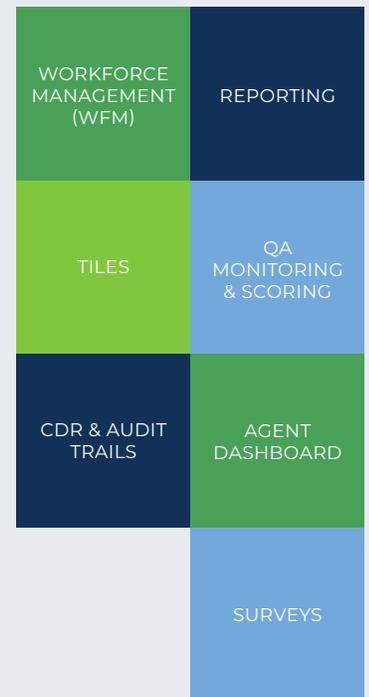




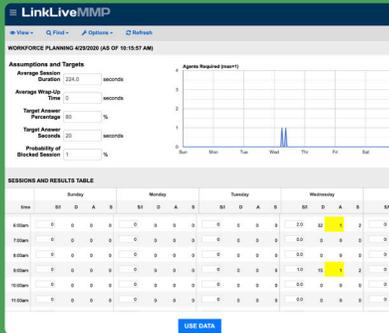
# MMP

*Measuring,  
Monitoring,  
Planning Portal*



## OVERVIEW

Measuring, Monitoring, and Planning (MMP) is a unique application for contact center agents and supervisors that utilizes a variety of tools to measure contact center statistics, monitor agent performance, and plan scheduling for peak call times. With MMP, agents can monitor their individual statistics in real-time to improve productivity while administrators can export multiple reports as they seamlessly manage their teams. Improve contact center efficiency with tools such as Workforce Management (WFM), Tiles, Reporting, Quality Assurance (QA), Monitoring & Scoring, Call Details Records (CDR) & Audit Trails, Agent Dashboard and Surveys.



## WORKFORCE MANAGEMENT (WFM)

Revation's MMP tool offers lightweight workforce management for your contact center to help forecast workload and number of required staff for any give week.

The Agent Scheduling Report can be accessed from the MMP dashboard, showing historical activity detail by time period for the dates selected for the hunt group or hunt group grouping. Such information is useful for contact center managers or supervisors to use granular level historical volumes to plan staffing levels for the future.

## TILES



MMP Tiles provide your contact center with real-time, next generation wallboards monitoring to keep the environment energized around Key Performance Indicators (KPIs). Customizable tiles displaying essential call center metrics, such as average speed of answer, service level, average sessions per hour, abandons, session volume, queued sessions, avg handle time and occupancy rate makes it easy for contact center management to keep an eye on how staff are performing in real-time.

## REPORTING



MMP's Reporting feature enables your organization to produce customized reports that contain a variety of different types of metrics at any resolution. With the ability to schedule reports to automatically run at defined intervals, supervisors/management can ensure that their agents are measuring up to service levels.

Reports can be outputted in several different formats, including CSV, HTML and XLS, providing your contact center flexibility in the delivery of reports over multimedia (email, secure inbox, or file transfer).

