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Documentation | Totalview

TotalView User Guide version 8.10 iii Contents About This Guide 1 Content Organization 1 TotalView Family Differences 3 Using the CLI 4 Audience 5 Conventions 6 TotalView Documentation 7 Contacting Us 9 Part 1: Introduction 11 1 A Tour of TotalView 13 Basic Debugging with TotalView 13 TotalView Action Points vs. Print Statements 14 Examining ...

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IEX TotalView Good resource planning is essential for getting the right number of agents to match your contact demand. It will minimise your organisation's personnel costs, provide the service that your customers demand and make your contact centre a better place to work.

IEX TotalView - QPC

Overview FutureSoft provides consulting on WFM tool (IEX – TotalView) to meet the desired goals of the management/customer and help delivering excellence using it. Like an old saying, possessing a weapon with out having the knowledge or skill to use that weapon can be more dangerous than not having it.

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NICE IEX Workforce Management provides standardized interfaces to over 85 ACDs and contact routing systems and 10 outbound dialers for the collection of historical and real-time information on queues and agents. It even collects information from multiple sources for the same agent.

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Manual Reporting Frontline Visibility Enabling Coaches 22 The Challenges of Performance Reporting Reliance on Excel to communicate adherence, compliance, and other metrics Metrics are not clearly or effectively cascaded to frontline employees Coaches cannot identify the employees and/or metrics that need the most attention . Multi – Channel NICE PMM is built to work with IEX WFM out of the ...

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