



Merced Systems

Performance Management Software

Overview

With Merced Systems, You Can:

- Better control and manage your operation with an integrated view on your data
- Make more data-driven strategic decisions
- Save time pulling and cleansing stats
- Set goals and measure progress
- Consistently provide performance feedback
- Give agents data for self correction
- Arm your managers with data for better coaching and decision making
- Ensure problems are caught early with automated alerts
- Hire the right people and train and reward them effectively

Business Impact and ROI

- Cut costs by reducing FTE's
- Increase revenues through improved cross-selling and upselling
- Save time by automating business processes
- Build a high-performing, data-driven organization

What Is Merced?

Merced is performance management software designed to turn your contact center into a higher-performing, data-driven operation. Merced leverages new technology in data integration, web-based reporting, analytics and business process management to deliver a powerful product that boosts agent productivity, customer satisfaction and profitability.

How Does Merced Work?

Merced automatically pulls data from disparate call center systems into a common platform for reporting and taking action. Merced reports alert managers when there's been a service level shortfall, and Merced dashboards let supervisors know who their best and worst agents are on any metric.

Merced frees up your team from pulling stats for reports, and keeps them focused on what matters most - taking care of customers. And it ensures that everyone is making fact-based, profit-driving decisions.

What Makes Merced Different

Merced is different from other reporting products in three ways:

Merced integrates the widest set of data

By accepting the broadest set of data sources, Merced gives you a complete picture of your business and lets you run a truly data-driven organization. Merced pulls data from a wide set of call center applications, including legacy systems as well as any database or spreadsheet. And Merced's system of web forms captures

hard-to-collect data, such as coaching, training or survey information.

Merced gives you the most flexibility

Merced gives you powerful reporting functionality without forcing you to rely on IT or outside services for support. Business users can easily complete administrative tasks such as changing agent team assignments, modifying goals and changing metric calculations. With Merced, you know your data is current and accurate, without compromising your ability to investigate your stats. You can drill-down, filter data, set goals and define alerts, all via a simple web-based interface.

Merced lets your team take action on the data

Merced's integration of workflows with reporting and dashboards is powerful and

unique. You can set alerts and then track how quickly people respond. You can send messages to specific individuals and groups to monitor and act on problems, and you can speed up repetitive tasks such as assembling data for performance reviews. All on the same platform as your reports and dashboards, and all with easy, cost-effective administration.

What is the Business Case for Merced?

Merced improves your organization's performance and productivity. This lets you reduce shift size and/or headcount without compromising service quality. Merced also helps fix skill gaps in selling and service, a key to boosting revenue.

Sample Merced Dashboard



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