

Unified CallSoft

- It is based in Canada, has been providing **Call center and related BPO services** since the past one and a half decade
- It has operations in over **seventeen countries** includes United States, Eastern Europe, India and Japan

Issues

- Lately it has been confronting difficulties in **tracking and monitoring** the performance of the **employee**
- **Managers** were unable to decide the reason for **significant dips** in progress of employees and in **revenues volume**
- Need to optimize the service delivery processes