



Press Release

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UNCERTAIN ECONOMY DRIVES COMPANIES TO USE AUTOMATION TO CUT COSTS, NOT CUSTOMERS.

In today's uncertain economy companies are asking their contact centers to do more with less: fewer staff, fewer investment dollars, less discretionary spending, just to name a few. Many companies recognize that they have to cut costs to survive. Unfortunately, most are not fully aware of how they can further leverage technology to ensure they do not lose the contact center experience their customers have come to expect while implementing cost reductions. How to find cost take outs that don't impact Customer Satisfaction, First Call Resolution, and Service Levels are on everyone's mind in this challenging environment. Today, there are managed services that can cost effectively identify and remove administrative overhead while enhancing front line productivity. Even in the Contact Centers that are optimized with Workforce Management solutions, Quality Monitoring systems, Scorecards, Real Time Reporting, etc. have additional cost take opportunities that will not negatively impact their frontline agents. Freeing up costly administrative time, reducing unwanted turnover, using laser focused Additional Hours Availability for part timers, Overtime and Early Release can reduce up to 5% of employment costs, while making agents and management very happy at the same time.

Once again, contact center managers are being asked to accomplish more with less; less of everything including people. They may be managing larger teams, or their teams may be handling work that was recently covered by a larger number of staff. This increase in workload decreases supervisory focus on the agent performance and customer satisfaction. Effective, happy agents drive customer loyalty, and in today's economy, loyal paying customers are essential to profitability and survival. Many times in poor economic climates, not only do customer facing managers have to be the people leading and mentoring the agents, but they might also have to be a cheerleader assuaging agent concerns about the agent's position or even the company's viability. Good managers motivate their employees to give as much as they can,

~ MORE ~

and then some. Given the increase in work and housekeeping tasks it is not easy for front line managers to focus on core productivity tasks at a time when everything has more importance to the organization's success in today's troubled economic times.

What trick are you going to pull out of your hat to hit your goals in 2009?

Before the advent of eResourcePlanner, Inc, companies relied on paper, e-mail, and front line managers to manage employee benefit transactions such as time off (vacation, sick, tardy etc.), overtime, etc.; as well as other functions such as employee surveys; performance interaction tracking and appraisals, employee scorecards; time and attendance and other time intensive employee management tasks. All important work in managing productivity and budgets, but time consuming and distracting from the core business of driving profitable customers if the right tools are not in place. Contact Centers with WFM applications are still manually reviewing, researching, dispositioning, and entering agent/supervisor exception requests in most cases.

eResourcePlanner has been freeing up WFM personnel, Supervisory, HR, and Payroll Administrators time, and thus taking out costs in employee intensive organizations for the last eight years with its robust Software as a Service Employee Management Portal. With active users all over the world, eResourcePlanner is saving its customers thousands of non-productive hours which have turned into reduced head counts, reduced unwanted turnover, and improved effectiveness. Using a managed service like eResourcePlanner allowed them to quickly start taking costs out, without a large capital expenditure and without a complex deployment process.

As one airline customer has seen, eResourcePlanner pays for itself in a manner of months:

"Our company (1400+ frontline Crewmembers) has very liberal scheduling guidelines that have created a nightmare of manual processes. Through close work with our team, eRP was able to automate these processes without requiring our front line Crewmembers to sacrifice any of their flexibility. This automation saved us hundreds of man hours per month."

Leveraging eResourcePlanner's ubiquitous web access and robust rules engine, users like this have safely automated most of the housekeeping tasks surrounding the management of optimized coverage and agent satisfaction. Agents operate in a self-service environment with immediate and objective disposition of their schedule change requests, shift trades, or even just looking up how much Time Off they have earned. Their supervisors, managers, and even Workforce Management staff have been freed to focus on core productivity tasks and/or have been redirected to other jobs. Supervisors have been able to effectively motivate and coach teams as large as 25 home agents, using eResourcePlanner's reporting, performance interaction, scorecarding, and alerting tools. By not having to deal with the tedium of daily absence/tardies, time off, FMLA, team meeting scheduling, inquiry responses, WFM are able to react faster and more accurately to intra-day volume fluctuations. Using eResourcePlanner's directed agent

notification for extra hours, overtime, and/or early release they have been able to hit service level goals while staying within their shrinking operational budgets.

If you would like to learn more on how you can cut costs with the precision of a surgeon, and improve efficiencies to please your customers; please contact eResourcePlanner at (877) 788-5788 or mark.traeger@eresourceplanner.com .

About eResourcePlanner:

eResourcePlanner is an innovative service that automates many of the manual scheduling and staff management requests that large organizations now perform via paper based, labor intensive processes. eResourcePlanner is a simple, cost effective solution uniquely customizable to individual business needs providing web based, self-service tools that empower employees to manage their schedule and time off work.

For more information regarding eResourcePlanner, visit our website at www.eresourceplanner.com contact Mark Traeger at (877) 788-5788 or email to: mark.traeger@eresourceplanner.com .

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