

As demonstrated by this screen from the SYMON Communications Contact Center Community system, workforce management software for small call centers tends to have a friendly, intuitive interface.

— Editor
Customer Service Newsletter
www.CustomerServiceGroup.com

Symon Community - Welcome to Symon Community - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss SideStep Messenger Real.com Messenger

Address: http://pschmidt/community/mycommunity3.asp

Links: Customize Links Free Hotmail Windows Windows Media SideStep

Symon Community Welcome, bbrittan - Personalize - Help

Today's Community Your Community Your Sites & Activities Your Agents Scheduling

Today's Community Home - Where do I Start? - Community Watch - Community Calendar

Today's Hot News [Edit](#)

Networks Contact Centers

Today's Community Goodies [Edit](#)

- Corporate Web Site
- VISTA (TM) Metrics
- Weather

Today's Survey & Results [Edit](#)

How do you like the vacation planning package?

Don't have vacation

I hate it

It rocks

[Vote!](#)

Cumulative SL-L (Sum) [Edit](#)

0 50 100

My Community Memos

Inbox Order By: [Compose](#)

[Delete](#)

Delete	From	Date	Subject
<input checked="" type="checkbox"/>	Coker, Joe A	12/12/2002 9:26:22 AM	stuff 12/12
<input checked="" type="checkbox"/>	Carol, Welsh	12/11/2002 4:35:48 PM	

My Weekly Schedule

[Monday](#) [Tuesday](#) [Wednesday](#) [Thursday](#) [Friday](#)

Agent Schedule for Wednesday, 6/25/2002

00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00
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My Schedule Transactions

[View Schedule Transactions from Other Agents](#)

Current Schedule Transactions

No Current Transactions Found

Current Transaction Responses

No Transaction Responses Found

All About Me

John R. Doe
Account Executive

Employee Id 135
Email Address joedoe@abc.com

Average of this fields events [Edit](#)

00000

Local intranet

Start | | [Inbox - Microsoft Outlook](#) | [Microsoft Word](#) | [Adobe Acrobat](#) | [Symon Community ...](#) | | 4:05 PM