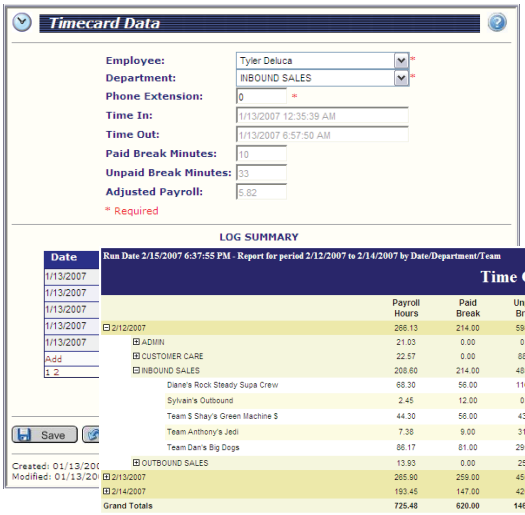
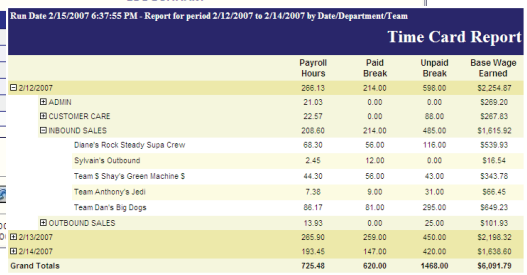
Human Resources

Manage your Human Resource Costs and Motivate your Agents with Automated Incentive Plans

On-Line Call Center

Motivate your sales force by giving them access to a running total of their commissions. Our commission tracking feature will take all of the tedious paperwork out of your staff's hands, and motivate your Agents at the same time by giving them an up-to-the-minute summary of their earnings. Keep accurate departmental Time Card records and track the status of all agents throughout their shift.





Time Card

With our dynamic Time Card system, you will spend less time tracking hourly employees and more time analyzing your manpower costs and requirements. When an Agent logs on to On-Line Call Center™ they will be prompted to log into their respective department. This system allows you to accurately track paid and unpaid breaks so your records are always up-to-date.

On-Line Call Center™ Time Cards Provide

Agents punch in/out of their Department with Support for paid and unpaid breaks

Supports shifts within each department with different pay rates

Employees and Managers can view their time sheets from the desktop

24/7 Manpower Projections Report based on Campaign Performance predicts to the half hour Agents needed to staff for your estimated daily volume.

View the Time Card Status of all logged in representatives up-to-the-moment with the Agent Performance Visualizer

Commissions

By automating commission management, you enable your sales force to focus on what really matters: closing the sale. Automation not only reduces needless paperwork, but it also gives you a simple, accurate way to maintain and track commissions for your entire sales force. Commissions are visible to Agents and their Managers on their Desktop so they know exactly where they stand.

On-Line Call Center™ Commissioning Structures Allows You To:

Set up a standard commission payout for the product offer as a flat fee, percentage of the sale price, or a percentage of the profit.

Commission rates can change from offer to offer, allowing you to pay according to profits built into each offer.

Commission reports are designed to be handed out to agents on payday and include details of each sale item and the status of each item.

www.on-linetechnologies.com
Call today to see how you can benefit from On-Line Call Center™
1-888-280-3303

on-line technologies inc.