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CSR Management

Product Review: Blue Pumpkin

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Name of KPI	Actual	Goal	Diff	Trend
% Time in Attendance	99%	95%	4%	↑
Average Handle Time	8:22	8:30	-8s	↓
% Time in Queue	4%	7%	-3%	↓
% Total Time	1%	1%	0%	↔

By Pam Baker
December 15, 2004 1:46PM

Complementing Director Enterprise, Blue Pumpkin Express is specifically designed to provide manag comprehensive view of how well individual agents, entire operation is performing against established against each other.

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Contact centers have become so complex that experts agree it is no longer possible to manage them without workforce management software.

[Blue Pumpkin](#) offers a range of products for workforce forecasting and sch main offerings are Director Professional for smaller centers and Director Er larger contact centers .

Director Professional is a quick-deployment, easy-to-learn system for conti with up to 150 agents. It is tailored for companies with little or no I.T. exp smaller budgets and is designed to replace manual processes and spreadst enterprise-class workforce management technology and services.

Director Enterprise is a full-featured, scalable application that can accomm than 10,000 agents across multiple sites. Complementary software to perf functions includes Activity Manager for time and activity monitoring; Time Manager for time record management; and Advisor Express for productivit proficiency management.

Director Enterprise

Blue Pumpkin Director Enterprise is part of Blue Pumpkin's integrated suite of workforce optimization applications and services, which are designed to assist users in balancing and optimizing three crucial, yet com business priorities: leveraging customer loyalty , increasing employee s retention, and lowering operating costs.

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Director Enterprise provides a set of scheduling tools that integrate into ev the workforce management lifecycle, including the Blue Pumpkin Activity M manages exceptions and tracks adherence across all contact channels and including phone, e-mail, back-office  work and research.

Complementing Director Enterprise, Blue Pumpkin Advisor Express provide with a comprehensive view of how well individual agents, teams and the ei are performing against established targets and against each other. This ins productivity and proficiency optimizes agent scheduling efficiency.

Touted as an industry first in quick-launch performance management, Blue Advisor Express can be implemented in less than a week using pre-configu performance indicators (KPIs) and pre-integrations with the most popular :



Industry Acceptance

Blue Pumpkin has enjoyed considerable success internationally in regions v center growth is highest, particularly in the Asia-Pacific region. [Frost & Sulliv](#) Pumpkin as the single largest workforce management player in India, the c spot  for contact center outsourcing .







Blue Pumpkin's integration  capabilities with CRM suites, such as [Siebel](#)  plus for most users. Its easy-to-use GUI for multiple channels is another b although it works best in situations that do not require high levels of custo

Recently, Blue Pumpkin introduced the release of two new components for Optimization Suite: Blue Pumpkin Learning Express (e-learning) and Blue f Record Manager (agent time and attendance tracking).





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