



CollabWorks

Product Brochure



**Web 2.0 based Collaborative
Performance Management System**

www.metricasystems.com

Renaissance of traditional Business Intelligence has been overdue since many of the BI projects have been slow to deliver the desired business results. One of the primary reasons for the inadequate business results is the poor end user adoption and collaboration.

End user centric Web 2.0 tools are ideal to provide a collaborative front-end to the traditional BI systems. Tools such as widgets, dashboards, wikis, blogs, RSS, alerts etc. can enhance business user adoption, teamwork, collaboration and hence accelerate the ROI. These tools, coupled with the business data, can bring all the stakeholders together in real-time to address performance issues quickly.

Web 2.0 Collaborative Tools

- Widgets like iGoogle
- 30+ collaboration features

Drag & Drop Widget

The screenshot displays a web dashboard with a left-hand navigation menu containing categories like Blogs, Calendars, Charts, Content Mgmt, Dashboards, Data Mgmt, Directories, Email, eMeetings, Expenses, Files, Forums, Galleries, Help Desk, Messaging, News, Polls, Projects, Reminders, Resources, Tasks, ToDo List, Training, Utilities, and Wiki Boards. The main content area features several panels: a Gantt chart titled 'Multi-Layer Gantt Chart Design', a 'What's New' table with columns for Type, Item Name, Added By, and Date Added, and a line chart titled 'Long Time Series Load'. A central pop-up menu titled 'Widgets & Dashboards' lists various features: Forums, Blogs, Wikis, eMail Alerts, Polls & Surveys, Tagging and Tag Clouds, 5-Star ratings & Commenting, Membership Subscription, RSS, GeoMapping, and Media.

CollabWorks - A revolutionary collaboration portal for Operational Excellence



CollabWorks platform from Metrica provides this perfect marriage between Web 2.0 and traditional BI technologies. It extends the ease of use and interactivity of next generation web collaboration technologies to the complex BI systems. The BI component of CollabWorks highlights where the problem is and the collaboration component helps tackle the same faster and better. It is highly suitable for environments such as contact centers, back-office service delivery

centers and field operations where the business performance is driven by 100s of employees.






CollabWorks makes collaborative contribution a part of employees' daily work life by becoming the preferred 'workplace' for them. It makes usage of performance data a pervasive business practice by leveraging Web 2.0 in a task specific manner.



The following are the key solutions provided by CollabWorks:

	<p>Actionable Insights and Execution Workflow</p> <p>Discovering actionable data and deriving an action plan to execute are the two most important parts of performance management. Advanced analytics tools help discover the useful data from large volumes of raw data. Tools such as multi-dimensional drill-down reports, KPIs, dashboards, alerts, trend analysis etc equip managers with actionable data. Tools such as wiki, knowledge base, forums, discussions, blogs etc help drive the performance.</p> <p>For example, the VP-Sales or Contact Center manager can publish</p>	 <p>Advanced Analytics</p> <p>Analytics is the most important component of performance management. Embedded multi-dimensional OLAP engine can integrate data from various disparate systems and presents a single page view of the workforce and business processes performance. KPIs, alerts, reports scheduling, ad-hoc reporting etc help keep a sharp focus on performance management. Collaborative visualization help people understand the data and respond immediately.</p> <p>Backend systems that can be integrated are: CRM, ACD, Dialer, WFM, IVR, Quality Mgmt, ERP and other unstructured data sources</p>
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	<p>the company's daily, weekly or monthly Contact center targets in a discussion forum and alert his team. They can also simply copy paste a dashboard or a mashup that indicates the current undesirable trend and invite their teams to discuss root-cause and action plan. In extremely critical situations, they can highlight the issue or plan of action as a slide show on the home page to get everyone's attention. The managers can monitor performance in-real-time via dashboards, reports and KPI alerts.</p>		<p>Personal Dashboards</p> <p>Personalized dashboards increase efficiencies and revenues by quickly highlighting problem areas to the right people. They help identify opportunities amongst the teams and processes to improve business performance.</p> <p>Various advanced data visualization techniques help users instantly interpret & feel the impact of the data they are looking at.</p>
	<p>Wiki for Collaborative Work Culture</p> <p>The Wiki module makes the end users create / edit any content on their own and participate in open knowledge sharing. This module enables the team 'socialize' internally by acting on the work related information directly. Direct editing of content by several users collaboratively is necessary to alter the same text when correcting errors, improving clarity and flow, and adding new information.</p> <p>Articles, training notes, FAQ, knowledge base, expert comments, documentation etc are a few of the applications that directly drive performance.</p>		<p>Widgets</p> <p>Widgets allow personalization of content and help teams to focus on the info that is relevant to their work. A widget based iGoogle style personal homepage can be populated with personal dashboards, blog/RSS/FAQ pages etc by simple drag & drop without much help from IT team.</p> <p>Widgets save time, enhance focus and improve productivity at all levels of the organization.</p>
	<p>Mashups</p> <p>Mashups bring together internal performance data and contextual info from public web. There are numerous applications for mashups. One popular example is embedding location-wise sales and contact center statistics on a Google map. Another good example of mashup is</p>		<p>Knowledge Base, FAQ & Search</p> <p>Knowledge base helps the front-end teams find answers to the frequently asked questions. A repository of frequently asked questions and answers, documents and other knowledge commonly needed by the CSRs helps them perform their duties effectively and improves their productivity.</p>

	<p>providing Facebook profile of a customer to a contact center agent as a screen pop-up. Using mashups, any power user can create visualizations that improve understanding by adding context to the information or juxtapose it with real-time collaboration in the form of text and comments. Mashups can get the right information to the right people at the right time so they can get their job done efficiently and take the best informed business decisions.</p> <p>Mashups save time, increase productivity, communication and effectiveness at all levels of the organization.</p>	 	<p>Blogs, Discussions and RSS</p> <p>Blogs, message boards, forums, memberships etc help building interactions, relationships and bonding within and across the teams.</p> <p>Stakeholders can discuss problems, root-causes, new ideas, action plan etc transparently and collectively work towards strategic goals. RSS can alert teams about an update or new content posted by a subject matter expert.</p>
	<p>Training Calendar</p> <p>Share group calendars for easy training, event and project scheduling with the convenience of a web-based, online calendar. Disseminate training information throughout the organization and facilitate student registration for offered courses.</p> <p>It streamlines events & team activity planning.</p>	 	<p>Quick Polls & Surveys</p> <p>Polls & surveys keep the team involved in business decision making.</p> <p>Messaging</p> <p>Check who is online and send an instant message which they'll see immediately.</p> <p>It tracking performance , escalations, expert help etc to in real-time</p>

CollabWorks exposes the data to the user to the maximum possible extent by making the data follow the user!! For example, once a dashboard or a report or a text message



is wrapped up in a widget, it can be re-used and presented to the user through multiple channels. Most commonly used channels are BI portal, Intranet, iGoogle and plasma TV screen. The widget can be delivered simultaneously to all the channels or a designated channel of user's choice. The same data can be delivered through RSS and e-mail as well.