



Process Manager

Define, measure and monitor process metrics real time

Wipro's Process Manager is a completely configurable process management tool that helps manage operations through a role-based delegation and substitution mechanism. It helps businesses define, measure and monitor process metrics in real time while supporting customization based on process complexity, providing transparency to internal stakeholders and clients.



Intelligence Routing & Monitoring



Quality Assurance



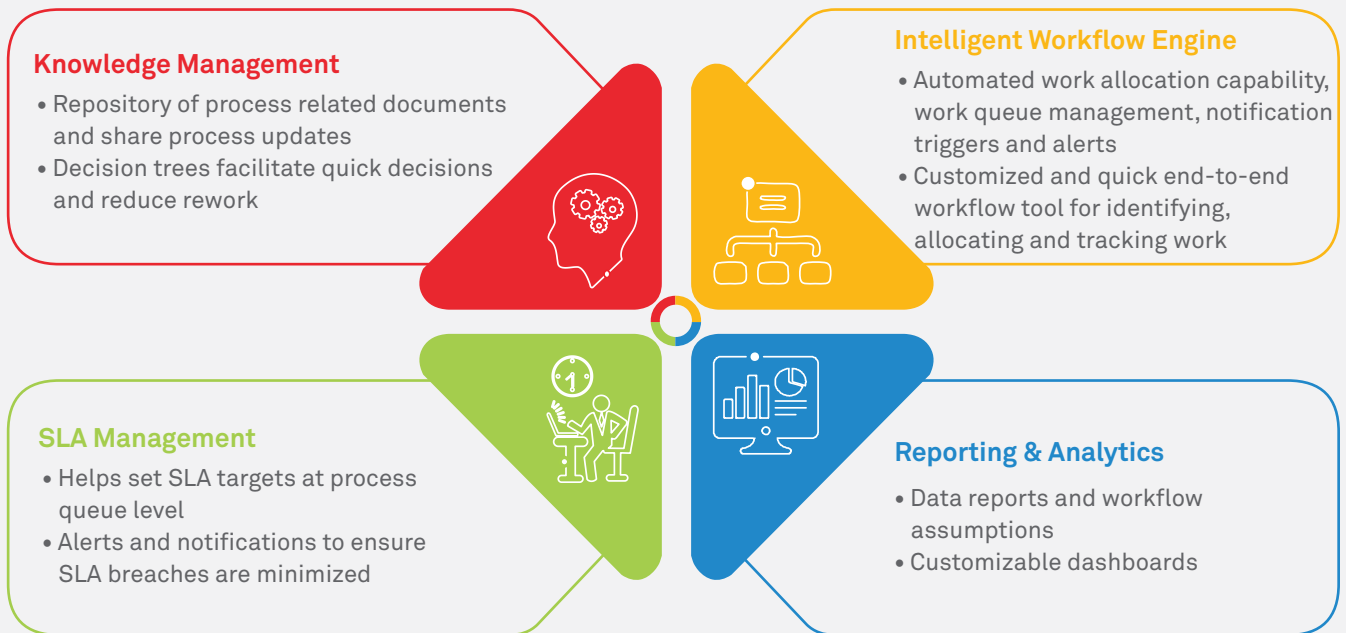
Process Governance







SLA Management

Increases productivity and provide accurate, transparent controls for precise reporting and monitoring

Features



Benefits

-  Increase in agent productivity through end-to-end reporting on the agent productivity and transaction status
-  Ease of use and access through quick configuration and customizable workflow
-  Efficient governance and SLA management through notification triggers and alerts
-  Facilitates quicker business decision making through knowledge repository and visual representation of processes

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