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PR Newswire

**Merced Systems
 Announces the
 Release of the Merced Performance Suite 2.5**

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MERCED(TM) Extends the Most Comprehensive Contact Center and Operations Performance Management Application on the Market REDWOOD CITY, Calif., March 23 /PRNewswire/ -- Merced Systems Inc., a leading provider of contact center performance management applications, today announced the release of the Merced Performance Suite 2.5. The Merced Performance Suite increases the efficiency of contact centers by consolidating data from disparate sources, delivering advanced analytics, providing personalized dashboards, and integrating workflow and process improvement tools.

The Merced Performance Suite 2.5 enhancements save supervisors time for high impact activities, like coaching, by further reducing administrative tasks and increasing visibility into agent performance. Specifically, the new staff manager tool and pre-configured workflows allow customers to more rapidly automate and streamline supervisor activities across an operation.

"By solving the entire Performance Management problem and providing management with the tools to drive behavior change, we have helped our customers recognize significant returns on investment and been able to extend our market leading position," said Mark Selcow, Merced President and Co-Founder.

Version 2.5 of the Merced Performance Suite

Since 2001, contact center executives and managers in a range of industries -- telecommunications, travel & hospitality, insurance, and finance -- have consistently recognized the Merced Performance Suite for category-leading:

-- Data management -- the complex task of reconciling contact center data sources -- Workflow -- a critical driver to agent and supervisor behavioral change -- Enterprise class scalability -- critical to serving operations with thousands of Agents With the release of version 2.5, the Merced Performance Suite extends its data management and workflow capabilities by introducing:

-- The Staff Manager -- a key tool for supervisors providing a single unified view into agent performance -- Pre-configured Workflows: best practice processes for coaching, agent recognition, and voice of the customer The Staff Manager Delivers Unified View into Agent Performance The staff manager helps supervisors better manage the coaching process by compiling an individual's entire performance history and displaying the information along with coaching and development tools on a single screen. A complete record of the agent's quantitative and qualitative information is displayed for the current supervisor, including all information from past team assignments.

By reducing administrative tasks and streamlining the coaching process, the staff manager frees up additional time for supervisors to spend with their team while

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helping supervisors to identify and deliver highly focused performance appraisals, personal growth plans, and coaching sessions.

Pre-Configured Workflows Guide Supervisors through Industry "Best Practices"

Version 2.5 extends the Merced Performance Suite's workflow capabilities by delivering industry-specific functionality that cannot be easily replicated by a reporting solution or generic analytic tools. The Merced Performance Suite is now available with three pre-built workflows that can be configured to meet a customer's specific needs:

-- Coaching -- the coaching workflow ensures agents receive the focused development necessary for them to be successful while reducing administrative tasks for supervisors -- Recognition -- by automating the recognition of top performers, this workflow helps contact centers turn the recognition process into a highly effective retention tool -- Voice of the Customer -- the voice of the customer workflow collects and compiles valuable information on customer ideas and feedback. This "best practice" helps raise customer satisfaction by allowing management to uncover and react to emerging trends Availability The Merced Performance Suite 2.5 is available immediately. For more information, please visit www.mercedsystems.com.

About Merced Systems

Merced Systems is a leading provider of contact center performance management systems, including enterprise class analytics, personalized dashboards, workflow and data integration. Profitable since its initial product release, Merced Systems serves customers in a variety of different industries including Banking, Brokerage, Insurance, Consumer Credit, Telecommunications, Healthcare, and Consumer Goods. For more information on Merced Systems, please visit <http://www.mercedsystems.com>.

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