



Wipro's Agent Monitoring System (AMS)

AMS is intended to capture the time and motion analysis details of BPS agents and monitor the applications and webpages used/viewed by agents during work hours. It is a tool for supervisors to capture the agent's utilization details and monitor their productivity.

Key Takeaways



Distinctive capability of monitoring employee's desktop usage



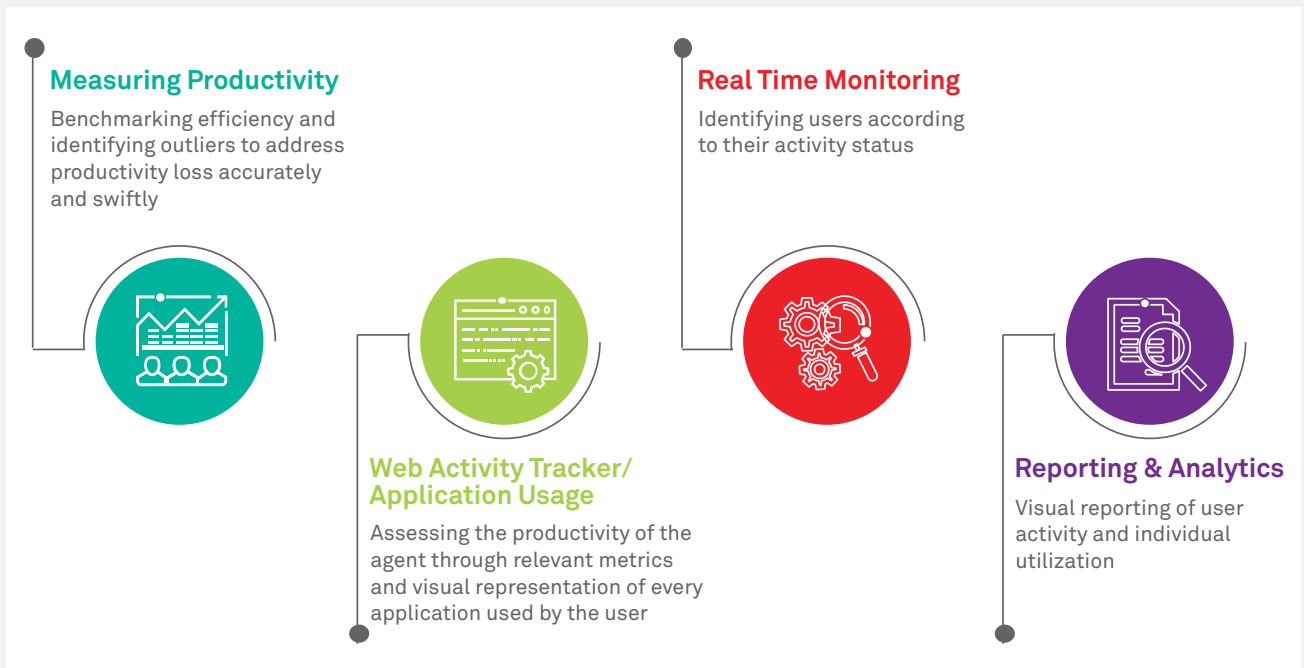
Aids in deriving employee performance



Track and assess employee-wise application usage/website visited data

Ready-to-deploy solution, with the agility to cater to any desktop environment

Features



Key benefits



Ease of access and deployment



Real time monitoring of employee performance



Customizable/standard reports and dashboards for monitoring procedures

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