

Title (en)  
PERFORMANCE OPTIMIZATION

Title (de)  
LEISTUNGSOPTIMIERUNG

Title (fr)  
PROCÉDÉS ET SYSTÈMES D'OPTIMISATION DE PERFORMANCE

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Application  
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Abstract (en)  
[origin: WO2007089606A2] In embodiments, the present invention relates to methods and systems for monitoring performance of employees, contractors and other agents employed to perform tasks on behalf of a company, business organization or other entity. In an embodiment, the present invention involves defining performance metrics that relate to achievement values. The achievement values are associated with defined performance levels. Performance statistics that relate to an agents performance are collected and compared to the achievement values to characterize an agent's performance within one of the performance levels. The performance level achieved by an agent and the compensation of the agent are graphically displayed, and in some embodiments used to determine compensation adjustments.

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