



Teleperformance

Transforming Passion into Excellence

CCMS 4.0 Overview

Major enhancements to the page layout, navigation, and design of CCMS to create a much more effective and efficient user experience.

Published: January 3, 2013

CCMS 4.0 Overview

1

NAVIGATION

changes to home
one click anywhere

2

THE BAR

what's in the bar?
section navigation
page navigation
quick links

3

PAGE LAYOUT

anatomy of the page
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priority area

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UTILITIES

what are utilities?
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EMPLOYEE PROFILE

employee profile layout

navigation:

changes to home
one click anywhere



changes to home

1. The home page (site index) has been redesigned and includes the all-new Bar. By clicking the CCMS icon within The Bar, you can return to the home page (site index) at any time.

1

Type	Start Date	Start Time	End Date	End Time	Total
Late Arrival	2009-11-02	09:00:00	2009-11-02	10:57:38	01:57:39

Monday 2009-11-02

2. The home page has several displays. The classic tab shows all links available and the dynamic tab shows recently visited links.
3. Employee is a new section on the home page (site index). It's a list of Employee Profile links available to you for your profile.

Teleperformance CCMS Monday Nov 19, 2012 15:55:48 EST

Home Bruce Wayne A B

Welcome Bruce Wayne

Employee Ident 127555	Employee Action Required 0 New Action Forms 0 New Communications 0 New Service Alerts 0 New Monitors	Useful Links HR Connection
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Manager Name
Diana Prince

Site Index Display Classic **Dynamic**

Employee 3

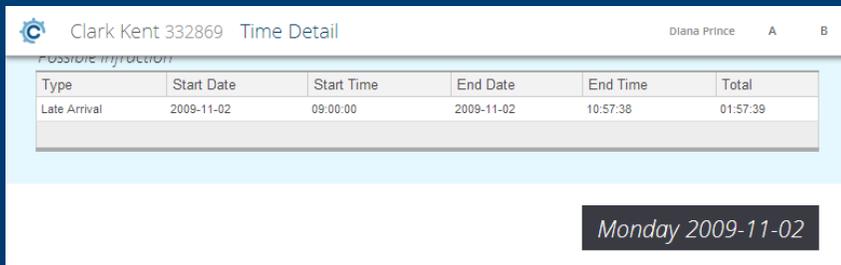
- Account
- Action Forms
- Attribute
- Avail / Preferred Hours
- Benefits
- Communication
- Contacts
- Contract
- Exams
- General Ids
- Kudos
- Monitoring
- Pay Adjustment
- Pay Information
- Phone IDs
- Position Codes
- Scheduling and Attendance
- Service Alerts
- Statistics
- Support Request
- Time Adjustment
- Training
- Transportation
- Utilities

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one click anywhere

1. All features of CCMS are available in one click. We call this one click anywhere and it's basically a different view of the site index page. One click anywhere is accessible from The Bar as shown below.



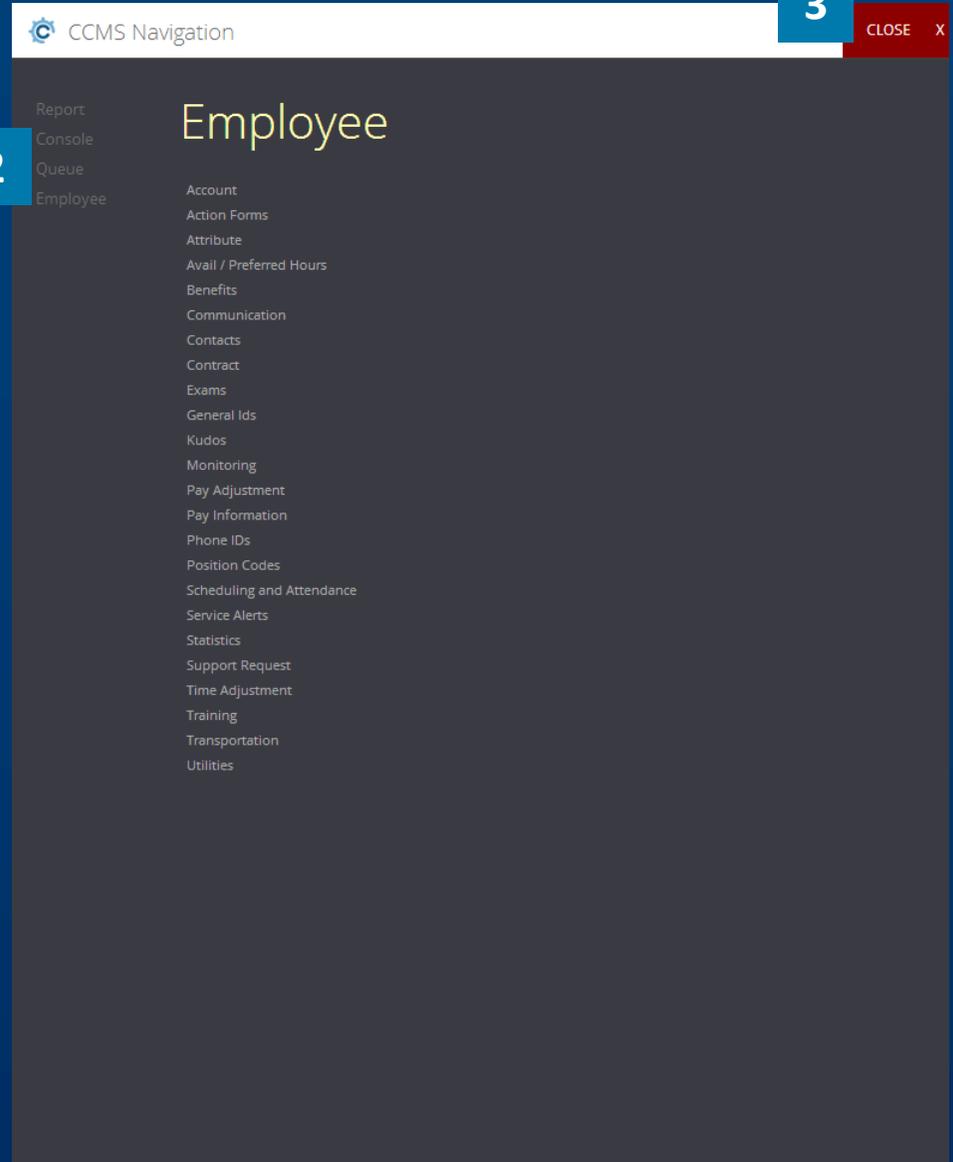
Clark Kent 332869 Time Detail Diana Prince A B

Possible Infraction

Type	Start Date	Start Time	End Date	End Time	Total
Late Arrival	2009-11-02	09:00:00	2009-11-02	10:57:38	01:57:39

Monday 2009-11-02

2. Clicking on the Report, Console, Queue, or Employee will show you the links available for each category.
3. Hover over The Bar to display the close button.



CCMS Navigation

CLOSE X

3

2

Report
Console
Queue
Employee

Employee

- Account
- Action Forms
- Attribute
- Avail / Preferred Hours
- Benefits
- Communication
- Contacts
- Contract
- Exams
- General Ids
- Kudos
- Monitoring
- Pay Adjustment
- Pay Information
- Phone IDs
- Position Codes
- Scheduling and Attendance
- Service Alerts
- Statistics
- Support Request
- Time Adjustment
- Training
- Transportation
- Utilities

the bar:

what's in the bar?
section navigation
page navigation
quick links



what's in the bar?

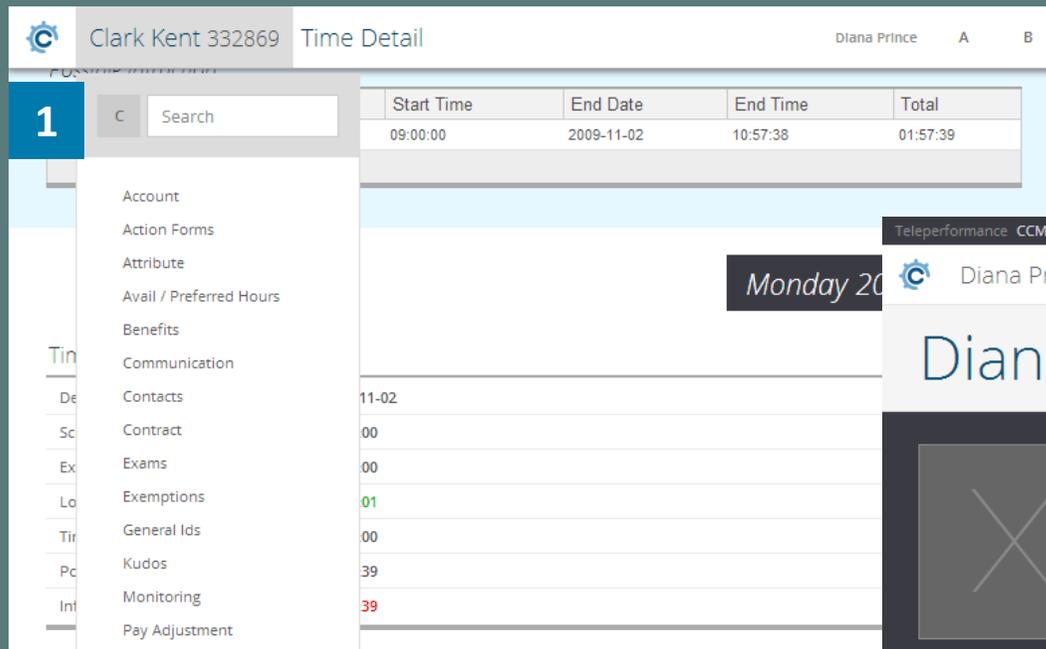
The Bar is a new addition to CCMS and allows for faster navigation and makes it easier to see where you are within CCMS. The Bar appears at the top of every page and stays in place even as you scroll.



1. The CCMS icon on the far left takes you to the site index / home page of CCMS.
2. While in an employee profile, the name and employee ident is displayed next to the CCMS icon. Click on the name and see all links you have access to.
3. Next to the name and employee ident is the title of the page being displayed. Links displayed at the top of each page will snap to The Bar as you scroll down.
4. On the right side of The Bar you will see your name displayed. Click on your name and a smaller version of your profile will appear along with high valued links.
5. Next to your name is the one click anywhere icon. Click on it and see a page with all your links to CCMS.
6. Click on the icon to the far right and you will open the new utilities area. The Quick Search utility is now located here along with the many utilities to come in the future.

section navigation

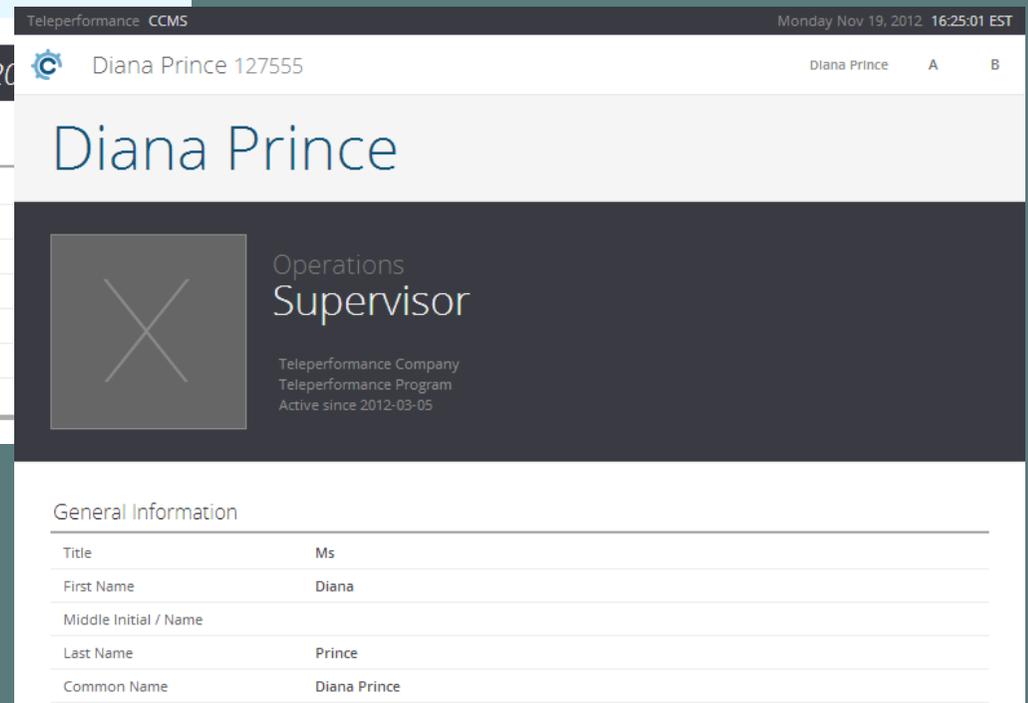
While in an employee profile, the name and employee ident is displayed next to the CCMS icon. Click on the name and see all links you have access to. Filter the available links by typing into the search box.



The screenshot shows the CCMS interface for Clark Kent (332869) in the Time Detail section. A search bar is highlighted with a blue box and the number 1. Below the search bar is a list of navigation links:

- Account
- Action Forms
- Attribute
- Avail / Preferred Hours
- Benefits
- Communication
- Contacts
- Contract
- Exams
- Exemptions
- General Ids
- Kudos
- Monitoring
- Pay Adjustment

1. Click on the icon next to the search bar to go to the employee profile summary page.



The screenshot shows the employee profile summary page for Diana Prince (127555). The page displays the following information:

- Operations Supervisor**
- Teleperformance Company
- Teleperformance Program
- Active since 2012-03-05

General Information

Title	Ms
First Name	Diana
Middle Initial / Name	
Last Name	Prince
Common Name	Diana Prince

page navigation

While in an employee profile and next to the name and employee ident, you will see the name of the page being displayed. If you scroll down the page, all links that were displayed at the top of the page now snap to The Bar and are available if you click on it.

The screenshot shows a web application interface for an employee profile. At the top, the employee name 'Clark Kent 332869' is displayed next to a gear icon. To the right, the page title 'Time Detail' is shown, along with the user name 'Diana Prince' and roles 'A' and 'B'. Below the header, there is a 'Possible Infraction' table with columns for Type, Start Date, End Date, End Time, and Total. A dropdown menu is open over the 'Late Arrival' entry, listing options: Day Off Request, Exemption, Schedule, Time Adjustment, Work, and a 'Create Day Off Request' button. To the right of the dropdown, a date card displays 'Monday 2009-11-02'. At the bottom, a 'Time Detail Total' table summarizes the day's activities.

Type	Start Date	End Date	End Time	Total
Late Arrival	2009-11-02	2009-11-02	10:57:38	01:57:39

Time Detail Total	
Detail Date	2009-11-02
Schedule Time	08:30:00
Exemption Time	00:00:00
Logged Time	08:41:01
Time Adjustment Time	00:00:00
Possible Infraction Time	01:57:39
Infraction Time	01:57:39

quick links

On the right side of The Bar you will see your name displayed. Click on your name and a smaller version of your profile will appear along with high valued links. To log out of CCMS, choose Log out link at the bottom of this menu.

The screenshot displays the CCMS interface for user Clark Kent (ID 332869) on the date 2009-11-02. The page title is "Time Detail". In the top right corner, the user's name "Diana Prince" is displayed next to tabs labeled "A" and "B". A dropdown menu is open, showing the user's profile information: "Diana Prince", "TPGROUP NEXUS", and "Enterprise Solutions Team Lead". The menu includes the following options: "Profile", "Time Clock", "Idle Console", "Preferences", "Issue Support Request", and "Log out employee.127555".

Possible Infraction

Type	Start Date	Start Time
Late Arrival	2009-11-02	09:00:00

Time Detail Total

Detail Date	2009-11-02
Schedule Time	08:30:00
Exemption Time	00:00:00
Logged Time	08:41:01
Time Adjustment Time	00:00:00
Possible Infraction Time	01:57:39
Infraction Time	01:57:39

page layout:

anatomy of the page
navigation links vs.
action links
collapsed forms
priority area



anatomy of the page

The Bar is a new addition to CCMS and allows for faster navigation and makes it easier to see where you are within CCMS. The Bar appears at the top of every page and stays in place even as you scroll.

1. HEADER AREA
2. THE BAR
3. TITLE AREA
4. PRIORITY AREA
5. IMPORTANT INFORMATION AREA
6. GENERAL INFORMATION AREA
7. SEARCH AREA
8. FOOTER AREA

Teleperformance CCMS Monday Nov 19, 2012 17:26:31 EST
Lex Luther 332869 Diana Prince A B

Employee Page

This is a priority item

First Name	Lex
Last Name	Luther
Location	TPGROUP NEXUS
Additional Information	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut at elementum tellus. Integer luctus adipiscing erat eget dapibus. Nunc libero turpis, dictum vitae porta ac, tempor nec nisi.

Generic Table Header

Number	String	Date
101	Example String 1	2010-01-01
102	Example String 2	2009-01-01
103	Example String 3	2010-02-21
104	Example String 4	2011-04-05
105	Example String 5	2011-05-22
106	Example String 6	2011-06-12
107	Example String 7	2011-07-30

Important Information

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Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut at elementum tellus. Integer luctus adipiscing erat eget dapibus. Nunc libero turpis, dictum vitae porta ac, tempor nec nisi.

General Information Edit

First Name	Lex
Middle Initial / Name	
Last Name	Luther
Location	TPGROUP NEXUS
Program	TPGROUP NEXUS Enterprise Solutions
Additional Information	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut at elementum tellus. Integer luctus adipiscing erat eget dapibus. Nunc libero turpis, dictum vitae porta ac, tempor nec nisi.

Employee Page Form

Start Date

End Date

Status

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navigation links vs. action links

In the title area of each page are links relating to the page.

1. On the left side you will see navigation links that can take you to another page.
2. On the right side you will see action links that allow you to perform activities.
3. All links in the Title Area snap to The Bar when you scroll down the page. The Bar stays at the top of the browser as you scroll allowing you faster access to all navigation.

Teleperformance CCMS Monday Nov 19, 2012 16:48:14 EST

Oroku Saki 332869 Oroku Saki A B

Time

Day Off Request Exemption Schedule Time Adjustment Work Create Day Off Request

1

2

Clark Kent 332869 Time Detail Diana Prince A B

Possible Infractions

Type	Start Date	End Date	End Time	Total
Late Arrival	2009-11-02	2009-11-02	10:57:38	01:57:39

Time Detail Total

Monday 2009-11-02

3

collapsed forms

Forms can auto collapse on page load depending on your user preference setting. Upon submitting forms, the form area can auto collapse depending on your user preference setting. To expand the form, simply click on the blue area.

The image illustrates a user interface for managing communications. It shows two states of the 'Communication Form' component: collapsed and expanded.

Collapsed State (Top Left): The form is hidden behind a dark blue header bar labeled 'Communication Form'. Below the header, a table titled 'Communications' is visible.

Ident	Communication Type
153221	General
153220	Training

Expanded State (Bottom Right): The form is expanded, showing a dark blue background with white text and input fields. The title 'Communication Form' is at the top. Below it are several fields:

- Start Date: 2012-10-19
- End Date: 2012-11-19
- Expiration State: Choose
- Status: Active
- Type: Choose

A 'Search' button is located at the bottom right of the form area.

Below the form, a table titled 'Communications' is displayed with four columns: Ident, Communication Type, Subject, and Date Issued.

Ident	Communication Type	Subject	Date Issued
153221	General	General	2012-11-19 16:33:04
153220	Training	Training Opportunity	2012-11-19 16:32:14

priority area

Priority items are now easy to find and highlighted in light blue and at the top of the page. The priority area is displayed when there are items that require attention and potentially action. Once the items within the priority area are completed, the priority area will no longer display.

1. This example shows unread communications or communications that require acknowledgement. Once they have been reviewed and/or acknowledged, the priority area will not appear on the page.

1

Teleperformance CCMS Monday Nov 19, 2012 16:34:28 EST

Bruce Banner 127555 Bruce Banner A B

Communications

Communications Needing Review

Ident	Communication Type	Subject	Acknowledge By	Date Issued
153219	Quality & Service	Quality & Service	2012-12-03 23:59:59	2012-11-19 16:31:24
153218	Operations	Operations	N/A	2012-11-19 16:31:01
153217	Attendance	Attendance	N/A	2012-11-19 16:30:10

Communication Form

Start Date: 2012-10-19

End Date: 2012-11-19

Expiration State: Choose

Status: Active

Type: Choose

Search

Communications

Ident	Communication Type	Subject	Date Issued
153221	General	General	2012-11-19 16:33:04
153220	Training	Training Opportunity	2012-11-19 16:32:14

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utilities:

what are utilities?
quick search views



what are utilities?

Utilities are features that help make CCMS even easier to use. Think of this as the APPS area of CCMS. The first utility is quick search. Click the utilities icon in The Bar to find anyone fast using name or employee ident. If you have employees on your team, they'll show up automatically.

1. When clicking on the utilities icon the utilities area slides in from the right side.

The screenshot displays the CCMS interface for Diana Prince. The main profile area shows her name, title 'Operations Supervisor', and company information. Below this is a 'General Information' table. On the right, an 'Employee Search' sidebar is active, showing a search bar and a list of search results for 'Some Employee' with various IDs.

General Information

Title	Ms
First Name	Diana
Middle Initial / Name	
Last Name	Prince
Common Name	Diana Prince
Hire Date	2006-07-17
Primary Email	noreply@teleperformance.com
Secondary Email	
Position Code Department	Operations
Position Code Group	Supervisor
Position Code	Supervisor
Position Code Company	Teleperformance Group [121] [TP_GROUP]
Position Title	Supervisor
Company	Teleperformance Group [121] [TP_GROUP]
Location	TPGROUP NEXUS [20] [NEXUS]
Location - Timezone	US/Eastern
Client	Teleperformance
Program	Teleperformance [3059] [TELEPERFORMANCE]
Manager Ident	332869
Manager	Oroku Saki
Manager Email	noreply@ccms.com
Last Log in	-None Recorded-

Employee Search

Search

1 2 3

- Some Employee 332870
Teleperformance Company
Teleperformance Program
- Some Employee 384380
Teleperformance Company
Teleperformance Program
- Some Employee 27004
Teleperformance Company
Teleperformance Program
- Some Employee 41011
Teleperformance Company
Teleperformance Program
- Some Employee 334503
Teleperformance Company
Teleperformance Program
- Some Employee 332870
Teleperformance Company
Teleperformance Program
- Some Employee 384380
Teleperformance Company
Teleperformance Program
- Some Employee 27004
Teleperformance Company
Teleperformance Program
- Some Employee 41011
Teleperformance Company
Teleperformance Program
- Some Employee 334503
Teleperformance Company
Teleperformance Program
- Some Employee 332870
Teleperformance Company
Teleperformance Program
- Some Employee 384380

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quick search views

1. Slim view just includes name and employee ident.

2. Contact card view includes photos so you can see each member of your team, as well as program information.

Teleperformance CCMS Monday Nov 19, 2012 16:25:01 EST

Diana Prince 127555 Diana Prince A B

Diana Prince

Operations Supervisor

Teleperformance Company
Teleperformance Program
Active since 2012-03-05

General Information

Title	Ms
First Name	Diana
Middle Initial / Name	
Last Name	Prince
Common Name	Diana Prince
Hire Date	2006-07-17
Primary Email	noreply@teleperformance.com
Secondary Email	
Position Code Department	Operations
Position Code Group	Supervisor
Position Code	Supervisor
Position Code Company	Teleperformance Group [121] [TP_GROUP]
Position Title	Supervisor
Company	Teleperformance Group [121] [TP_GROUP]
Location	TPGROUP NEXUS [20] [NEXUS]
Location - Timezone	US/Eastern
Client	Teleperformance
Program	Teleperformance [3059] [TELEPERFORMANCE]
Manager Ident	332869

Employee Search

Search

1 2 3

Some Employee 332870

Some Employee 384380

Some Employee 27004

Some Employee 41611

Some Employee 334563

Some Employee 332870

Some Employee 384380

Some Employee 27004

Some Employee 41611

Some Employee 334563

Some Employee 332870

Some Employee 384380

Some Employee 27004

Some Employee 41611

Some Employee 334563

Clark Kent 332869 Time Detail Diana Prince A B

Employee Search

Search

1 2 3

Some Employee 332870
Teleperformance Company
Teleperformance Program

Some Employee 384380
Teleperformance Company
Teleperformance Program

Some Employee 27004
Teleperformance Company
Teleperformance Program

Some Employee 41611
Teleperformance Company
Teleperformance Program

Some Employee 334563
Teleperformance Company
Teleperformance Program

Some Employee 332870
Teleperformance Company
Teleperformance Program

Some Employee 384380
Teleperformance Company
Teleperformance Program

Some Employee 27004
Teleperformance Company
Teleperformance Program

Some Employee 41611
Teleperformance Company

Some Employee 334563
Teleperformance Company

Clark Kent 332869 Time Detail Diana Prince A B

Possible Infractions

Type	Status	Total
Late Arrival	2006-07-17	01:57:39

Diana Prince
TPGROUP NEXUS
Enterprise Solutions Team Lead

Profile
Time Clock
Idle Console
Preferences
Issue Support Request

Log out employee.127555

11-02

Time Detail Form

Time Detail To

Detail Date	
Schedule Time	08:30:00
Exemption Time	00:00:00
Logged Time	08:41:01
Time Adjustment Time	00:00:00
Possible Infraction Time	01:57:39
Infraction Time	01:57:39

Schedule

Ident	Program	Source	Type	Start Time	End Time	Total
68445100	TPGROUP NEXUS Enterprise Solutions	CCMS	Full Shift	09:00:00	17:30:00	08:30:00
						08:30:00

Schedule Intraday Detail

Schedule Overlay Detail

Exemption

employee profile:

employee profile layout



employee profile layout

The employee profile layout has changed to cover the width of the page. Also, next to the picture the department, position code the company and program currently assigned to the employee are now displayed. Hover over the employee's image to see it in color with general information listed below.

Teleperformance CCMS Monday Nov 19, 2012 16:25:01 EST

 Diana Prince 127555 Diana Prince A B

Diana Prince



Operations
Supervisor

Teleperformance Company
Teleperformance Program
Active since 2012-03-05

General Information

Title	Ms
First Name	Diana
Middle Initial / Name	
Last Name	Prince
Common Name	Diana Prince
Hire Date	2006-07-17
Primary Email	noreply@teleperformance.com
Secondary Email	
Position Code Department	Operations
Position Code Group	Supervisor
Position Code	Supervisor
Position Code Company	Teleperformance Group [121] [TP_GROUP]
Position Title	Supervisor
Company	Teleperformance Group [121] [TP_GROUP]
Location	TPGROUP NEXUS [20] [NEXUS]
Location - Timezone	US/Eastern
Client	Teleperformance
Program	Teleperformance [3059] [TELEPERFORMANCE]
Manager Ident	332869
Manager	Oroku Saki
Manager Email	noreply@ccms.com
Last Log in	-None Recorded-

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