



Workforce Management

FORECAST, SCHEDULE, IMPROVE

PRODUCT SHEET

Ensuring contact centre staff with the right skills are in the right places at the right times is one of the most challenging and time consuming tasks facing contact centre managers. Enghouse Interactive Workforce Management automates the process of forecasting demand and scheduling resources ensuring targets for service levels, productivity and staffing costs are realised quickly.

Manage, Involve, Improve

Staffing can be one of the biggest challenges when managing a contact centre. Too many advisors can result in low agent utilisation and higher operating costs whereas having too few agents can lead to unhappy customers. Enghouse Interactive Workforce Management allows organisations to effectively manage their most important assets; their employees. Contact centre managers can accurately forecast call volumes, leverage flexible scheduling processes, provide real-time adherence data, and produce reports that measure agent, contact centre, sales and support team performance.

Workforce Management not only ensures that organisations are meeting customer expectations but they are also empowering agents to influence their schedules and check how they are performing against KPIs. Agents become motivated; they feel they are contributing to the performance of the business which results in significantly lower attrition rates.

Enghouse Interactive Workforce Management provides a suite of tools that helps organisations to strengthen their contact centre operations. Managers can rapidly attain an optimal utilisation of their contact centre's resources, minimising the risk of both overstaffing and understaffing, irrespective of changes in service demands.

Benefits

- Exceptional, consistent customer service
- Increase operational efficiency through accurate forecasts and effective planning
- Respond quickly and effectively to changes in demand
- Automated scheduling reduces administration time and costs
- Optimised schedules reduces staffing costs
- Reduce agent attrition through involvement and work-life balance
- Leverage investments in existing technology
- Increased agent productivity and revenues
- Improve performance through reporting and training

Proactive Planning And Forecasting

A prerequisite for ensuring the right number of agents are available to match demand, is an accurate forecast that can be made for any interval of time; hours ahead or far into the future.

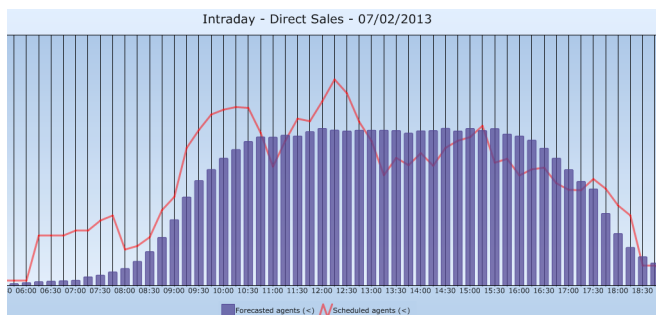
Enghouse Interactive Workforce Management uses historical data and takes parameters such as customer behaviour patterns, response targets, skills, opening hours and contact channels to build profiles of typical days and predict future call traffic. Seasonal variations, market trends, campaign periods and other long range factors are all taken into consideration.

Forecasts are continuously updated and there is also flexibility to adjust forecasts on an intraday basis to take account of unforeseen circumstances. The result is an accurate calculation of the optimal number of agents required to meet customer demand.

Effectively Manage Skilled Resources

Keeping track of agents skills in order to plan for training and recruitment is a challenging task. Enghouse Interactive Workforce Management tracks and manages agent's skill sets, levels, employment status and job criteria. Supervisors can quickly review future training and the skill development of each individual agent, as well as highlighting missing skill sets and guiding recruitment.

Example: Staff Cost Reduced By 25%



BEFORE WORKFORCE MANAGEMENT

- 81 agents
- 12 week rotations
- Fixed schedules
- Fluctuating service levels

Automated, Optimised Schedules

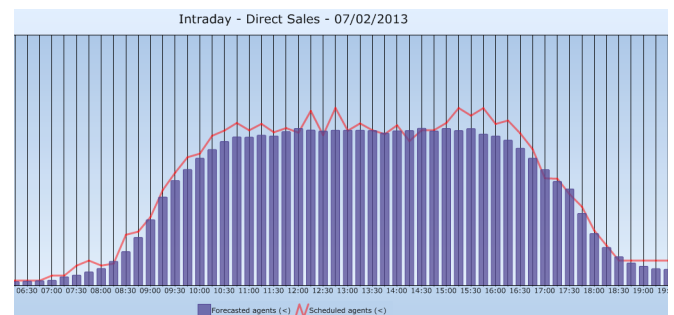
Enghouse Interactive Workforce Management facilitates optimal workforce scheduling on the basis of multi-skill and multichannel forecasting, the placement of agents in multiple locations, agent preferences, local work regulations and company policies. In addition, priorities can be given to the various skills, so that mission-critical capabilities are always available. The resulting schedules will consistently meet customer's demand.

If the unexpected does arise, like an agent suddenly can't work their scheduled hours, the system takes the new circumstances into consideration and automatically provides a new, optimised schedule.

Supervisors typically spend several days a week on scheduling of agents. Automating this process with Workforce Management significantly reduces the amount of scheduling time, freeing supervisors to spend time on more effective activities such as monitoring and coaching.

Plan For The Future

Long-term planning includes understanding how call volumes, call duration or agent skill sets affect parameters such as service level. With Enghouse Interactive Workforce Management, contact centre planners can easily perform recruitment analysis and budget planning by scheduling for a series of different scenarios – a valuable tool in the evaluation phase of any workforce management process.



AFTER WORKFORCE MANAGEMENT

- 62 agents to cover same need
- Flexible start times
- Fixed shift lengths
- Correct service level

Agent Interaction Strengthens Motivation

Through a dedicated portal, agents can see and trade their shifts, request holidays and submit working hours preferences. Agents can also obtain their own performance reports which helps them monitor and improve their productivity, through reports and individual scorecards.

When creating a schedule, the system takes these preferences into consideration wherever possible within the framework of target service levels. This gives agents a sense of participating in the process leading to greater satisfaction, fewer sick days, and lower staff turnover.

“We have been able to remove manual processes, saving time, as well as also ensuring that regardless of how our customers choose to interact with us; phone, email, chat, we will be able to provide a consistently high level of service to them by having the right people, with the right skills, in the right place, at the right time!”

Mark Hollingdale, Contact Centre Manager
P&O FERRIES

Evaluate For Improved Profitability

Enghouse Interactive Workforce Management includes a large number of analysis tools that enable managers to conduct a detailed evaluation of contact centre performance in order to plan future initiatives for enhancing customer service effort and/or reducing personnel costs.

All levels of the organisation can access the reports and other information they need through a web portal, ensuring targets are easier to follow-up and areas for improvement are identified faster.

Meeting service goals becomes easy, which leads to satisfied customers and increased sales. Managers can also analyse which service targets are best suited to different customer segments. Costs will also be controlled by not overstaffing. And finally, staff turnover will go down and productivity increase due to higher job satisfaction among the agents.

Scalable And Modular

Whether you have a small, single-site call centre or a large multi-site multi-channel contact centre, Enghouse Interactive Workforce Management provides significant cost savings and improved operational efficiencies across the business.

The system’s scalability and modular construction enables it to easily adapt as changes occur in the organisation or the market, whilst ensuring that agent resources match customer demands.

Optimising a contact centre that is divided into different units or operates across multiple sites is easy. Integrating an outsourced contact centre can also be done seamlessly. Regardless of the structure, Enghouse Interactive Workforce Management combines all the parameters such as skills, opening hours, customer demand, business rules and contact channels together to deliver a single, powerful plan and view of the organisation.

Integrate With Other Solutions

To realise the benefits of a workforce management system it is essential that it can fit easily into existing IT infrastructure. Enghouse Interactive Workforce Management was designed and built to integrate easily with other platforms.

Included as standard is a development tool which allows you to integrate the system into almost any IT environment. For example you could automatically transfer data on how time is used in the contact centre to your payroll system. If you already have a centralised agent register, it can be linked to the workforce management system to avoid double handling data-entry and maintain data-integrity.

Because Enghouse Interactive Workforce Management is so flexible, you get even more out of solutions that are already in place. This helps to extend the life of these solutions and thereby increase the return on previous IT investment.

Why choose Enghouse Interactive?

With over 25 years experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an enviable pedigree.

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market. Through our extensive network of reseller partners, we are helping thousands of organisations of all sizes, industries and complexity across the world to improve their service, productivity and operational efficiency.

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor.

Our solutions scale from a single site call reception console to multi-tenanted, multi-media contact centres with users in excess of 10,000. We have more than 1 million agent seats handling over 1 billion interactions through our systems daily – making Enghouse Interactive one of the biggest providers of customer contact solutions in the world.

About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organisation, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organisation, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.



Learn more at www.enghouseinteractive.com

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