

# Verint Workforce Management Professional

## Utilize Staff Effectively with Optimized Schedules

Since staffing can account for up to 70 percent of contact center, branch, and back-office operating costs, it's important to schedule and manage employees effectively. Produce optimal schedules by balancing defined shift rules, work patterns, breaks, off-phone times, and service-level goals with individual skills, proficiencies, and preferences:

- Accommodate dedicated, blended, or task-switching environments.
- Schedule meetings and training without impacting service levels.
- Comply with government, union, and "time-banking" regulations.
- Create centralized forecasts and schedules with a single point of control over the entire network, or decentralized schedules that allow for decision-making at individual sites.
- Develop optimized, long-term plans for capacity, staffing, hiring, and vacation.

As a result, the risk of overstaffing is reduced, overtime minimized, employees provided with schedules they prefer, time-off opportunities identified, and shrinkage reduced. The solution can automate routine administrative tasks, freeing supervisors to coach their staff.

## Simplify the Complex Task of Forecasting and Scheduling

Estimating contact and work volumes in customer service operations can become difficult to manage without sophisticated analysis that caters for multiple sites, expanded media options, staff proficiencies and preferences, complex work rules and types, customer expectations, and the task of forecasting and scheduling.

- Reduce costs by staffing appropriately to meet workloads, drive business growth and operational excellence, whilst improving employee effectiveness and retention:
- Forecast daily and long-term workloads, monitor adherence to schedule, and enable intraday trends to be tracked against forecasts for quick action.
- Create employee schedules to help meet service levels consistently and cost effectively, while accommodating employee proficiencies, quality scores, skills, preferences, and performance.
- Utilize a single, unified solution to help balance customer and employee satisfaction and engagement with cost constraints across customer- serving departments.

## Benefit from World-Class Consultants

Verint and Vonage are experienced in performing installations worldwide with tenured, global implementation engineers, project managers, and technical specialists trained in the complexities of integrating telephony, customized hardware, and software.



# Key Benefits

**Forecasting & Scheduling** - Run simulations to calculate a precise forecast for future call volumes, agent requirements and average handle time for any time interval of the day, based on historical data from the ACD. The scheduling engine incorporates all call types and other activities to generate staffing schedules that optimize agent availability, work rules, skills, holidays, breaks, service levels and budgets.

**Real-Time Adherence** - Compare planned agent activity to actual activities throughout the day, as well as real-time views of forecast and actual call volumes, handle times, and other key performance indicators.

**Intra-Day Management** - A graphical display of agents schedules can be manipulated by dragging and dropping breaks, lunches and other exceptions. Real-time updates can be made to required and assigned agents instantly and display surpluses and shortages for each time period of the day.

**Reporting** - Supervisors have access to key reports to make faster and better decisions. Supervisors can review agent schedules, approve or decline agent exceptions, schedule bids and view critical reports.

**Exception Planning** - The integrated exception calendar simplifies the scheduling of agent exceptions such as time off and one-time or recurring training meetings.

**Time Off Manager** - Turn a complex and time-consuming process of managing employee time-off requests into a clear and easy-to-administer online system. Employees can view their vacation availability, submit and track requests for time off, and receive status updates on their requests.

**Coaching (Performance Management)** - Out-of-the-box workflow for assigning, delivering, and tracking coaching that's driven by individual quality evaluation and key performance indicator (KPI) scores. Helps mentor employees on how to develop and enhance their skills.

**Blended Media** - Schedule customer service employees across multiple media channels, including email, chat, and phone, to deliver a more cohesive customer experience.

**Shift Bidding** - Allow agents to bid on desired shifts in an online "auction" format to show shift preferences and uses an innovative bonus point system in addition to agent seniority and rank.

**Outbound Dialer Integration** - Integrate and track outbound dialer campaigns through the application.

**Strategic Planner** - Develop optimized, long-term plans for capacity, staffing, hiring, and vacation.

**Long-Term Forecasting** - Create long-range forecast calculations using historical volume and arrival patterns, which generate accurate staffing requirements. Planners can customize flexible ranges of months as unique long-term forecasts, each with their own overhead cost values, allowing flexible "what if" scenarios for long-term capacity planning and cost projections.

**Mobile Application** - Enable users to access workforce engagement and workforce management applications on their phones with a one-time cost to set up the mobile app feature.

## Add-Ons

**Performance Management** - Capture and aggregate data across multiple systems while providing a unified framework for efficiently tracking, managing and improving both individual and organisational performance.

**Advanced Desktop Analytics** - Help ensure PCI compliance by pausing and resuming audio and screen recordings when confidential information is being provided.

**Speech Analytics** - Automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern.

## Contact Us

Vonage Contact Center powers customer engagement that transforms businesses globally. The award-winning cloud customer contact platform revolutionizes the way organizations connect with their customers worldwide, enabling them to sell more, serve better and grow faster.

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