

A photograph of three call center agents working at their desks in a modern office setting. The agents are focused on their work, with one agent in the foreground typing on a laptop. The image is overlaid with a blue semi-transparent banner containing the title text.

Workforce Management: Maximize Contact Center ROI & Efficiency

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CoreNexa™ UC | Contact Center | Account Manager

Cloud-based WFM Solutions can allow managers to more easily schedule & supervise their teams

An organization's best asset is its people. And improving employee efficiency — which directly correlates to improved productivity, and therefore to happy customers — should be a priority for any business. This is especially true in the contact center, which is all about building relationships between employees and customers.

But for decades, managing team members in a contact center environment has been a hassle — and much of it remains unchanged. Scheduling is often done via spreadsheet, which adds needless complexity and cost to an already overcomplicated task. And yet, a recent study from the International Customer Management Institute (ICMI) reports that 71 percent of contact centers rely on manual spreadsheets to forecast and schedule their staff.

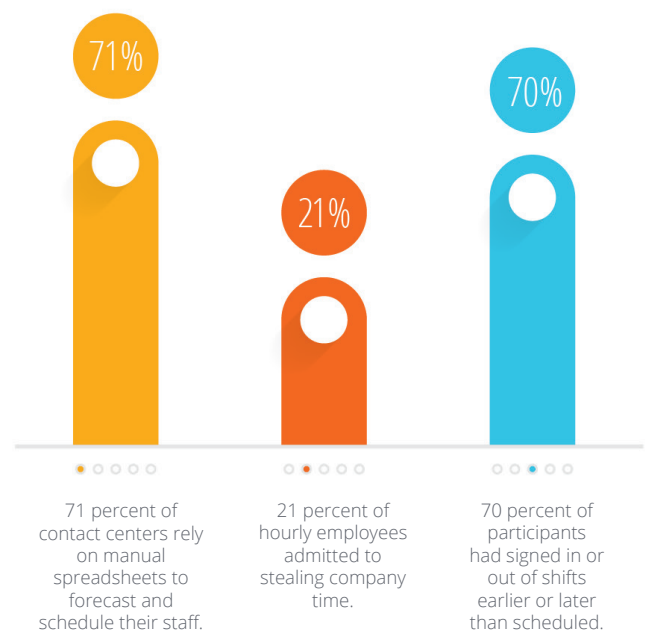
Thankfully, cloud-based Workforce Management (WFM) solutions can allow managers to more easily schedule and supervise their teams, establishing "Adherence-on-Demand" environments that empower businesses to optimize resources and dramatically improve performance. The end result? A more efficient contact center, that is positioned to deliver the kinds of positive customer experiences that build trust and drive ongoing business.

Statistics show that scheduling and adherence is directly linked to contact center productivity:

The American Payroll Association estimates that up to 10 minutes per day per employee is lost due to lateness, long lunches, and early departures, amounting to almost an hour per week per employee. Multiplied across the entire organization, and you can imagine the losses to productivity.

According to a Harris Interactive survey, 21% of hourly employees admitted to stealing company time. 5% said they'd either "buddy punched" a time clock to cover for a late co-worker, or asked someone to do so.

70% of participants had signed in or out of shifts earlier or later than scheduled. 22% "padded their time sheets" with extra hours.





The Principles of Workforce Management

Workforce Management (WFM) is the process of managing, organizing, monitoring, and adjusting agent schedules and performance to optimize the contact center team. Solutions must deliver functionality in three major areas:

- ✓ Scheduling
- ✓ Adherence
- ✓ Forecasting

Scheduling: Taming the Bear

Scheduling is an essential component of contact center management. Ever since the first time-clock was invented, managers have been looking for methods to ensure workers stick to company policies and perform their jobs successfully — and employees have found ways to work around those policies, whether through buddy punching, or simply by taking long lunches and leaving early.

WFM solutions with drop-and-drag capabilities make it easy for managers and employees to create schedules in real time with a click of a mouse. Managers can easily assign team members with the right skills to the appropriate shifts, and by leveraging real-time data, gain a reliable view of employee activity. These insights help supervisors make more informed decisions based on accurate information, as opposed to speculation.

“Adherence-on-Demand”

One of the most important benefits of a cloud-based WFM solution is the ability to create Adherence-on-Demand insights. With many contact centers employing legions of remote agents, supervising employees to ensure they adhere to plan is a daunting task. Effective WFM allows management to see precisely when team members log on and off the system, how many calls are serviced, and if there were any prolonged or inappropriate gaps in activity. In an age of remote employees, it’s almost inconceivable to monitor compliance without these real-time insights.

Real-time Monitoring + Historical Data = Accurate Forecasting

Real-time information is essential for maintaining operational efficiency. Ideally, WFM tools should integrate with a company’s contact center solution and leverage the company’s backlog of historical data that resides on these platforms. This historical data can paint an accurate portrait of upcoming trends facing contact center managers, who can then adjust staffing accordingly to match these needs. Instead of operating in the dark, WFM solutions give managers the tools to make staffing decisions that improve performance and the bottom line.



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How CoreNexa™ WFM Optimizes Productivity

CoreNexa's WFM solution is available as a fully integrated module within its proven Contact Center platform. Because it can be accessed through a simple license activation, it negates the need for expensive development work with third-party “bolt-on” WFM applications. And all its capabilities are managed from a unified platform, provided by a trusted technology partner.

CoreNexa WFM checks all the boxes when it comes to capabilities: its extensive scheduling functionality features an intuitive interface that accommodates everything from shift changes, to vacation and PTO requests, to lunch breaks. Its reliable forecasting tools incorporate detailed historical data that is seamlessly collected by CoreNexa Contact Center. Best of all, it facilitates adherence for both on-premise and virtual environments, giving businesses the clarity they need to ensure the best possible employee performance.

CoreNexa WFM checks all the boxes when it comes to Contact Center management: Extensive scheduling capabilities, adherence tracking for both on-premise & virtual employees, & reliable real-time forecasting tools.



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