AVAYA

IP Telephony
Contact Centers
Mobility
Services

OVERVIEW

Impact 360™ Workforce Management Package from Witness Systems – Powered by Avaya

Reinventing Workforce Management to Meet and Exceed Your Requirements

In today's contact centers, customer call volumes are moving targets. When you factor in multiple sites, expanded media options, agent proficiencies and preferences, and customer expectations, the task of forecasting and scheduling becomes difficult to manage without the right tools and sophisticated analysis.

A strategic component of any contact center, operational effectiveness tools allow you to make better decisions faster so you can optimize your business processes and returns. Through Avaya comprehensive solutions — including contact center analytics and reporting, call recording and quality monitoring, and workforce management — both real-time and historical customer and operational data can be collected, organized, and analyzed.

As part of the **Avaya Customer Interaction Suite,** and a key solution within the Operational Effectiveness portfolio, the Workforce Management Package combines proven

workforce management functionality with insightful performance management capabilities.

Comprised of a proven, easy-to-use set of software and services working in conjunction with Avaya CMS and Interaction Center, the Workforce Management Package simplifies the complex task of forecasting and scheduling, enabling contact centers to capitalize on the unique skills and proficiencies of every agent. As a result, you can reduce costs by staffing appropriately to meet your workload, drive business growth, and improve employee effectiveness and turnover.

Now You Can:

- **Increase operational efficiencies** with more accurate forecasts by factoring in historical patterns and a variety of forecasting methods

- **Reduce costs** through the creation of optimal schedules by reflecting each agent's unique skills and proficiencies

- **Improve customer satisfaction** with more predictable service levels by monitoring agent adherence to schedules

- **Increase productivity** by scheduling and managing single, multiple and virtual contact center sites across time zones

- **Increase employee satisfaction** with shift swapping and preferences, optional shift bidding and time-off requests

It includes a tightly integrated set of business functions across workforce, adherence, and performance management that help customers make better decisions faster by streamlining processes and providing information that is difficult to access through independent applications. The Workforce Management Package business integrations enable users to:

- Drill to adherence management from a scorecard

- Click to a scorecard from a schedule

- Combine workforce management statistics with other metrics within a scorecard

Mastering Forecasting and Scheduling for Optimal Service Performance

The Workforce Management Package is comprised of functionality designed to optimize agent performance, reduce risk and automate manual processes whether you are a small to medium-sized business, or a large global organization.

Forecasting and Scheduling – Accurate forecasting is the critical first step in managing your workforce. The Workforce Management Package integrates with your ACD and uploads historical data directly from its database. Call volumes vary depending on marketing campaigns, seasons, holidays and other events, and the Workforce Management Package allows you to select, combine and alter historical data to predict future call volume and plan accordingly. You also can set up profiles to model call volume behavior for different events and circumstances.

Unique to our solution is a patented skills-based engine that incorporates the unique skills and proficiency levels of each agent. It produces optimal schedules down to the quarter hour by balancing the defined shift rules, work patterns, breaks, off-phone times, agent preferences, agent skills and targeted service level goals. By matching the right agents with the right customers, productivity increases, and so do agent and customer satisfaction. In addition, costs go down when your staffing levels precisely match your contact volumes.

For example, you can:

- Schedule single, multiple or virtual contact centers across time zones

- Accommodate a dedicated, blended or task-switching work environment

- Schedule meetings or training without impacting service levels

- Automate compliance with government and union regulations through a comprehensive set of work rules

- Create schedules based on skill priorities that align with your call routing strategy

- Evaluate different "what if" scenarios, such as full-time versus part-time, to ensure that you have the right resources to meet expected demand

Optional capabilities include:

- **Shift Bidding** goes beyond the regular shift preference functionality provided by the Forecasting and Scheduling function, empowering your agents to bid directly on the specific shifts they desire via online "auctions." A set of rules can be setup to process the bids. Assignment of shifts is based on seniority, performance or rank, and discretionary points awarded by managers to reward agents for hard work and superior performance.

- **Time Off Management** turns a complex, time consuming and burdensome process of managing time-off requests into a clean, clear and easy to administer on-line system. It enables agents to view vacation availability, submit, manage and track requests for vacation or time off and to receive time conflict and request status information.

- **Multi-media Agent** allows you to forecast and schedule agents across multiple channels including email, chat and fax, in addition to forecasting and scheduling agents that handle inbound and outbound phone contacts. As a result, operational effectiveness increases through more accurate forecasting and increased agent productivity for multi-contact agents.

Contact Center Planning, Adherence and Management – To help continuously fine-tune your operations, The Workforce Management Package monitors adherence to schedules so you can make necessary adjustments. The intra-day "pulse" feature provides you with a real-time

graphical view of forecasted, actual and predicted call volumes, handle times, service level statistics, agent adherence levels and other critical information. You can configure alerts to notify users of deviations from plan, and use trends to reforecast, reschedule and proactively take appropriate corrective action.

These robust capabilities allow you to:

- Leverage the most up-to-date ACD statistics to monitor and analyze key metrics for re-forecasting and re-scheduling

- Track and compare actual, forecasted and required statistics by individual queue or combined queue

- View deviations of key contact center metrics

- Assess trends and historical data

- Identify, understand and proactively resolve variations to plan, ensuring service goals are consistently met

- Adjust schedules to correct for overstaffing or understaffing situations

Multi-site management allows for a single point of control over the entire network, and decision making at individual sites. You can monitor information such as key contact center metrics like contact volume, average speed to answer or service levels to present a complete picture of your entire contact center operation.

The optional **Advanced Adherence** capability tracks schedule adherence including activities that are not phone related such as front end and back office activities. It comprehensively collects and displays data on how employees are spending their time throughout the day, and where there are discrepancies between the schedule and reality. Improving visibility into these agent activities helps businesses streamline work processes, increase employee productivity, and control operational costs.

Web-Based Agent Self-Service – The Workforce Management Package allows agents to easily manage and contribute to their own schedules without impacting service levels. By bringing workforce management to the agent desktop, you can build agent morale and retention by giving them more flexibility and control over their schedules, while enabling your managers to focus on more critical areas such as coaching and performance-related activities.

Using any Web browser, agents can securely:

- Request vacation and other types of time off, even portions of a day

- Set preferences for days off and start times

- Swap shifts. Agents can post, negotiate and request shift swaps via an online swap board

- View schedule and time-off information. With just a glance, your agents can get a summary of their schedules for the week and the status of their shift swap, time off and vacation requests

Extending Your Business Value with Performance Management Functionality

The Workforce Management Package includes performance management features designed specifically for your multi-channel, multi-skilled contact center. A set of pre-defined key performance indicators (KPIs) including service levels, occupancy rates and time to adherence, enable your contact center staff see how they are performing, and your managers to evaluate team and organizational performance. It contains role-appropriate scorecards that display actual employee performance metrics as well as trends.

The Workforce Management Package includes tightly integrated functions between the scorecards and workforce and adherence management. Users can:

- **Resolve adherence issues quickly** with one-touch drilling from scorecards to adherence details. After studying an agent's scorecard, a manager can drill

directly to the employee's adherence screen to determine what may be causing an agent to fall outside of the desired KPI range. This level of visibility delivers insight that allows managers to diagnose the root causes of adherence issues quickly and drive changes in processes or behaviors.

- **Combine workforce management statistics with other metrics within a scorecard.** The scorecards include statistics from the workforce and adherence management functions such as % time in adherence, actual calls offered, and call volume forecast deviation, as well as statistics from the ACD such as occupancy rate, average handle time, and % wrap-up time.

- **Increase agent productivity** by allowing agents to directly and quickly, from their schedule screen, access their personal scorecards by just clicking on the Scorecards tab on the schedule screen without having to re-log into their scorecard.

This visibility into performance can motivate your staff to improve, while enabling managers to focus on identifying trends, addressing issues and capitalizing on opportunities, resulting in better customer service, lower costs and, ultimately, a big boost to your bottom line.

Name of Employee	% Time In A...		% Wrap-up t...		Employee AH...	
	Actual	Trend	Actual	Trend	Actual	Trend
Adams, Joey	76%	↓	14%	↑	187	↓
Belworth, Abraham	76%	↑	14%	↑	175	↓
Bloom, Terril	80%	↑	13%	↑	180	↓
Brannon, Mick	80%	↓	14%	↑	167	↓
Brickles, Melinda	80%	↑	15%	↑	183	↓
Chang, Kevin	78%	↓	15%	↑	174	↓

Avaya Professional Services and Learning More. . .

Impact 360™ solutions take full advantage of Avaya's recognized strength in voice heritage, application development, global services and leadership position in the industry. Avaya Global Services provides a suite of services designed to give you maximum flexibility in choosing the services needed to best support the unique needs of your contact center and your business.

Find the solution that's right for you. To learn more about the Avaya Customer Interaction Suite and Impact 360™ solutions, visit www.avaya.com, or contact your Avaya Client Executive or Avaya Authorized BusinessPartner today or call **866.GO.AVAYA**.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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