ENGAGE WFM™

Enterprise-Scale, Multi-site Workforce Management

DATASHEET

Comprehensive Workforce Management to optimize contact center performance

Engage WFM is a powerful, highly effective Workforce Management solution, which combines industry-leading forecasting and scheduling functionality with an easy-to-use design, guaranteeing you get the absolute most out of your investment. In short, Engage WFM helps ensure you have the right number of agents, with the right skills, in the right place, at the right time. Simple as that.

BENEFITS

- Optimize staffing through accurate and reliable forecasting
- Properly scheduled resources improves customer satisfaction
- Detect and correct adherence issues immediately with real-time monitoring
- Flexible reporting and KPIs supports continual process improvement
- Improve agent performance with tools to motivate and reward
- Reduce agent attrition with improved work-life balance

The comprehensive Engage WFM solution consists of a base product includes all the tools needed to effectively manage your staff, accurately forecast demand, create schedules automatically, develop accurate and insightful reports and improve your overall customer service. Optional, add-on modules are easily adaptable and expandable to your needs. The modular design allows the incorporation of additional functionality as the organization grows and the needs increase.
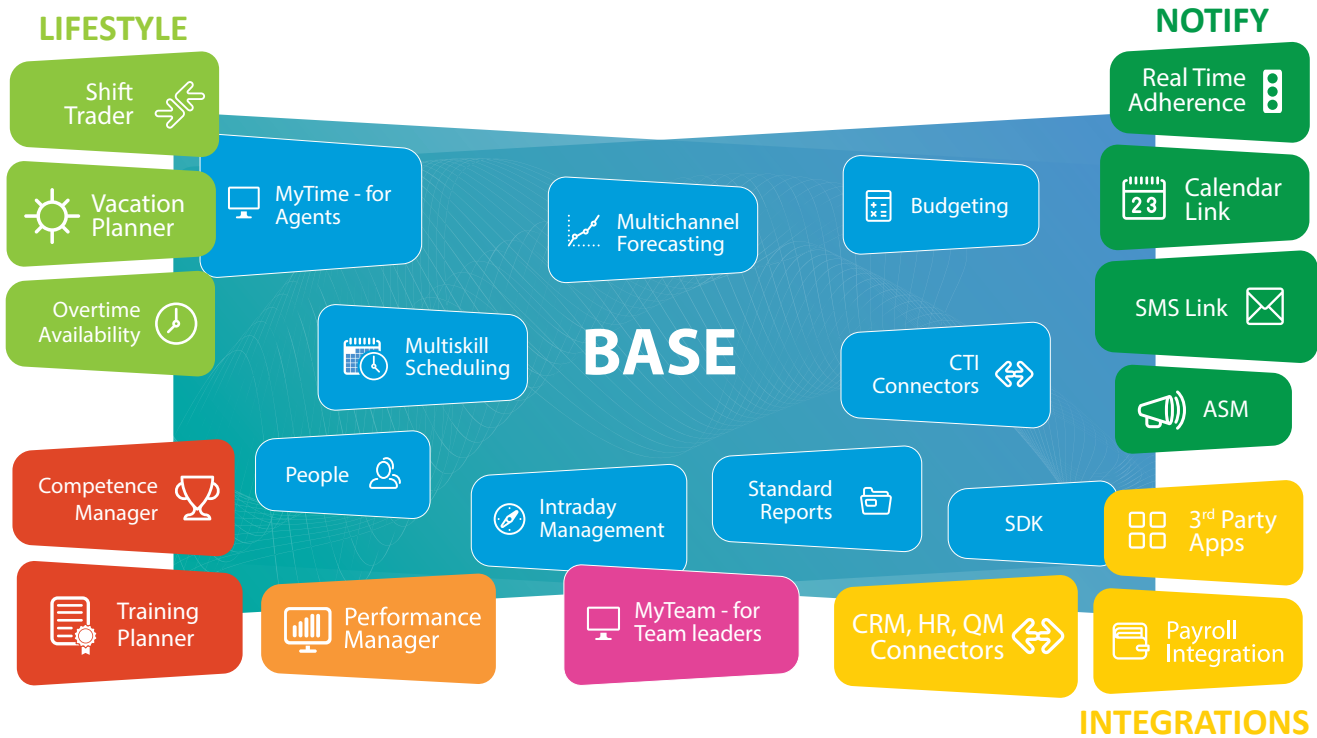
Engage WFM algorithms combine historical information with seasonality data, trend analysis and planned campaigns to predict future requirements. Forecasts can be created for any time interval and schedules updated instantly based upon real-time events.

Advanced features support employee engagement and empowerment for agents and real-time notification capabilities for supervisors. Provide your agents with the ability to make scheduling requests, check messages and performance – at work, home or on the run. Front-line managers have all the tools needed to proactively monitor adherence and respond in real time to improve contact center performance.

Increase customer satisfaction, agent involvement and profitability with Engage WFM.

Powered by

TELEOPTI

LIFESTYLE

NOTIFY

Shift Trader

Vacation Planner

Overtime Availability

MyTime - for Agents

Multiskill Scheduling

Multichannel Forecasting

Budgeting

BASE

CTI Connectors

Real Time Adherence

Calendar Link

SMS Link

ASM

Competence Manager

People

Intraday Management

Standard Reports

SDK

3rd Party Apps

Training Planner

Performance Manager

MyTeam - for Team leaders

CRM, HR, QM Connectors

Payroll Integration

INTEGRATIONS

Feature-rich solution expandable to support organizational growth.

FEATURES

Forecasts

Engage WFM™ provides multi-skill, multi-site and multi-channel forecasting tools for the long and short term, including trend and seasonal analysis functionality. The addition of easy-to-use wizards makes forecasting simple and user friendly. Improved forecasting accuracy helps avoid surprises.

People

Agent administration includes the ability to specify employee types, skill levels, contractual requirements, languages, work rules, policies, and time-zone restrictions. Using resources to their full potential reduces costs and improves efficiency.

Schedules

Powerful tools for scheduling optimization bring together business needs, agent preferences and scheduling rules to produce the best schedules possible for your organization. Capabilities range from full automation to cut-and-paste editing with the ability to mix and match scheduling periods for complete flexibility.

Shifts

The efficient shift generator allows creation of shifts from any mix of schedule activities with the ability to review compliance to your policies before committing to schedule. Time periods can be specified by days, weeks or months.

FEATURES

Intraday

Intraday management is all about staying in control of the day, and being ready to handle the unexpected. The Intraday module includes all the tools needed to proactively monitor and respond in real time, all from the same user friendly interface with drag-and-drop ease.

Reports

An extensive reporting package includes schedule adherence with drill-down capabilities, graphs and export to Excel. Advanced reporting capabilities include rapid access to Key Performance Indicators (KPIs) and agent scorecards for various KPIs, such as absenteeism, adherence, productivity and others.

Budgets

Accurate and flexible budgets are essential to the long term sustainability and profitability of your customer service organization. The Budgets module brings together your long-term forecasted need and the resources you have available. It also enables you to add the effects of attrition, shrinkage, new hires, overtime and other factors that affect the organization´s ability to deliver the highest levels of customer service, at the right cost.

MyTime

The web-based My Time portal provides agents access to their current day's schedule – as well as that of other team members – and lets them enter preferences on how they would like to work for any predefined period. Agents can also view their performance report with adherence, number of calls answered, average call duration and collected agent badges.

Agent badges

To further improve motivation and performance, Engage WFM™ has added the use of gamification features! Gamification is increasingly being adopted and successfully applied in business contexts as organizations realize the tremendous value it can bring to their business; i.e. the fun and competitive nature and its built-in positive reinforcement pushes agents to perform to the best of their ability.

Software Development Kit (SDK)

Designed with openness in mind, Engage WFM™ includes the powerful SDK platform for customized development and integration, based on industry-standard web services. The SDK provides an advanced set of functions to access and modify your data while still using Engage WFM™ business logic and rule sets.

ADVANCED FEATURES

LIFESTYLE PACKAGE FEATURES

Three self-service modules to increase agent motivation and empowerment include:

Vacation Planner – Automated request handling brings reduction in administration

Save time and money with Vacation Planner, freeing up valuable resources and eliminating paper-based vacation scheduling and approvals. Agents book vacations autonomously via the agent portal and receive manual or automated approvals, based on pre-defined business rules.

Shift Trader – Shift trading in no time while maintaining service-level requirements

Agents can trade shifts – with or without team leader/administrator intervention – while maintaining staffing-level requirements. Agents can view, evaluate and trade available shifts on their MyTime agent portal – in no time at all.

Overtime Availability – Find available resources in a flash

Finding agents at short notice to meet staffing requirements has been made easier than ever. Agents simply enter their overtime availability on their MyTime agent portal, which creates a supplementary resource pool that's ready for automated scheduling when needed.

MANAGEMENT FEATURES

MyTeam – On the go and in the know

MyTeam puts agent schedules right in the palm of team leader hands, from any web-enabled device – in real time. Team leader life is made easy with the user-friendly, web-based solution for viewing and editing schedules, as well as monitor agent status. Furthermore, access to agent schedules and real-time adherence – wherever, whenever – greatly improves team leader knowledge of operational performance at any given time.

NOTIFY PACKAGE FEATURES

Act and respond faster – with real time notifications! Four complementary modules encompass:

Agent Schedule Messenger (ASM) – Keep track of and improve adherence

Pop-up reminders and the messenger interface (for rapid, efficient communication between agents and team leaders) help agents not only keep track of their scheduled activities throughout the day but also improve schedule adherence.

Real-Time Adherence (RTA) – Detect and correct problems immediately

Real-Time Adherence monitors agent status, giving overviews – in real time. The information, visible in the intraday module alongside schedules and incoming demand data, makes tracking agent-adherence and adjusting schedules effortless, with drag-and-drop ease maintaining service-level targets throughout the day.

CalendarLink – Share schedules; access them from anywhere

Agents are able to view the latest schedule changes on preferred mobile devices and from third-party calendar services (e.g. iCal, MS Outlook) – anywhere, anytime. This not only eliminates tedious, manual notification-processes but also increases schedule adherence.

SMSLink – Schedule changes on the go, in real-time

Automated notifications of schedule changes, sent to agents via SMS (Short Message Service), eliminate labor-intensive, manual processes. The moment an agent shift changes – i.e. new starting or finishing times, or a day off switches to a work shift, Teleopti WFM generates an automated message which is then sent to the agent's mobile via a local SMS gateway provider. It gives pro-active notifications, bringing about improved schedule adherence!

OPTIONAL FEATURES

Performance Manager – Gain insights from advanced analyses
A must-have for managers who need to quickly identify, evaluate and improve factors that impact operational performance. Performance Manager brings you advanced reporting and rapid access to Key Performance Indicators (KPIs), including organization-wide comparisons down to the individual level. Agent scorecards, including KPIs by agent and day, come with performance indicators, such as efficiency, productivity – and many more.

Competence Manager - Optimize employee performance to transform business outcomes
Employees that possess the right skills, knowledge and attributes can deliver exceptional transformational results. Competence Manager shows you what "best" performance looks like by pinpointing the key skills of top performers - what they're doing differently/ better – and how to achieve it. The solution also identifies gaps in employee skills/knowledge and flags the best course of action by replicating desirable profiles.

Training Planner - Take control of your training plan; save time, money and invaluable resources
Plan, schedule and manage training with advanced automation functionality – regardless of the size of your workforce. Service-level targets, agents, trainers and training room availability are all factored in to deliver optimal training schedules. Quickly and easily select individuals and groups, the training content, delivery details, trainers and dates.

Payroll Integration – Eliminate errors; save time and money
Automating your payroll process, by integrating Engage WFM™ with your payroll system, may potentially eliminate costly payroll errors and wasting administrative time. Payroll integrates Engage WFM™ with the payroll system, transferring simple imports and/or exports of scheduled employee work hours and any deviations – absences, overtime or shifts allowances, and the like – to more complex exports that include advanced compensation calculations.

For more information on Engage WFM™, contact your authorized telecom equipment reseller or TelStrat.