Call Center - Workforce Management (WFM)



Workforce Management (WFM) applications focus heavily on call center solutions. Data, both real-time and historical, is fed (or pulled) into a workforce management data analysis tool. The front end of the application provides call center managers with information they can use to meet staffing needs, i.e. handling call volume during peak or off-peak hours, as well as exception-planning for parts of the day or week.

We have partnered with Verint Monet Software.

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Features

- Exception planning
- Call center forecasting
- Call center scheduling
- Intra-day management
- Real-time adherence
- Performance analytics with goals, alerts and KPIs
- Creating shift profiles for weekends, holidays, high volume, etc.

Benefits

With a WFM solution on top of the Evolve IP call center, customers can use real data to match calls to the appropriately-skilled agents. Key benefits:

- Plan and maintain KPIs during training and meetings with call center agents.
- Cut costs by scheduling the minimum necessary staff for certain call volumes.
- Improve KPIs using real-time and forecasted call volumes (wait times, hold time, handle time, etc.)
- Improve ACD metrics and corporate SLAs by managing agent states in real-time, scheduling adherence for tasks, breaks, projects, and availability.