



WORKFORCE MANAGEMENT

Forecasting and Scheduling Tool

The key to a cost-effective contact center operation is having the right number of agents, with the right skills at the right times to meet anticipated volumes of work — and to do so at the required levels of service. The right tool enables you to forecast workflow based on historical patterns. Schedule employees with the right skills when needed to ensure that Service Level Agreements (SLAs) are always met.

LiveOps Workforce Management collects actual data through systems integration, allowing it to generate forecasts. Forecasting is the most critical and useful step in the workforce management process. With precise call volume and agent requirement predictions, you can then efficiently and easily arrange agent scheduling through a simple, intuitive web-based interface.

- A cloud-based application, Workforce Management is easy to use and fast to implement, with a minimum of IT involvement required.
- Grow seamlessly and smoothly because the application scales up easily as your operation grows.
- Put your resources to best use according to time of day, season and available staff.
- Build scenarios for budgeting and planning purposes, or create “what-if” scenarios to explore how a workload change would affect your center.

FORECASTING

Workforce Management forecasts call volume and agent requirements based on work history. Using real call data, it anticipates call volume and average handling time for 15-minute periods based on service level objectives. Call volume can be converted to agent requirements for each interval.

Shrinkage – Hidden areas of agent unavailability (due to lateness, emergencies, etc.) are factored into forecasting and scheduling.

Abandonment is considered in forecasts.

- Accurate information on which to base scheduling decisions.
- Decreased congestion, reduced queue lengths and waiting times.

SCHEDULING

Workforce Management creates simulated staffing schedules that optimize a wide range of factors — agent availability, expected call volume, service level goals and



LiveOps WFM solution is an affordable and easy to use contact center forecasting and employee scheduling solution.

- Fast to set up
- Easy to use
- Precise forecasting
- Efficient and accurate scheduling
- Powerful reporting and analytics

center budget — based on precise forecasts. Manage your center with intra-day updates, and make real-time changes to forecasts and agent schedules.

Multiple Sites and Time Zones – Assign IP-based and home-based agents specific time zones. Multiple sites can be assigned to a particular workgroup.

Skill-Based Routing – Identify language and functional skill levels for each agent so that calls are routed appropriately. Include non-call activities where applicable so time slots can be automatically assigned automatically for these activities. Agents can be assigned unlimited skills, each with a different service level.

- Respond efficiently to forecasted volumes as well as to real-time fluctuations.
- Accommodate special agent requirements within your anticipated workflow.

IEWS AND REPORTS

A number of different graphical views offer high-level oversight of current and future activity. Real-time updates instantly display surpluses and shortages.

Configuration – A graphical schedule interface lets you drag and drop breaks, lunches and other changes.

Availability Calendar – The graphical view of the work year as forecasted enables you to do exception planning to address vacation requests, training meetings, and seasonal scenarios.

Real Time Adherence – The status of all agents gives you a real-time snapshot of actual activity against planned.

- Highly intuitive interface means you quickly learn to use the system with little training.
- Enables flexible scheduling

NETWORK

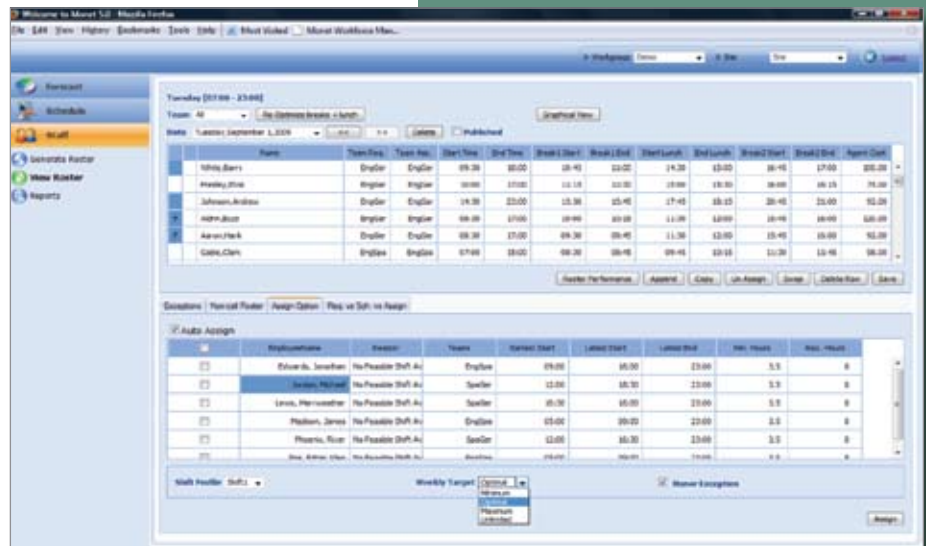
Workforce Management is a cloud-based application that works through a high quality network. It runs on Amazon's Elastic Cloud Computing (EC2) platform and performs over https (port 443, encrypted).

- Security and control over sensitive data
- Assured availability

USER TYPES

Tailor access rights to each level of the organization.

- Protect sensitive information
- Give access that is appropriate to each role.



Web-based user interface for easy access to views and reports.