

A Cutting-Edge, Simplified Approach to Workforce Management



CHALLENGES IN TODAY'S CONTACT CENTER:	LIVEVOX WFM
<p> In an unpredictable environment, outdated, spreadsheet-based schedules and forecasts quickly become obsolete.</p>	<p> Leverage state-of-the-art forecasting and scheduling, with intraday management dashboards and automatic reforecasting.</p>
<p> Its difficult to foster an agile and dynamic environment with teams increasingly dispersed.</p>	<p> Empower your teams to collaborate effectively wherever they are with a comprehensive communication platform.</p>
<p> Agents want more control over how and when they work, and will often leave if their expectations aren't met.</p>	<p> Agents have visibility into their schedules, pending requests, events, over and undertime offers, and can bid for/swap shifts.</p>
<p> Growing customer expectations aren't met if you don't have the right staff available at the right time.</p>	<p> Managers have all the tools they need to execute a winning WFM strategy that meets customers when and how they want to communicate.</p>

LiveVox WFM Key Capabilities

Agent Scheduling

Fast and accurate schedule optimization for fixed, floating, and rotating schedules. Supports intraday schedule re-optimization and fully automated end-to-end schedule bidding. Measures schedule efficiency based on a cost vs. coverage analysis that can be calibrated by the user.

How you can use it:

Run an efficient contact center that balances cost and service-level and is also agile enough to quickly react to changing circumstances.

Forecasting

Includes skill-based omnichannel forecasting and user definable data selection with the ability to include spreadsheet data into forecasts. Supports time of day, or day of week shrinkage and service objectives.

How you can use it:

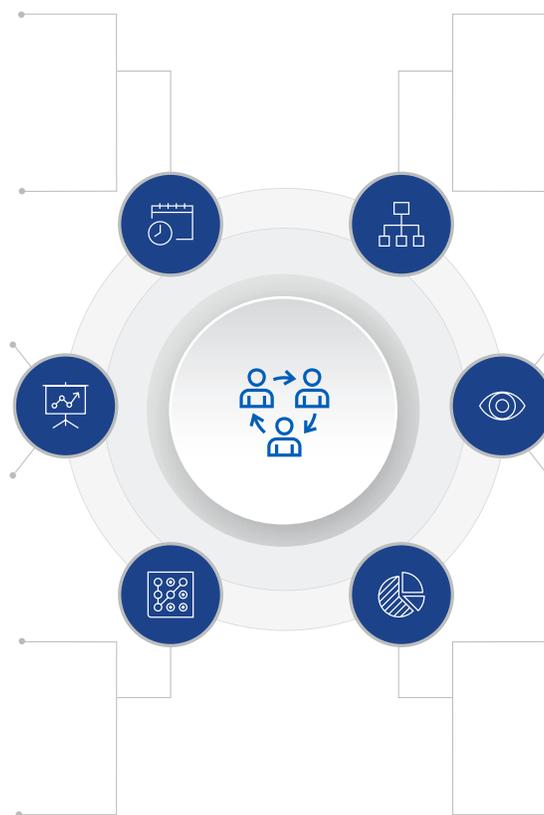
Easily implement a smart, data-driven staffing strategy that ensures you have the right agents available at the right time to meet customers on their channel of choice.

Automated Schedule Adjustment Plans

A one-of-a-kind toolkit that enables analysts to create, save, and re-use an unlimited number of customizable adjustment strategies. This on-demand feature allows analysts to increase, decrease, or refine staffing levels, virtually eliminating time-consuming schedule modification processes.

How you can use it:

Run a more agile workforce while freeing up managers' time from manual rescheduling.



Communication Framework

A powerful, integrated messaging framework allows the whole team to interact across five distinct bi-directional communications channels. Includes a mobile app for agents that provides full visibility into schedules with the ability to manage their schedule and more.

How you can use it:

Heighten employee engagement and empower an agile, dynamic, and collaborative working environment that gets the most out of every team.

Automated Schedule Attendance Monitor

Integrated with our agent mobile app, this provides an automated and streamlined approach to track agent attendance. Allows supervisors to view agents as they arrive by specific time intervals and access an agent status dashboard.

How you can use it:

Maintain service-levels by ensuring that your team members are on shift when they need to be and are working efficiently.

Reporting

Offers a full set of reports providing the KPIs needed for efficient WFM execution. Custom reports provide the ideal building blocks for exporting data to other applications, such as payroll systems or shared servers. Preformatted Excel templates are also available for importing external data.

How you can use it:

Understand how your staffing strategy is affecting overall performance and drive a cycle of feedback and improvement.

The LiveVox WFM Mobile App

The app connects agents with their management and empowers them on-the-go by providing visibility into schedules, schedule change notifications, shift opt-in offers, adherence KPIs, and more. Including the ability to bid for, and swap shifts.

Agents can:

- ✓ Receive Notifications
- ✓ View Schedules
- ✓ Plan Vacation
- ✓ Check Memos
- ✓ Mark as Late
- ✓ Take Sick Leave



Case Study

Credit Union With More Than 230,000 Members

The Challenge

With over 75 agents and monthly call volume greater than 65,000 calls, this credit union was seeking to automate processes, increase agent productivity, and better serve their members.

The Results

-69.6%

Reduced abandoned calls by 69.6% from 6.6% to 2%

-50%

50% reduction in overtime expenses

-81%

Reduced ASA by 81% from 79 seconds to 15 seconds while processing 4,100 more calls per month

10+ hours

Expanded hours of operation by 10 hours per week without hiring additional personnel

What Contact Center Leaders Say About the Tool

"Deploying this platform enabled our Credit Union to increase agent adherence by 20%. We absorbed a 10% staff reduction without a decrease in service levels as a direct result! We cannot imagine our center without it."

— Contact Center Manager

"Our Customer Service department has seen an impressive reduction in overtime costs, as the tool enables us to accurately schedule staff according to actual need. Breaks and lunches are scheduled automatically by the tool, ensuring that staffing is maximized at all times."

— Customer Service Director