LiveVox WFM

A Cutting-Edge, Simplified Approach to Workforce Management

EVERY NEW DAY BRINGS DIFFERENT CHALLENGES TO MANAGERS STAFFING CONTACT CENTERS: With so many shifting variables, forecasts and schedules can quickly change and become outdated. Unexpected disruptions and occurrences such as unplanned absenteeism, unannounced internal activities, spikes in call volume, and weather-related disruptions require immediate attention and corrective action. And now, with workforces more dispersed than ever, cutting edge workforce management capabilities are critical to contact center success.

Managers and workforce analysts face ongoing challenges in executing a winning Workforce Management strategy, including:

Demanding customers and an unpredictable environment. Today's customers expect to contact companies on demand, at any time, and their tolerance for long wait times has never been lower. Ensuring that you have the right agents ready at the right time and on the right channels to resolve customer issues promptly is an ongoing challenge. Without the ability to forecast, schedule, and report on staffing intelligently, contact center managers will face inevitable setbacks.

Growing agent expectations around how they're managed. Generational changes and shifting workplace dynamics mean that agents now expect to have greater input into and control over how and when they work. The days of agents having their schedules dictated to them are over. Without the right technology and approach, contact centers may face challenges around agent performance, engagement, and retention.

A more dispersed workforce than ever. While remote work has been a growing trend for some time, 2020 required contact centers to rapidly and drastically adapt to scaled agent work-at-home setups - and for many contact centers there's no way to put the genie back in the bottle. The pre-existing shift to remote work has rapidly accelerated and, pandemic or not, unless organizations are equipped with the right communication tools they will struggle to foster an agile, dynamic, and collaborative environment.
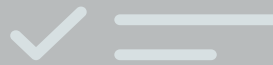
The answer to these issues can be solved by technology, but finding an easy-to-implement, easy-to-use solution that ticks all the boxes can be elusive. What if you could intelligently forecast and schedule your workforce needs, and be reactive when called for? What if you could keep your agents engaged, on-time and satisfied in their work? What if you could benefit from a communications framework that kept all the moving parts in your organization turning in unison? With LiveVox WFM you can.

Drive ROI through increased efficiency and improved service. Reduce administrative time spent developing forecasts and schedules, create a level of optimization in your schedules not possible using a spreadsheet. Plus, reduce over- and under-staffing by quickly aligning schedules with demand, and maximize adherence, allowing for improved, consistent service levels that drive customer satisfaction and loyalty.

Conclusion

In today's challenging environment, running your contact center efficiently while keeping your customers happy and your team engaged and high-performing presents many challenges. LiveVox WFM gives you the tools you need to overcome these challenges.

3 out of 10

contact center decision-makers still plan to keep at least **25%** of their workforce remote.

A More Efficient Contact Center, More Engaged Agents, Happier Customers

Our battle-tested solution will empower your managers to have your contact center running like a well-oiled machine, and keep your agents and customers happy.

Plan and execute intelligent, data-driven staffing strategies. Leverage flexibile, skill-based Omnichannel forecasting to anticipate demand. Schedule smart with optimization for fixed, floating, and rotating schedules with intraday schedule reoptimization. And, keep on top of things with automated schedule adherence and powerful, automated schedule adjustment capabilities.

Keep your workforce engaged, happy, and high-performing. Agents can stay up-to-date on their most current schedule, including shift times, breaks, and lunches with ability to shift-bid, shift-swap, and make PTO requests via a mobile app through which they can also receive schedule update notifications and opt-in offers.

Operate an agile, dynamic, and collaborative workplace. LiveVox WFM's communication framework overcomes legacy workforce management limitations. Agents, supervisors, and analysts can be seamlessly connected through tightly integrated desktop portals, messaging groups, and notification channels allowing them to collaborate effectively wherever they are.

To schedule a demo, or find out more about how LiveVox WFM can support your organization's goals and growth, call us at   (844) 207-6663

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