



Workforce Management: Reinvented

It's your goal. It's our philosophy. **Improve everything.™**



WITNESS SYSTEMS











MASTER THE COMPLEXITIES OF FORECASTING AND SCHEDULING

In today's contact centers, customer contact volumes are moving targets. And when you factor in multiple sites, expanded media options, agent proficiencies and preferences, and customer expectations, the task of forecasting and scheduling becomes difficult to manage without sophisticated analysis.

Witness Systems can help. We offer **Impact 360™ Workforce Management**, proven, easy-to-use software and services that simplify the complex task of forecasting and scheduling while providing insightful performance management and actionable learning capabilities. With Impact 360 Workforce Management, you can reduce costs by staffing appropriately to meet your workload, drive business growth, and improve employee effectiveness and retention.

Impact 360 Workforce Management is part of the Impact 360 workforce optimization solution from Witness Systems. Only Impact 360 brings together workforce management, quality monitoring/full-time recording, e-learning, and performance management under a flexible, scalable framework that provides a single user interface and centralized administration. By unifying these components under one architecture, Impact 360 maximizes the information flow within your enterprise while minimizing the complexity of system administration.

NOW YOU CAN:

-  Implement a workforce management solution that combines workforce management functionality with performance management and actionable learning capabilities.
-  Increase forecasting accuracy by factoring in a variety of methods and historical patterns.
-  Create optimal schedules to meet service levels consistently, while reducing costs and reflecting each agent's unique skills, proficiencies, quality scores, and preferences.
-  Monitor adherence, intra-day trends, and other key contact center metrics in real time.
-  Drill directly to interactions from adherence screens to gain detailed insight and more effectively coach agents.
-  Schedule and manage single, multiple, and virtual contact center sites across different media and time zones.
-  Heighten employee satisfaction with online shift swapping, time-off requests, and more.
-  Leverage e-learning to communicate contact center policy updates and changes to your agents, and supplement their classroom training.
-  Effectively manage contact center performance by easily tracking actual performance with pre-defined KPIs displayed in role-specific scorecards.
-  Integrate with Impact 360 Quality Monitoring, as well as other quality monitoring solutions on the market.

IMPACT 360 WORKFORCE MANAGEMENT PROVIDES A WIDE RANGE OF FUNCTIONALITY:

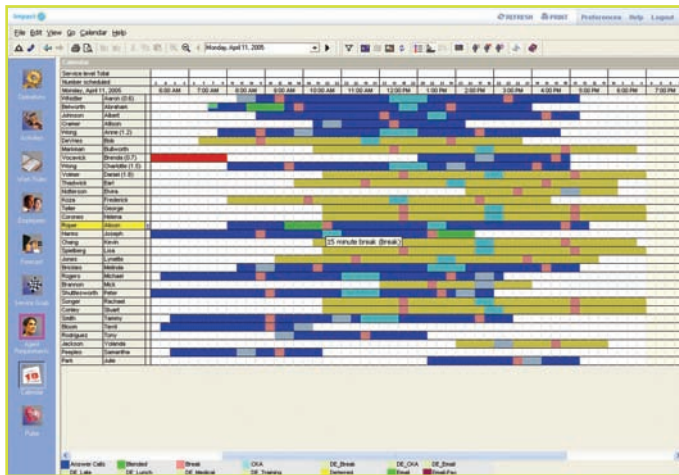
- Adherence • Application Analysis • Competency-based Learning
- e-Learning/Lesson Management • Forecasting and Scheduling • KPI Scorecards
- Shift Bidding • Strategic Planning • Time Off Management

SCHEDULE AND MANAGE YOUR AGENTS EFFECTIVELY

With people accounting for up to 70 percent of your contact center's operating costs, it's extremely important to schedule and manage this resource effectively. Impact 360 Workforce Management uniquely balances and optimizes cost savings, customer satisfaction, and agent satisfaction and productivity to meet the specific business needs of your center.

By measuring and leveraging the individual talents and preferences of each employee, Impact 360 Workforce Management aligns their skills and proficiencies with your business objectives and customer needs, and then produces optimum schedules. As a result, you schedule the right agents, with the right skills, at the right time — across any media channel. And the payback? You gain more efficient schedules with reduced staffing hours and better alignment with the schedules your agents actually prefer, less overtime, identification of time-off opportunities, and a reduction in shrinkage. What's more, Impact 360 Workforce Management automates routine administrative tasks, freeing supervisors to provide coaching to agents.

Impact 360 Workforce Management provides a broad range of functionality:



With Impact 360 Workforce Management, you can produce optimized schedules that balance cost, service level, and agent preferences — and easily make “drag and drop” changes when needed.

Forecasting and Scheduling — Accurate forecasting is the critical first step in managing your workforce. Impact 360 Workforce Management integrates with your ACD and uploads historical data directly from your ACD's database. Since contact volumes vary depending on marketing campaigns, seasons, holidays, and other events, Impact 360 Workforce Management allows you to select, combine, and alter historical data to predict future contact volume and handle time. You can also set up profiles to model contact volume behavior for different events and circumstances.

Impact 360 Workforce Management's patented skills-based engine incorporates the unique skills and proficiency levels of each agent. It produces optimal schedules down to the quarter hour by balancing the defined shift rules, work patterns, breaks, off-phone times, agent preferences, agent skills, and targeted service level goals. By matching the right agents with the right customers, productivity increases — and so do agent and customer satisfaction. And when your staffing levels precisely match your contact volumes, costs go down. For example, you can:

- Schedule single, multiple, or virtual contact centers across time zones.
- Accommodate a dedicated, blended, or task-switching work environment.
- Schedule meetings or training without impacting service levels.
- Automate compliance with government and union regulations through a comprehensive set of work rules.
- Create centralized forecasts and schedules with a single point of control over the entire network, or decentralized schedules that allow for decision-making at individual sites.
- Create schedules based on skill priorities that align with your contact routing strategy.
- Evaluate different “what if” scenarios, such as full-time versus part-time, to ensure that you have the right resources to meet the expected demand.
- Create and schedule teams as a unit to support training and accommodate employee concerns, such as carpooling or childcare arrangements.

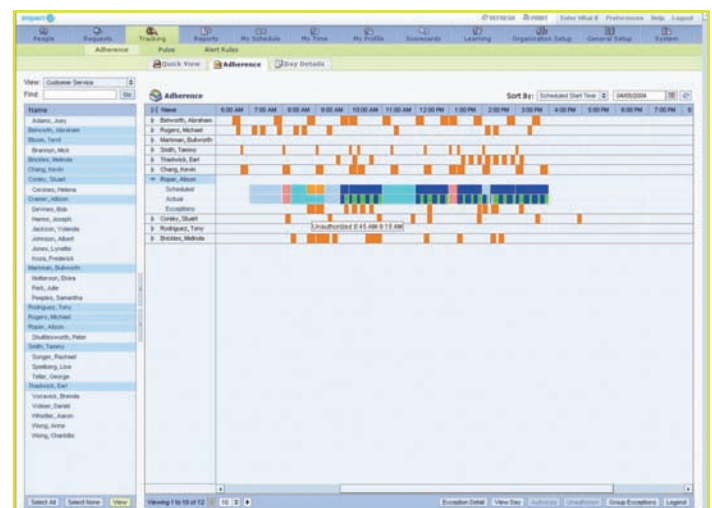
Planning, Adherence, and Management — To help you continually fine-tune your operations, Impact 360 Workforce Management monitors adherence to schedule and shows you who's on the phone and who's not, so you can take corrective action right away. The intraday “pulse” feature provides a real-time, graphical view of forecasted, actual, and predicted contact volume, handle time, service level statistics, and other critical information. You can configure alerts to notify users of deviations from plan and use trends to reforecast, reschedule, and adjust your staffing accordingly.

With intraday management, you can:

- Leverage the software's browser-based interface and most up-to-date ACD statistics to monitor and analyze key metrics for reforecasting and rescheduling.
- Track and compare actual, forecasted, and required statistics by individual or combined queue.
- View deviations of key contact center metrics in percentages or absolute numbers.
- Assess trends and historical data.
- Identify, understand, and proactively resolve variations to plan, ensuring service goals are consistently met.
- Schedule overtime or provide agents with voluntary time off to correct overstaffing and understaffing situations.

Impact 360 Workforce Management goes a step further by providing a complete view of adherence, including all agent front- and back-office activities. Supervisors receive instant alerts for out-of-adherence states, enabling them to correct problems right away while receiving a true picture of shrinkage in your contact center. They can even drill down to calls directly from the adherence screen — a key benefit during one-on-one coaching sessions with agents. What's more, an advanced adherence exception management function enables your supervisors to view agent exceptions graphically across the entire day in real time and approve or deny them in one-minute increments.

For virtual and multi-site contact centers, Impact 360 Workforce Management can statically allocate contacts on a percentage basis to different sites and accommodate centers' operating structures, allowing for a single point of control over the entire network and decision making at individual sites. With multi-site management, you can roll up information to present a complete picture of your entire operation. With adherence views, you can quickly compare your agents' actual activities against their schedules, review a breakdown of adherence per activity, and manage exceptions — which enables you to separate unplanned-approved from unplanned-unapproved schedule exceptions to minimize shrinkage in your center.



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Web-based Agent Self-Service – Impact 360 Workforce Management lets agents easily manage and contribute to their own schedules without impacting service levels. By bringing workforce management to the agent desktop, you can build agent morale and retention, while enabling your managers to focus on more critical areas, such as coaching and performance-related tasks.

Using any Web browser, agents can securely:

- Request vacations and other types of time off, even down to portions of a day.
- Set preferences for days off and start times. The software's scheduling algorithm balances these preferences and then develops a schedule that optimizes center and agent requirements.
- Post, negotiate, and request shift swaps via an online swap board — which is monitored by an automatic conflict checker and forwarded to managers for quick and easy processing.
- View schedule and time-off information. With just a glance, agents can get a summary of their schedules for the week and the status of their shift swap, time off, and vacation requests.

Impact 360 Workforce Management not only automates shift bidding, but also introduces a higher degree of fairness in awarding shifts. Upon being notified of a "shift bid auction," employees can select their shift(s) of choice. The automated rules engine factors in seniority, rank, and unique "tie breaking" bonus points, and assign shifts accordingly. Managers or supervisors can allocate bonus points to agents to recognize past hard work and extra effort, and agents can choose to use the bonus points to elevate their position in the bid. The system also immediately notifies the agents of the chances of getting their shift, setting their expectations ahead of time.

KPIs and Agent Scorecards – Impact 360 Workforce Management contains role-appropriate scorecards that display actual employee performance metrics.

These scorecards include an extensive set of predefined key performance indicators (KPIs) — or the ability to create your own — enabling your contact center staff to see how they're performing against their goals. This visibility into performance can motivate your staff to improve, while enabling managers to focus on identifying trends, addressing issues, and taking advantage of opportunities.

Actionable Learning – To help your agents develop their skills and career paths, Impact 360 Workforce Management enables them to enter their e-learning student homepage directly from the workforce management interface. In coordination with the forecasting and scheduling function, e-learning courses can be scheduled to minimize the impact on service level, while adherence to schedule can be tracked to ensure the sessions have been completed.

Learning can be automatically assigned and delivered directly to your agents' desktops based on identified skill gaps and learning opportunities — and/or supervisors can select the appropriate training sessions from a library of courseware and assign them to your agents. A flexible system of access rights enables supervisors to browse through course completion reports and subsequent performance records for individual agents, teams, or the contact center as a whole. It's an efficient, consistent way to handle training across your entire enterprise.

Additional Functions – At Witness Systems, we understand that contact centers have different goals and needs. That's why we offer a range of additional functions that provide a convenient, cost-effective way to help you address specific customer service issues. Optional functions include application analysis, strategic planning, and more.

RECEIVE GUIDANCE FROM WORLD-CLASS CONSULTANTS



Witness Systems offers business consulting services that can help you get the most from your investment. These services are delivered by our seasoned consultants, who have years of experience with organizations and contact centers of all sizes, types, and industries from around the globe. Our goal is to partner with you to provide world-class services that offer measurable results and a rapid return on investment. From implementation to consulting to technical support and training services, you can be confident that Witness Systems services are delivered by professionals who understand business practices and contact center operations — and care about your success.



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