# OpenScape Cloud Contact Center
## Workforce Management

Powered by Verint®

## Operational excellence achieved

**Accurate forecasting, streamlined scheduling and improved staff retention. Your recipe for money saving, customer service success.**

*Reduce costs by optimizing staffing to meet your workload while improving employee effectiveness and retention.*

Accurate resource planning saves you money. But it's a complex task.

Your contact volumes are moving targets. And when you factor in multiple sites, expanded media options, staff proficiencies, work preferences and customer expectations, the job of forecasting and staff scheduling becomes harder still.

Not any more. Powered by Verint®, OpenScape Cloud Contact Center Workforce Management is bringing it all together to radically simplify your planning processes.

Scheduling staffing levels to meet changing workloads is now a quick and easy job.

And because it's cloud-based, you can focus on operational and customer excellence – rather than spend time and money managing your technology.

### Automate and Optimize Scheduling

70 percent of your contact center operating costs are staff related – so getting it right is a business imperative.

WFM measures the talents and preferences of individuals, aligns their skills and proficiencies with your business objectives, then produces optimum schedules.

You'll reduce the risk of overstaffing, minimize overtime, provide employees with preferred schedules, identify time-off opportunities, and reduce shrinkage.

And because it automates routine administrative tasks, your supervisors have more free time to coach staff – bringing your customer satisfaction ratings to even higher levels.

# Sophisticated Workforce Management

Everything you need to run a world class contact center.

## Enhance Efficiency and Performance

Enhance the efficiency and performance of your contact center with a wide range of features from OpenScape Cloud Contact Center Workforce Management.

**Strategic Planner**
Long-term capacity planning, optimized hiring, and vacation planning.

**eLearning**
Assign training to individuals automatically, with courses scheduled to minimize any impact on service levels.

**Performance Management**
Role-appropriate scorecards, and an extensive set of predefined or customized KPIs, let staff and managers track how they're performing against their goals.

## Easy Staff Scheduling

Balancing defined shift rules, work patterns, breaks, off-phone times, individual skills, preferences and service-level goals – to create optimized schedules:

- Accommodate dedicated, blended or task-switching environments
- Schedule meetings or training without impacting service levels
- Comply with government, union, and 'time-banking' regulations

- Create centralized forecasts and schedules with a single point of control over the entire network – or decentralized schedules that allow decision-making at individual sites
- Schedule based on skill priorities that align with your contact routing strategy.

## Automation and Self-Service Benefits

Provide a real-time graphical view of forecasted, actual and predicted contact volume, handle time, service-level statistics, and more.

Configure email alerts and screen pops to notify users of deviations from the plan – and use trends to reforecast, reschedule and adjust your staffing.

With the intra-day management functionality, it's easy to:

- Track and compare actual, forecasted and required statistics
- View deviations in key contact center metrics
- Assess trends and historical data
- Identify, understand and proactively resolve variations to the plan
- Schedule overtime, or provide employees with voluntary time-off in overstaffing and understaffing situations.

Let staff manage their own schedules – easily, simply and without impacting service levels.

- Request preferences for start times by day, and preferences for days off in the week
- View projections for periods of under/over staffing – and allow staff to request blocks of voluntary time off or overtime
- View published schedules, calculate time-off accruals and check the status of shift swaps, shift bids, time off and vacation requests
- Post, negotiate and request shift swaps via an online swap board – that also includes an automatic conflict checker
- Forward requests to managers for quick and easy processing
- Create, withdraw and be waitlisted on time-off requests. Staff can even drill down to portions of a single day.

## Key Features

With accurate forecasting, streamlined scheduling and improved staff retention, OpenScape Cloud Contact Center Workforce Management gives you back time to focus on your customers and your business.

- Accurately forecast daily and long-term workload, with the ability to track intra-day trends against forecast and take action quickly
- Create optimal schedules to meet service levels consistently and cost effectively, while accommodating employee proficiencies, quality scores, skills, preferences and rank
- Scheduling for blended inbound/outbound phone, email and chat workload
- Monitor employee adherence to your schedule and easily manage exceptions for phone and desktop activities from a single screen, with the ability to drill directly to recorded interactions
- Self-service scheduling for voluntary time-off or overtime.

**About Unify**

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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