

Avaya Aura® Workforce Optimization Workforce Management

Master the Complexities of Forecasting and Scheduling

AVAYA WORKFORCE MANAGEMENT:

- Adherence
- eLearning
- Forecasting and Scheduling
- Shift Bidding
- Strategic Planner
- Time Off Manager
- Coaching
- Performance Management Scorecards



In today's enterprise customer service operations, customer contact volumes can be moving targets. And when you factor in multiple sites, expanded media options, staff proficiencies and preferences, and customer expectations, the task of forecasting and scheduling can become difficult to manage without sophisticated analysis. With people accounting for up to 70 percent of your contact center and back-office operating costs, it's important to schedule and manage them effectively. Avaya Workforce Management, a component of the Avaya Aura® Workforce Optimization solution, is a proven, easy-to-use application that can simplify the complex task of forecasting and scheduling while providing insightful performance management and actionable learning capabilities. With Avaya Workforce Management, you can reduce costs by staffing appropriately to meet your workload, drive business growth, and improve employee effectiveness and satisfaction. Avaya Workforce Management is part of a comprehensive solution portfolio that includes Contact Recording, Quality Monitoring, Speech Analytics, and Customer Feedback for capturing and analyzing customer

opinions and interactions, improving contact center performance, and optimizing customer service processes. With Avaya's workforce optimization portfolio, contact centers, branch offices, and back-office operations can capture, share, and act on enterprise information, helping make better decisions faster — and benefit from a single, coordinated source of support, service, and maintenance.

Schedule and manage your staff effectively

Avaya Workforce Management measures and leverages the individual talents and preferences of each employee, aligns their skills and proficiencies with your business objectives and customer needs, then produces optimum schedules. As a result, you can reduce the risk of overstaffing, minimize overtime, provide employees with the schedules they actually prefer, identify time-off opportunities, and reduce shrinkage. What's more, Avaya Workforce Management automates routine administrative tasks, freeing supervisors to coach staff.

NOW YOU CAN:

1. Forecast daily and long-term workload accurately with the ability to track intra-day trends against forecast, enabling rapid adjustments to scheduling.
2. Meet service levels consistently and cost effectively by creating schedules that optimize employee proficiencies, quality scores, and preferences.
3. Gain insight and enhance coaching by monitoring adherence to scheduled phone and desktop activities from a single screen and by drilling directly into recorded interactions.
4. Track, analyze, and manage employee performance using predefined key performance indicators (KPIs) displayed in role-appropriate scorecards.
5. Address skill gaps, communicate policy updates and changes, and supplement classroom training without impacting service levels by assigning and delivering best-practice learning to employee desktops automatically.

Avaya Workforce Management provides a broad range of functionality

Forecasting and scheduling

Accurate forecasting is the critical first step in managing your workforce. Avaya Workforce Management integrates with your ACD and outbound dialer and uploads historical data directly from their database. You can select, combine, and alter historical data to predict future contact volume, handle times, connect rates, and right-party connect rates for daily or weekly projections. You can also set up profiles to model contact volume behavior for recurring events and circumstances.

Avaya Workforce Management helps you produce optimal schedules down to the quarter hour by balancing the defined shift rules, work patterns, breaks, off-phone times, individual skills, proficiencies, and preferences, and targeted service-level goals. And when staffing levels precisely match contact volumes, costs go down.

For example, you can:

- **Accommodate** - a range of agent work assignments — full-time, part-time, blended (i.e., inbound help desk, outbound telemarketing, email, etc.) as well as task-switching for maximum flexibility.
- **Create forecasts and schedules** - and track calls and adherence — for outbound and blended inbound/ outbound contact centers and back office customer service operations.
- **Schedule meetings** - or training with minimal service level impact.
- **Enable the automation of 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 enable decision-making at individual sites.
- **Schedule based on skill priorities** that align with your contact routing strategy.
- **Create and schedule teams** as a unit to support training and accommodate employee concerns, such as carpooling or childcare arrangements.

Planning, adherence, and management

The “Pulse” screen in Avaya Workforce Management tracks key operational metrics continuously so you can take corrective action right away. It 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 email alerts and screen pop-ups to notify users of deviations from plan and use trends to reforecast, reschedule, and adjust your staffing accordingly.

With intra-day management, you can:

- **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.
- **Schedule overtime**, or provide employees with voluntary time off in overstaffing and understaffing situations.

Avaya Workforce Management creates a complete picture of adherence by providing views of inbound, outbound, and blended contact centers. You can simultaneously compare your agents' actual phone, non-phone, and desktop activities against their schedules, review a breakdown of adherence per activity, and deal with exceptions, helping minimize shrinkage in your center. Supervisors receive instant alerts for out-of-adherence states, enabling them to correct problems right away. They can "live monitor" and drill down to recorded interactions directly from the adherence screen to immediately analyze interactions that are causing adherence exceptions. An advanced adherence exception-management function shows employee exceptions graphically across the entire day in real time, enabling supervisors to approve or deny them in one-minute increments.

For virtual and multi-site contact centers, Avaya Workforce Management provides 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.



Agent self-service – Avaya Workforce Management enables staff to manage their preferences and participate in the scheduling process with minimal impact to service levels. This can build morale and retention while giving supervisors more time to focus on coaching and performance-related tasks.

Using any web browser, agents can securely:

- **Request preferences** for start times by day, and preferences for days off in the week.
- **View published schedule** and time-off information, with the ability to check the status of shift swaps, shift bids, time off, and vacation requests.
- **Post, negotiate, and request shift swaps** via an online swap board — which is monitored by an automatic conflict checker. Information is forwarded to managers for quick, easy processing.

- **Create, withdraw, and be wait-listed** on time-off requests, even down to portions of a day.

Automate tasks and enhance efficiency in your contact center

Avaya Workforce Management automates a number of typically manual and time-consuming tasks such as:

- **Shift bidding** – the optional shift bidding functionality totally automates agent selection of available shifts in a particular bid. Unique fairness rules can assign bonus points to agents who select undesirable shifts and these bonus points can be redeemed in future bids for better schedule slots.
- **Performance feedback** – role-appropriate Scorecards provide critical performance feedback to everyone in the organization, updated daily.

- **Coaching and mentoring** – based on permissions, supervisors and managers can access an employee Scorecard and drill through it to replay recorded conversations or to review actual schedule adherence information, rendering coaching sessions more productive and effective.

- **eLearning**

eLearning can be assigned automatically and scheduled to minimize the impact on service levels. Using the Content Producer, you can convert best-practice recorded interactions easily into interactive eLearning courses and quizzes. Courses can be delivered directly to employee desktops based on scorecard results and quality monitoring evaluations. Employees can assign lessons to themselves to brush up on specific skills, and supervisors can track their adherence to schedule to ensure the sessions are completed.

- **Coaching**

Optional coaching functionality provides an out-of-the-box workflow for scheduling, delivering, and tracking coaching that's integrated with individual quality scores and Key Performance Indicators.

- **Strategic Planner**

Avaya Strategic Planner provides long-term resource planning functionality for today's multi-skilled contact centers. By helping you align resources with projected customer demand and corporate objectives, it enables you to develop "what if" scenarios to determine optimum trade-offs among costs, service levels, revenue, and staffing. With Strategic Planner, you can increase service levels, reduce unnecessary costs, and anticipate and avert downstream crises.

- **Performance Management**

Performance Management Scorecards, with an extensive set of predefined KPIs (and the ability to create your own), give you a clear view of individual quality scores and overall performance of the entire contact center. Having this simplistic view of contact center performance enables supervisors to quickly spot performance trends, make adjustments to agent training, and reward agents who excel.

- **Centralized administration and reporting**

Avaya provides centralized administration and reporting across multiple sites, which can reduce administration overhead and total cost of ownership. You can choose from an extensive set of standard, preconfigured reports, or conduct ad-hoc queries for custom analysis of your operations.

Use our Experience to Your Advantage

Take full advantage of Avaya's recognized strength in voice heritage, application development, global services and industry leadership through access to our experts around the world. Avaya Global Services provides a suite of services designed to give you maximum flexibility in choosing the services needed to best support the unique needs of your contact center and your business.

Learn More

To learn more about the Avaya Contact Center Suite and Workforce Optimization solutions, contact your Avaya Account Manager or Authorized Partner or visit us online at avaya.com.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect.

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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