

Calabrio Workforce Management

What is imbalanced staff costing you?

When you have too many or too few agents to deliver your desired service level at any given time, that's an imbalance in staffing. And when the average contact center spends as much as 70% of their budget on human resources, nothing has a greater impact on customer service, customer satisfaction, efficiency and costs than striking a balance between the supply of agents and the demand for their services. For that reason, an effective workforce management solution delivers the fastest and most sustained financial return of any contact center investment.

Calabrio Workforce Management makes it easy for contact center managers to forecast accurately, develop schedules for multiple sites, track key performance indicators and manage real-time adherence.

Calabrio's automated workforce management tools balance ease with effectiveness.

Today's contact centers have multiple channels, multiple agent skills and multiple sites, so managing labor costs while delivering the right service level can be more complex than ever before. Calabrio Workforce Management provides easy access to the information your schedulers need to staff with precision and make short or long-term adjustments. What's more, Calabrio's approach minimizes the time it takes to implement, learn and maintain the software.

Whether you're looking to improve adherence, reduce overstaffing, or increase customer satisfaction by improving service levels, Calabrio Workforce Management helps you meet your goals with ease.



Plan

Measure

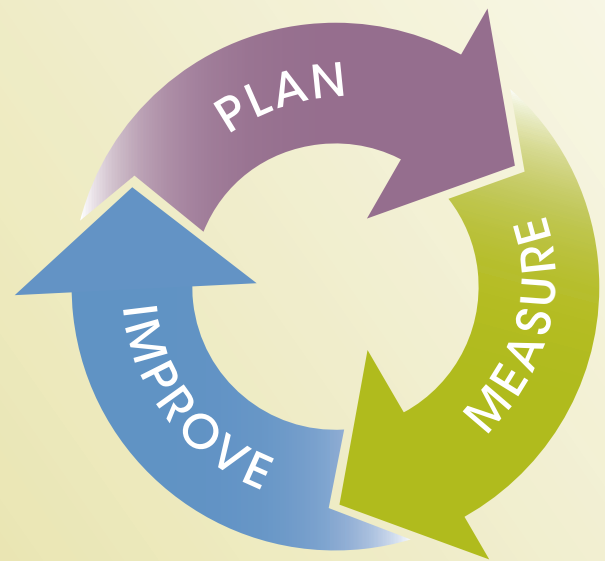
Improve

Do More With Less



Better Visibility

Calabrio Workforce Management provides Web-based access to all product features. Managers, supervisors, agents and schedulers can access complete functionality from any location. Tailored dashboards provide supervisors with a clear view of contact center Key Performance Indicators (KPIs) for intraday scheduling, forecasting and better management.



Better Value

With Calabrio Workforce Management, contact center managers can track activity versus the forecast in real-time to see if there are issues with under or overstaffing. Contact center agents can view schedules, request vacations, and trade shifts through their personalized Web-based interface. Agents can even monitor their own KPIs – for the day or for the month - to keep their performance on track.

Calabrio Workforce Management software follows a straightforward forecasting, scheduling and tracking process that is proven to be easy to learn and use by all, from the most seasoned of contact center workforce management professionals to the managers in smaller contact centers who may wear many hats.

Agent Portal

The goal of workforce management is to optimize agent schedules and keep them on task for maximum productivity. Calabrio Workforce Management lets agents participate in that process. Personalized, widget-based dashboards provide each agent with a clear view of their own schedule, vacation and shift swap requests, and overall performance, including time distribution, calls handled, schedule adherence, service queue performance and more.



Advanced, customized reports let supervisors and executives pick and choose from key performance indicators (KPI) that drive their business.

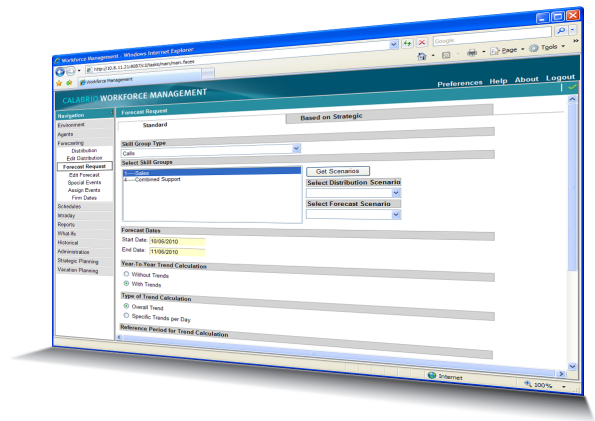


Forecast

Calabrio offers flexibility in forecasting. Schedulers model the forecast using historical data from any past interval. Calabrio provides the ability to select a range from one week to over one year, to accommodate your needs and your available data. If historical data is unavailable, users can create data to get started on forecasting. Schedulers can also apply trending to compensate for increases or decreases in call volume over the previous year. A high level of forecasting accuracy reduces overstaffing, generating immediate savings.



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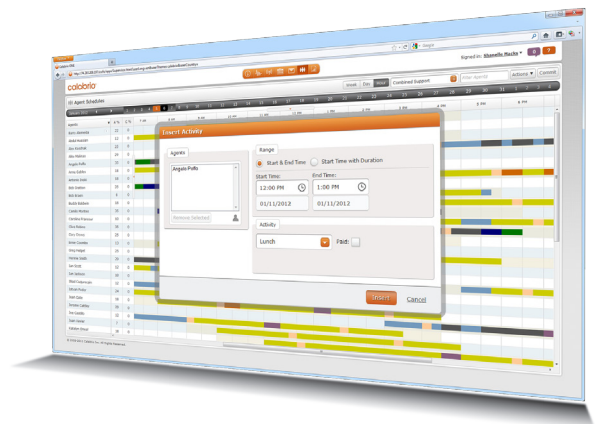
Schedule

Accurate forecasting leads to optimized schedules. Calabrio Workforce Management combines forecasts with desired service levels to determine the optimum staffing level to meet your business objectives. The output is a schedule that uses appropriate skilled agents within their shift availability. The schedule will also incorporate required non-call activities, such as breaks, lunches, meetings and training time. Calabrio Workforce Management provides the power and flexibility to schedule agents with multiple skills based on the forecasted call load for each skill at each interval. For example, agents who handle calls, as well as emails, may be scheduled to handle overnight email traffic early in the day, then be shifted to inbound call services as call volume ramps up later in the morning.

Performance-based scheduling allows managers to reward agents with schedule priority based on performance, rank, seniority or other parameters that fit your business. Preferences empower agents to influence their own schedule, which is a powerful tool for employee satisfaction.



Calabrio Workforce Management provides the power and flexibility to schedule agents with multiple skills based on the forecasted call load for each skill at each interval.

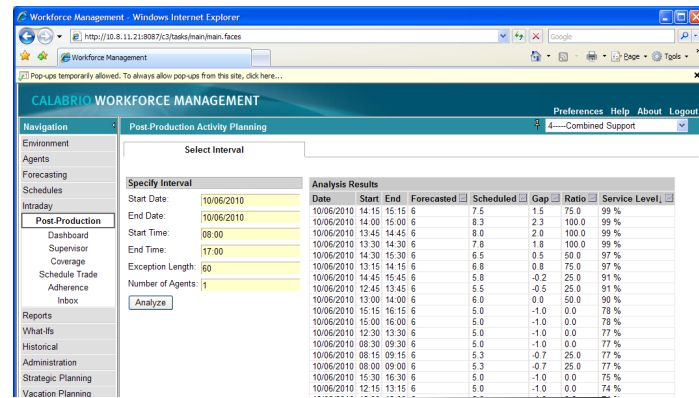


Handling Changes

Inevitably, schedules will need adjustments to accommodate impromptu meetings, agent absence or other real world events. Schedulers or supervisors can use post-production scheduling to choose times in the schedule to allocate agents or groups of agents to other activities, minimizing the impact on service levels. Schedulers can select the project, timeframe and agent resources, preview service level impact before putting the new schedule into production and make quick adjustments with the drag and drop feature.



The drag and drop schedule editing function lets supervisors make quick and easy changes, preview performance impact and put changes into production.



Supervisor Dashboards

Calabrio provides several real-time graphical reports that allow supervisors to monitor contact center performance in terms of call load, available agents and service levels delivered. Dashboards and supervisor widgets allow each supervisor to view changes and events instantly and make intraday adjustments in order to deliver on their team service level goals.



Dashboards allow each supervisor to view changes and events instantly and make intraday adjustments.



Agent Schedules

In addition, supervisors can monitor their agents' state, schedule adherence and compliance through the Intraday Adherence view. Each supervisor is presented with a listing of their agents, each agent's state (waiting, busy, on-call...), as well as an optional layer to track real-time agent adherence and service levels.



Supervisors can monitor their agents' state, schedule adherence and compliance through the Intraday Adherence view.



Vacation and Strategic Planning

Calabrio Advanced Workforce Management provides tools for contact centers that want additional capabilities beyond forecasting, scheduling and intraday management.

Vacation Planning helps managers determine which agent's vacation bid should be approved based on the number of requests, allocated time and forecasts. At any given time, an agent can bid on up to three vacation types and dates from a simple calendar view. The bid is sent to the supervisor to approve or deny the request. A message containing the decision and the comment is automatically sent to the agent's inbox.

Strategic Planning uses historical data to produce a forecast of the required resources for a future period of 6 to 24 months. Inputs can be adjusted based on historical trends and configured adjustments such as planned call volume increases or labor reductions, sales growth initiatives or special programs, etc. The forecasted requirements are then compared to the existing staffing levels, which produces a gap analysis that is useful in planning for the hiring and training of additional agents.

This strategic forecast assists managers with their long-term workforce planning and decision making and allows the contact center the foresight to make man power adjustments strategically.

What makes Calabrio Workforce Management unique?

- > A Web-based interface that's refreshingly easy to deploy, learn and use. Customers find the amount of training required to be significantly lower than other WFM systems they have used.
- > Best value. Calabrio packs more standard features into our basic applications, so you aren't hit by surprise add-on costs to get the features you need. What's more, the software scales easily from 10 to 10,000 agents simply by adding user licenses.
- > Role-based access gives every type of user "the right view" – from the agent who wants easy access to their schedule and performance, to the supervisor responsible for team service levels, to the scheduler that needs easy access for quick adjustments. Calabrio Workforce Management also supports "combined" roles, so supervisors can also have scheduling privileges within their view, for example.
- > Time-saving automation between your ACD and Calabrio Workforce Management software synchronizes agent and team updates between the systems, so changes don't have to be made manually. This represents a significant time savings in dynamic contact centers. Calabrio also features real-time state and data feeds to most ACDs. Capabilities vary based on ACD.
- > A generic connector provides an adaptable interface between Calabrio Workforce Management and a variety of ACDs, which simplifies and reduces the cost of ACD integration while increasing reliability because each interface is based on standards, not a one-off custom.

Specifications

Platforms

Cisco Unified Contact Center Enterprise (UCCE) Versions 6.0 – 8.X
 Avaya Call Management System (CMS) R14-R16 compatible versions of Avaya Communication Manager (CM)
 Avaya (Nortel Contact Center 6.0 – 7.0 or Symposium 5.0) with either DMS (TDM), or Meridian 1 ACD and Succession/Communications Server (VoIP) systems

Supported Server Operating Systems

Windows Server 2003 or 2008
 Microsoft SQL Server 2005 or 2008 Standard Edition

Supported Browsers

Internet Explorer 7 and 8
 Firefox 3.X

Capacity*

Single Server Configuration supports up to 300 concurrent users; 900 named users
 Multi-server Configuration supports up to 1500 concurrent users; 4500 named users

Supported Desktop Operating Systems*

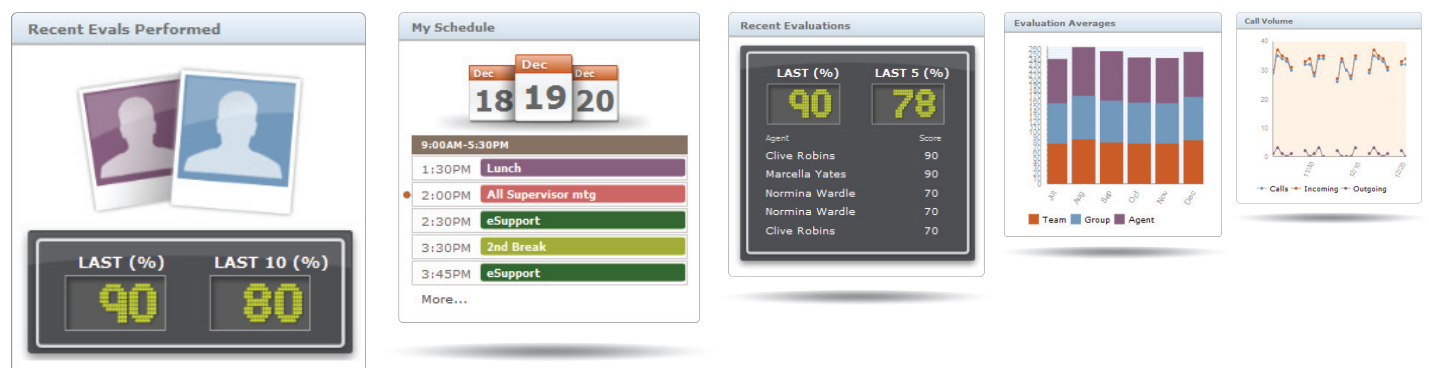
Windows 7 (32 or 64-bit)
 Windows Vista
 Windows XP Professional, SP3 or later

*See installation documentation for server and desktop guidelines

A Calabrio ONE application—the first contact center suite in a Web 2.0 framework.

Calabrio ONE is the first contact center suite of its kind created in a Web 2.0 framework. Calabrio ONE redefines workforce optimization, allowing contact centers to personalize and optimize the desktop toolset for each user—agents, supervisors, managers, knowledge workers and executives, making the user experience infinitely more enjoyable. Perfectly suited for small and large contact centers alike, Calabrio ONE generates true workforce optimization for on-premise, virtual, hosted and/or the at-home agent environment. Contact center workers are more efficient and effective. Customers are better served.

- > Call Recording
- > Live Voice and Screen Monitoring
- > Quality Management
- > Workforce Management
- > Speech Analytics
- > Reporting, Dashboards and Alerts
- > Performance Management
- > Customer Survey Integration
- > Customer Interaction/CTI
- > Coaching and Collaboration



Calabrio Workforce Management—comprehensive doesn't have to be complex.

- > Forecasting
- > Agent scheduling
- > Scheduling of alternative media sources seamlessly, including chat, email and faxes, special projects and assignments
- > Multi-site support
- > Scheduling for agents with multiple skills or handling multiple channels
- > Intuitive role-based user interface
- > Graphical dashboards
- > Supervisor intraday management
- > Agent role access
- > Agent performance reporting
- > Agent adherence tracking in real-time
- > Agent schedule swaps
- > Strategic planning (optional)
- > Vacation planning (optional)
- > Hyperlinking to any third party applications, which supports integration for training and eLearning
- > 100% Web-based – agents, supervisors, schedulers and managers can access from anywhere
- > Enhanced, configurable reporting
- > Export reports for performance management or business analytics (HTML, PDF, CSV and XLS)
- > Single- and multi-server configurations

Most features are standard.

Most features listed are standard in the Calabrio Workforce Management bundle. Advanced Workforce Management adds vacation and strategic planning.



IT Managers enjoy reliability, flexibility and control.



Empower **Agents**—make them an active participant in scheduling and performance improvements.



Supervisors and **Schedulers** manage forecasting and scheduling with less time and effort.



Executives focus on improving productivity and efficiency at a reasonable price.

calabrio
There's no end to better.

400 1st Avenue North, Suite 300 • Minneapolis MN • 55401
763.592.4600 • www.calabrio.com

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