

Pipkins Policies and Advanced Directives – Simplify Your Life With This Powerful Feature

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Imagine this scenario. You have an agent working full time that has requested vacation time six months in advance in order to accommodate her family's vacation schedule. Before her time off has occurred, she has become a part time employee. Your company has different rules for handling time off requests for part time employees. As a supervisor, you have to now manually adjust her schedule to adhere to the company's strict vacation policy for part time agents. This adjustment can take hours that you could be spending on more important tasks.

Now, imagine this scenario. Your workforce management software has been tailored to incorporate your company's specific rules regarding agent vacation requests and this agent's request will be modified according to your company guidelines. Pipkins offers a solution so simple that you won't even notice the adjustment until you see the modified schedule. Pipkins is the only workforce management software on the market with this capability. This is accomplished through a feature called *Policies* and *Advanced Directives*. The *Advanced Directive* commands allow you to include custom scripts or policies when generating a forecast or schedule that ensures your company's unique, customized needs are included.

The *Policies* feature uses *Advanced Directive* commands in addition to the forecast algorithm and schedule rules so your company's forecast and scheduling requirements are included in the adjusted forecast and schedule. This enables you to define and configure Policies that can be easily included when generating forecasts, schedules, rosters and exception requests.

Policies and *Advanced Directives* also address the complex exception prioritizations that can occur during peak seasons. The ability to balance time-off planning as well as meet client service levels give analysts a myriad of options and scenarios based on priority. Weekly exceptions and possible conflicts are addressed with ease based on ranking of importance over partial or full day. Simply selecting a department-organized policy that would take a non-work event, such as the vacation exception, over the planned work exception of the all day training session, can be accomplished without manual manipulation of a schedule, or having to clear, remove and re-run schedules.

Policies and *Advanced Directives* can be a valuable asset to a workforce management professional when addressing their "unique RFP scenarios" or "long term staff planning" that require schedules that will retain employees, satisfy clients and maintain profitability. It is especially applicable for short or long-term forecasting, intraday forecasting, enhanced special event and holiday planning, multi-skilled with aggregate queue sensitivity, ability to prioritize exceptions, re-optimization policies, individual staff preferences, schedule trades and swaps, and short term exception initiatives.

Pipkins works with many companies that have as many as 1,500 such scheduling rules. They make the process easy which saves valuable man hours and translates to increased productivity,

which in turn, can impact a company's bottom line. This feature is available through Vantage Point, Pipkins' premier workforce management software, and is used by companies of all sizes.

About Vantage Point

Pipkins' Vantage Point software optimizes agent scheduling in single or multi-site contact centers in order to minimize headcount, overstaffing, understaffing, overtime, call waiting time and other problems that can cause wasted expense and/or lost business. The software forecasts workload and schedules staff using a proprietary optimization algorithm, advanced skill-based modeling, and exclusive historical trend analysis that fine-tunes call volume forecasts for special events such as mail drops. Pipkins offers the same functionality to smaller call centers through WorkforceScheduling.com.

Vantage Point integrates with leading ACDs, e-mail response systems and other multimedia queuing devices for data collection across multiple sites and time zones. It also provides a full complement of default and custom reports, with an open system design that allows managers to access call center data using any third party SQL reporting package. In addition to WebAccess, optional modules are available for real-time adherence monitoring, Web-based time and attendance, IVR scheduling support, and pop-up agent notification of intra-day schedule adjustments.

About Pipkins Inc.

Pipkins Inc., founded in 1983, is a leading supplier of workforce management software and services to the call center industry. Its Vantage Point product enables managers to solve the complicated operational issues in today's multi-faceted call center environment. Pipkins' systems forecast and schedule more than 100,000 agents in over 300 locations across all industries worldwide. The company is headquartered in St. Louis, Missouri. For more information, visit www.pipkins.com.