

# Self-Scheduling for Calabrio WFM

GREATER AGENT INFLUENCE MEANS BETTER CUSTOMER SERVICE.

We face new challenges in the customer support industry, and contact center operations are changing dramatically. Contact center managers face multiple challenges within their ranks, including:

- **High employee attrition – 60-80% annually\***
  - 1 in 3 agents are considering leaving within a year\*\*
  - Half plan to leave in 2-3 years\*\*
- **Higher expectations for work-life balance, especially with increased workloads**
  - Agents feel squeezed by having to take on more calls, more channels, with increasing complexity\*\*
  - 1 in 3 agents state their challenge is too many calls\*\*
  - 60% of agents state their managing more non-voice calls per day\*\*
- **Increased operational costs**
  - \$10k-\$21k to hire, onboard and train each new employee\*

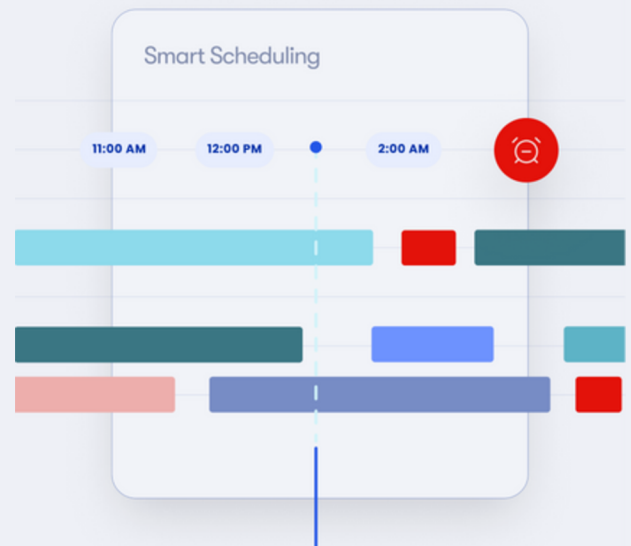
Modern contact centers need to focus more on granting employee autonomy, while also being able to automatically meet the needs of the business by aligning the staffing need with employee input. In other words, being able to keep both your customers and your employees happy.

Self-Scheduling for Calabrio WFM can help you build an environment where employees feel empowered, trusted and confident in their work, while saving your organization time and money by fully automating your key intraday and scheduling processes through a customizable rules-based approach.

\*McKinsey, "Customer Care: The Future Talent Factory, June 2020"

\*\*Calabrio "Agent Wellbeing Survey – 2021"

# LET'S SEE HOW SELF-SCHEDULING CAN HELP YOU ADDRESS THE CHALLENGES BELOW



## As a VP/C-Level executive:

- Will I be seen as an effective leader when our customer service organization is at 80% attrition annually? I want to create an environment where employees want to work, but I feel we don't have the tools. This impacts our entire business.

## As a Contact Center Director:

- I believe that if we provide our employees with more influence and self-service capability, it will result in improved customer support and less attrition. I also believe they would be more flexible towards the business when needed, such as overtime. The challenge is we don't have the tools and technology to make this happen.
- Our Resource Planners often get hundreds if not thousands of scheduling requests during the week. They can simply not cope with all these change requests. We need the ability to automate this process, while ensuring we are adequately staffed to meet customer demand.

## As a Frontline Employee/Agent:

- It's extremely frustrating that I have little to no control over my schedule. If something comes up in my life, I have to make a request to my supervisor which I don't like doing. Unless I can get more flexibility, I might have to look for another job.

Self-Scheduling provides you with the most comprehensive self-service package, specifically designed to address the organizational challenges listed above.

Available without any expensive add-ons, Self-Scheduling allows your agents to better manage their own work and home livelihoods.

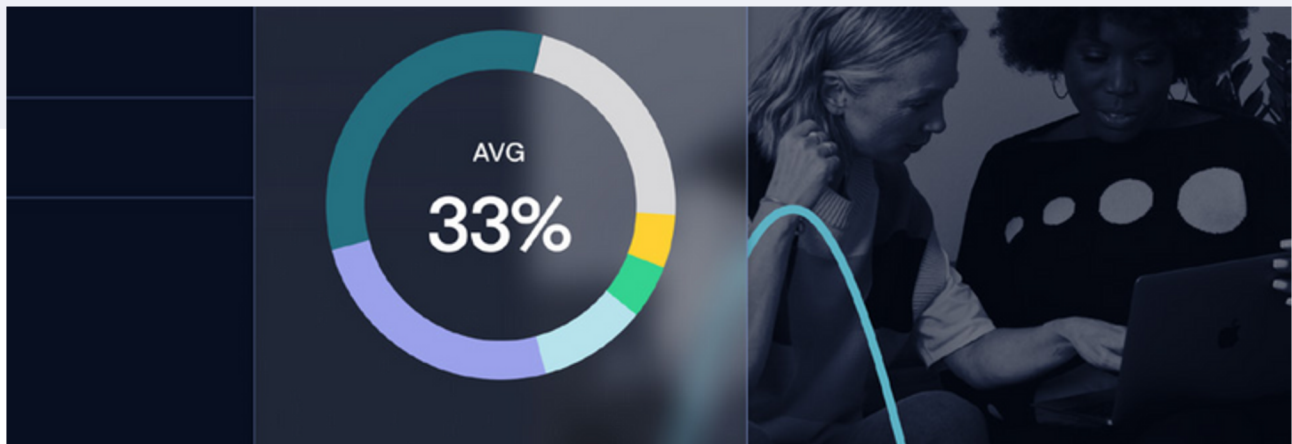
## So, if you were an agent, what possibilities do the key features of Self-Scheduling enable?

- Build your Own Schedule by adding work hours on an unscheduled or scheduled day. Automatically schedule lunch/breaks based on predefined rules.
- Move lunches or breaks through self-service drag and drop.
- Be notified by the chatbot Grant when voluntary time off or OT is available for my skill set, and use a conversational flow to easily make the change.
- Trade shifts with your colleagues without team leader/ administrator intervention – while maintaining staffing- level requirements.
- See the chance of getting your request approved directly in your MyTime App without having to reach out to a supervisor.
- Make yourself available for overtime by entering your overtime availability in MyTime, creating a supplementary resource pool for planners when needed.
- Request overtime with approval being automatic or manual.
- Request time-off from any

## If you are part of the contact center management team, imagine how Self-Scheduling can allow your organization to become more efficient and innovative, while providing better customer support.

- Be able to automatically manage all schedule change requests.
- Be confident that any agent driven changes stay within the customized rules and service level thresholds you have set.
- Create a self-regulating intraday management system where agents help you fill your staffing gaps.
- Drive to optimized service levels with automated recalculation of predicted service levels for every skill at any schedule change.

At Calabrio, we have a strong record in developing agent- centric solutions for customers who want to reduce attrition and improve morale. This market-leading self-scheduling functionality will help you address your biggest customer support challenges.



Calabrio is the customer experience intelligence company that empowers organizations to enrich human interactions. The scalability of our cloud platform allows for quick deployment of remote work models – and it gives our customers precise control over both operating costs and customer satisfaction levels. Our AI-driven analytics tools make it easy for contact centers to uncover customer sentiment and share compelling insights with other parts of the organization. Customers choose Calabrio because we understand their needs and provide a best-in-class experience, from implementation to ongoing support.