



WORKFORCE MANAGEMENT

THE RIGHT NUMBER OF PEOPLE, WITH THE RIGHT SKILLS,
IN THE RIGHT PLACE AT THE RIGHT TIME. SIMPLE.

‘Right first time’ is the essential measure of success for contact centres, and the holy grail of customer satisfaction. The simple logic is if the customer experience is good, increased revenues will naturally follow. Workforce Management delivers exactly that.

WFM provides a suite of tools that successfully balances profitability, customer service and employee productivity. By forecasting requirements in the Contact Centre effectively, it becomes possible to identify which areas of your business need resources and when. This leads to staffing costs being optimised, with customer delight being the priority.

Staff can then be scheduled to meet these requirements, and also share their requirements for working flexibly – meaning staff can increasingly work the shifts they want, when they want – reducing staff churn and associated training costs, and enhancing satisfaction for the whole Contact Centre.

Managers can also check that schedules are being adhered to on an automated basis and proactively follow up where this is not happening, not afterwards, thus driving productivity in the Contact Centre.



BENEFITS:

- ‘Always on’ deployment allows customers to be provided with solutions in very short order – in as little as four weeks from the initial order
- A hosted solution in the cloud offers a minimum of 99.5% solution availability, driving confidence in a solution which is reliably deployed with a very low Total Cost of Ownership (TCO)
- Mobile applications allow users to create and modify forecasts, run simple scheduling processes and check schedules, all on the move and with minimum fuss
- Automated forecast and schedule technology allows operations to continue from period to period, based on previous forecasts

Workforce Optimisation industry statistics

- Effective scheduling can reduce staff costs significantly – for some customers, savings in excess of 30% have been achieved
- 18% average reduction in contact centre agent churn where flexible shifts are in place
- Schedule adherence can be measured with results in excess of 95% adherence being commonplace
- Overtime costs can be reduced by in excess of 20%, by scheduling staff to their preferred hours.

IPI Workforce Optimisation from Teleopti provides a feature rich, always on solution which provides best in class features but with a focus on value and quick deployment. For a Contact Centre where no WFM solution exists, IPI Workforce Management from Teleopti provides the ideal solution.

EFFECTIVE PLANS MEAN EFFECTIVE SCHEDULES

IPI Workforce Management powered by Teleopti offers the ability to create forecasts based on an actual call data, driving confidence in the forecasts which are created and ensuring that all resource requirements can be accurately assessed. From these, schedules are consolidated by means of an engine based around industry leading Erlang-A logic (which includes flexibility in schedules which is often missed by competitors). These can be viewed online and via mobile applications for both iOS and Android platforms, allowing time to be checked and managed, any time, anywhere.

SEAMLESS INTERACTION ACROSS CHANNELS

Working in a Multi-Channel Contact Centre need no longer be difficult. With the Workforce Management solution from Teleopti, it is now possible to forecast requirements across a multitude of channels, including email, social media (including Facebook, Twitter and Instagram) and messaging applications including Facebook Messenger and WhatsApp. Agents can be scheduled to multi-task across multiple channels simultaneously, further driving both satisfaction and efficiency.

SPEAKING THEIR LANGUAGE

A combination of business rules, industry-leading logic based on Erlang-A methodology and the ability to customise rules and conditions make IPI WFM from Teleopti an industry leader. With simple presentation and monitoring both online and using mobile applications, this means that this highly powered solution is simple to use for Forecasters, Schedulers and Contact Centre agents.

DEPLOY AND MAINTAIN WITH EASE

- No need for developer skills. IPI staff will guide customers through all of the necessary discovery and build processes.
- Choose the Lifestyle or Reporting packages to enhance your operation
- Pricing is dependent on number of licences and package required
- All updates and enhancements are automatically supplied as part of the agreement.

INTELLIGENT WFM

OPTIMISE RESOURCES. INCREASE PROFITABILITY.

Our dynamic cloud and on-premise WFM enables contact centres to plan and manage operations, engage employees and create exceptional customer experiences. Extensive modular options ensure you have the right features and capabilities for your business, which can be easily adapted as required.

WFM ensures you have the right number of people, with the right skills, in the right place, at the right time. Simple as that.



Customisable

Modular design with pre-built connectors



Secure

Committed to the highest levels of data security



Cloud or On-Prem

Supports your preferred deployment option



Automation

Improves efficiency and reduces cost

GET IN TOUCH



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