

IPI's Workforce Management powered by Verint



Effectively managing your in-office and remote workforce can be challenging. Rising customer and employee expectations have made the task of forecasting your workload and scheduling staff exponentially harder. But with modern tools for scheduling managers and Contact Centre agents, you can balance employee flexibility with customer experience demands.

Our workforce management tools and processes help simplify the complex task of hiring, forecasting, and scheduling, even with large numbers of employees, working arrangements, and multichannel queues to staffing profiles.

The solution incorporates features allowing users to work from anywhere — critical capabilities in today's hybrid working models, as staff work flexibly between home and office. These features can help your organisation support health and safety guidelines on site while providing employees with updates and assurance to feel confident about returning to the workplace. And as a cloud solution, it can free you from the burden of complex infrastructure and administration.

Optimise scheduling with automation

Our workforce management tools can measure and leverage the talents and preferences of individuals and align their skills and proficiencies to produce optimum schedules. Employees can make schedule changes on the fly, while automation adjusts your staffing so these changes won't cause you to miss your business targets. What's more, the solution includes built-in scorecards, allowing you to gain insight into what employees are doing, how effectively they're performing, and where they excel or need to sharpen their skills.

Now you can

- Build accurate plans and forecast models that enable enterprise scheduling flexibility, even in complex environments.
- Create employee schedules to help meet service levels consistently and cost effectively, while accommodating employee needs for flexibility and remote working.
- Scale to support inbound, outbound, and blended media, and in-house, outsourced, and virtual Contact Centre operations.
- Provide a single, unified solution that can be deployed in the cloud or on premises to help balance customer and employee satisfaction with cost constraints in your Contact Centre.

Stay on track with intraday management

Our workforce management can provide a real-time, graphical view of forecasted, actual, and predicted contact volume, handle time, service-level statistics, and more. 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. With its intraday management functionality, you can:

- Track and compare actual, forecasted, and required statistics.
- View deviations in key Contact Centre metrics.
- 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.

Schedule and manage your modern workforce

Today's workforce demands scheduling flexibility, work-from-anywhere options, and easy management of their own schedules. Our workforce management can help you provide employees with flexibility and work-life balance while still meeting service levels. You can:

- Accommodate dedicated, blended, or task-switching environments.
- Comply with local and working time directive requirements around scheduling and time off.
- Schedule based on skill priorities that align with your contact routing strategy.
- Develop optimised, long-term plans for capacity, staffing, hiring, and vacation.

- Use a mobile app to manage schedules. Employees can access schedules from anywhere, create and monitor requests, receive notifications about status, and view KPI scores.
- Easily pick up extra shifts within the mobile app when the Contact Centre is understaffed.
- Request preferences for start times by day, and preferences for days off in the week.
- View projections for periods of under- / over-staffing, enabling employees to request blocks of time off, or overtime that aligns with their individual skills and proficiencies.
- Review published schedules, calculate time-off allowances, and check the status of shift swaps, shift bids, and time off requests.
- Post, negotiate, request, and withdraw shift swaps via the mobile app. Information is forwarded to managers for quick and easy processing.
- Create, withdraw, and be wait-listed on time-off requests down to the nearest minute, hour, or day.

Part of the IPI customer engagement cloud platform

Our workforce management tools are part of a market-leading portfolio of cloud workforce engagement solutions that enable our clients to efficiently connect work, data, and employees to build meaningful customer experiences.

Benefit from world-class consultants

Our Consulting team is expert at problem solving and opportunity spotting. They will understand the true nature of your operation and will be invaluable in delivering a wide range of innovative ideas and opportunities to optimise your Contact Centre.



TAKE THE NEXT STEP



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