

# Workforce Management

## Hosted Call Center Solutions



Precision staffing in the contact center is more important than ever, especially when you have to factor in multiple agent skills, contact channels and locations. You need to be able to know what has happened in the past and consider what is happening now in order to plan for the future. At the same time, you need to make goal-driven staffing adjustments within a defined period across multiple locations or workgroups in order to improve your business processes.

### Improve Strategic Planning

USAN Workforce Management is a true strategic planning tool that helps you determine optimal staff and resource requirements for all your contact center operations. It provides “what-if” analysis for evaluating multiple staffing scenarios to determine optimal staff and resource deployment based on your unique business needs. These scenarios give you the flexibility to account for planned and unplanned events by allowing you to experiment with forecasting, staffing and scheduling plans across channels including voice, email, SMS, and chat.

An unlimited number of scenarios can be created, so you can:

- Easily test the effectiveness of operational changes to deal with a projected increase in inbound, outbound or blended contact volume and back office workload.
- Accurately plan for upcoming customer service, telemarketing campaigns or delinquency bubbles across multiple sites and locations.
- Quickly evaluate tradeoffs between service quality or campaign initiatives and staffing numbers to understand the impact to strategic goals.

USAN Workforce Management also includes flexible, in-depth real-time schedule adherence and productivity reporting capabilities so you can track actual performance against goals and communicate staffing data throughout your organization for improved strategic decision-making.

### Maintain the Right Number and Types of Agents

#### USAN Hosted Contact Center

- Over 20 years in hosting experience
- Best-of-Breed, Fully Functional, Integrated Contact Center
- USAN IVR
- USAN ACD
- USAN IP PBX
- USAN Outbound Dialer
- USAN Workforce Management
- USAN Quality Management
- USAN Advanced List Management



With today’s dynamic contact center environment, you need to be able to efficiently forecast, schedule and track resources across channels, sites and outsourced locations to meet contact and campaign demands. Workforce Management helps ensure you have the right number of agents, with the right skills, across locations and channels, all the time.

It provides a unique multi-skill architecture, flexible forecasting and scheduling, and intraday performance and schedule tracking that helps reduce the number of staff required to meet service level or campaign goals. By forecasting the periods of highest inbound and back office activity, and highest outbound productivity, you can cost effectively staff your center and maximize revenue and efficiency. Workforce Management also helps you respond to unexpected events by comparing actual versus forecasted contact/staffing statistics throughout the day to keep your staffing plan on track.

To ensure you maintain the right number and type of agents across multiple locations, Workforce Management provides a set of Enhancement Packages that help increase the effectiveness of managing these types of operations, which include:

- **Allocate:** Offers advanced networking and staff scheduling capabilities that provide a global perspective for centers that share contacts across sites.
- **Encompass:** Helps you conveniently share workforce data on an intraday basis with outsourcers to gain a complete, accurate view of customer service activity.

## Easily Evaluate and Empower Employees

Maintaining the right number of agents to meet inbound, blended, outbound and back office demand is just one component of managing your resources. You also need to evaluate and empower employees to ensure you are getting the most out of your staffing efforts and delivering the best possible customer experience. USAN Workforce Management helps you easily evaluate and empower employees to improve your contact center's overall performance and increase revenue with the following set of Enhancement Packages:

- **Perform:** Monitors schedule adherence in real-time and reports on historical agent performance and productivity to ensure you're staffing to the plan you put in place.
- **Empower:** Simplifies the processes of requesting, reviewing and automatically approving schedule changes and communicating them as they occur. It empowers agents to manage their own schedules via automated browser- and IVR-based agent self-service tools within controlled parameters you define.
- **Analyze:** Includes agent performance scorecards/management analysis tools that track actual vs. targeted workforce and operational performance statistics to help staff focus on key business metrics that drive strategic success.



## Reduce Complexity and Costs

Since personnel costs account for 60-70% of most contact center budgets, reducing these costs are paramount to strategic success. By optimizing, standardizing and automating your forecasting, scheduling and intraday management tasks, Workforce Management dramatically reduces staffing and administrative costs and increases customer satisfaction for top and bottom-line improvements.

Workforce Management goes beyond minimizing staffing costs by also helping to reduce another significant contact center budget expenditure—real estate costs. Using the Workforce Management – Reserve Enhancement Package, you can automatically generate seat assignments for agents based on the optimal set of schedules you've put in place. This unique capability enables you to realize facilities cost savings by maximizing the use of workstation real estate, while minimizing administrative overhead and increasing agent productivity.

## Seamlessly Integrated

With synchronization capabilities across workforce management, quality management, and campaign management, the USAN Hosted Contact Center allows for Workforce Management to easily create workflows to improve performance and efficiencies, such as automating the scheduling of coaching and training sessions or sharing net staffing information so that outbound campaigns can be re-synchronized throughout the day.

## About USAN

USAN provides a portfolio of world-class SaaS contact center solutions to enterprises and carriers over a high-availability (99.999%), fully redundant infrastructure. The USAN platform in the cloud offers comprehensive products from automatic call distributor (ACD), interactive voice response (IVR) with speech, outbound dialer, workforce management, call recording to Vision reporting. Since the USAN platform is delivered via a Software-as-a-Service (SaaS) model, clients reduce costs and have the latest contact center technologies. To learn more about the USAN difference, visit [www.USAN.com](http://www.USAN.com).



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