

Workforce and Performance Management

Increase customer satisfaction, agent involvement and profitability - with Teleopti WFM



Optimize resources. Increase profitability.

Today's contact center is as much about profitability as it is about customer service. But lacking a solution that supports these objectives AND one that keeps your agents happy is often the cause of major headaches for many contact-center managers worldwide. Teleopti WFM balances these three areas carefully, with industry-leading forecasting/scheduling functionality at its core.

An ultra-easy-to-use solution, it works across multiple sites in multiple time zones. Unique features facilitate employee lifestyles and provide world-class support while, at the same time, guaranteeing you get the absolute most out of your investment.

In short, Teleopti WFM helps ensure you have the right number of agents, with the right skills, in the right place, at the right time. Simple as that.



For all types of operations, whether on premise or cloud-based

Teleopti customers range in size from tens to thousands of agents – in over 85 countries. No matter industry type or contact-center size – small or large – the challenge remains the same: accurate forecasting/scheduling and adherence assurance. Whatever your preferred solution, Teleopti WFM – on premise or cloud-based – is scalable to your needs, creating a considerable competitive advantage.

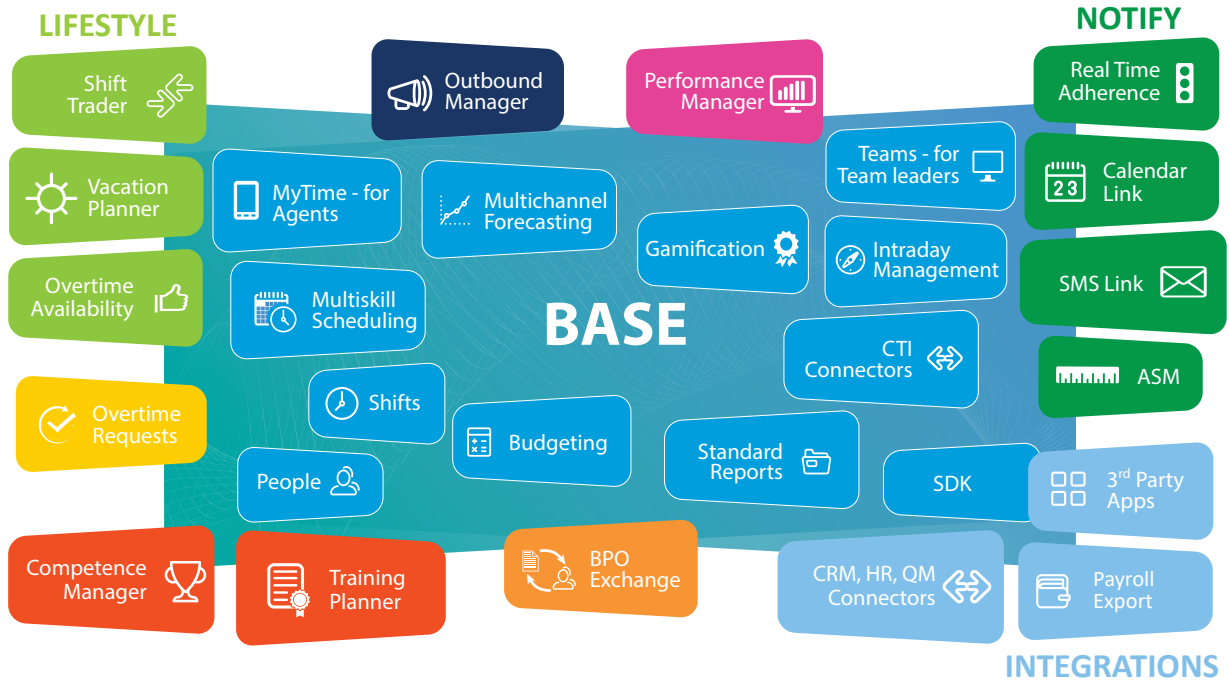


Start with a sound foundation!

How do you plan for a future that’s uncertain? This is the question. The answer? Easy: Teleopti WFM has the most powerful forecasting tool on the market – working across all customer contact channels including telephony (inbound and outbound), chat, e-mail and social media. Offering easy integration with any technology platform, it analyzes your history – taking into account seasonality, trend analysis and campaigns – to predict the future. By being able to create forecasts for any time interval – for tomorrow or next year – and make instant changes in planning, you’re prepared to meet the future head-on.

Contact-center software must be able to collect, assess, and analyze data from agent-customer interaction meaningfully so that intelligent action can be taken.

TELEOPTI WFM SOLUTION



Teleopti WFM consists of the base product and optional additional modules/packages, easily adaptable and expandable to your needs. Get the most feature-rich solution on the market, always at the forefront of product innovation!

Scheduling and optimization

This is where the magic begins: based on accurate forecasting, the scheduler can now assign individual agent shifts optimally. Are you multi-site, multi-skilled? Do you work across time zones? No problem; Teleopti WFM can optimize your schedules. Whatever your particular set of rules – e.g. national labor regulations, contract specifications, agent preferences – automated scheduling can take all of these into consideration. Teleopti WFM allows you to schedule for any length of time interval and thus helps ensure that at your highest peak periods you will be able to reach desired Service Level.

Involve agents in the process

Teleopti WFM understands that agents are your most vital asset. A MUST then is supplying a tool accessible on any modern device that allows them to check their work schedules, view messages, make shift trades, request vacation, state preferences and add overtime availability – all of which lower attrition rates and raise schedule adherence. Even better, gamification and self-assessment features engage agents and help improve their overall performance.

Follow up and improve

Contact centers are one of the most dynamic areas in many organizations. Teleopti WFM supports this dynamic nature, offering full intraday capabilities and real-time adherence functionalities. Make changes with a click of your mouse. Follow up on any of the many reports available, or create reports, dashboards and scorecards – in just seconds. Measuring allows you to pinpoint areas for improvement. What gets measured gets done, and you now have time left over to create and implement the improvements!

Open data and integrations

Make use of any or all of your system data, using the Teleopti Software Development Kit (SDK) to construct – on top of the Teleopti WFM framework – customized applications or integrations with, for example, your Data Warehouse or ERP tools for rich data intelligence.

Rich in features

Get the most feature-rich solution available, consisting of the base product and optional additional modules/packages, giving you exactly the functionality you need. Although feature-rich, Teleopti is the most user-friendly WFM solution on the market.

✓ Multi-skill, multi-site, long-term and intra-day forecasting	✓ Competence management
✓ Multichannel support (including social media and chat)	✓ Standard reporting
✓ Back-office forecasting, scheduling and optimization	✓ Performance management, dashboards and scorecards
✓ Outbound forecasting, scheduling and optimization	✓ Agent self-service with automation of time-off requests and shift trades
✓ Full contract support, including all major labor laws	✓ Team leader portal, with quick overview and change capability
✓ Intraday management	✓ Support in over 30 languages
✓ Scheduling – down to one-minute intervals	✓ Agent SMS updates
✓ Real-time adherence	✓ Vacation planning
✓ Outlook calendar integration	✓ Budgeting and what-if scenario analysis
✓ Meeting planner	✓ Integration with any ACD system
✓ Desktop analytics	✓ Payroll management
✓ Availability in the cloud	✓ Cell phone and tablet support
✓ Single sign-on	✓ Gamification features

And much more!



Teleopti, a top, global provider of workforce management software, offers a world-class WFM solution that is sophisticated, localized and easy to use. As the largest “best-of-breed” vendor, Teleopti focuses on helping contact centers, back offices and retail stores improve customer service, employee satisfaction and profitability – through optimized, automated forecasting and scheduling with cutting-edge features to empower and engage employees.

Founded in 1992, Swedish-established Teleopti has customers in over 85 countries, numerous offices around the world – from Beijing to São Paulo – and a comprehensive global network of partners. With a record of continuous net profitability for 25 years and with high customer satisfaction ratings, Teleopti serves as a reliable partner. Find out more: www.teleopti.com

