ProScheduler™

OPTIMIZE YOUR WORKFORCE

ProScheduler™
LOXYSOFT WORKFORCE MANAGEMENT SIMPLIFIED

■ USER FOCUSED

ProScheduler WFM is a robust, enterprise-class Workforce Management system, scalable for your business needs. ProScheduler offers a truly user focused interface and has been proven to improve customer experience, save administrative time, and reduce overstaffing and understaffing.

POWERFUL AND FLEXIBLE

ProScheduler has a powerful optimization engine that creates optimized schedules within minutes, offering great flexibility in trying different settings and analyzing the effect and cost before publishing the schedules. The service level simulation provides instant analyses on estimated SLAs down to 15 minute increments.

ProScheduler offers an extensive report package generating relevant Key Performance Indicators valuable for organizational enhancements such as improving performances and customer satisfaction. ProScheduler's Real Time Adherence report and realtime forecasting, offer intraday analyses and adjustments of schedules to fulfill service level agreements.

WELCOME TO PROSCHEDULER AND LOXYSOFT

WFM MADE EASY

ProScheduler is a truly user-friendly workforce management system built on customer requirements and feedback over the past 20 years. ProScheduler will offer you and your contact center just the right tool to improve your customer experience and employee satisfaction, yet at the same time reduce unnecessary personnel costs.

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WHAT OUR CLIENTS SAY ABOUT PROSCHEDULER

"One of the reasons why we switched systems was because we didn't get any response when trying to influence the program we previously used. It has been such a huge difference working with Loxysoft. We have gotten through many requests and wishes. In addition, the support is very good, we only need to make a simple phone call to get help from people who are involved, quick, and able to act directly."

Linda Svensson
WFM Manager
Releasy

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"My company has been a user since 2015. Proscheduler is a very valuable, cost effective product. It has a comprehensive and accurate database, and the application is very user friendly. The support / customer service is also great. ProScheduler's Support Team have always been exceptionally responsive when we have needed assistance. I recommend the product highly."

Peggie Fugate
Workforce Analytics Manager
DirectBuy

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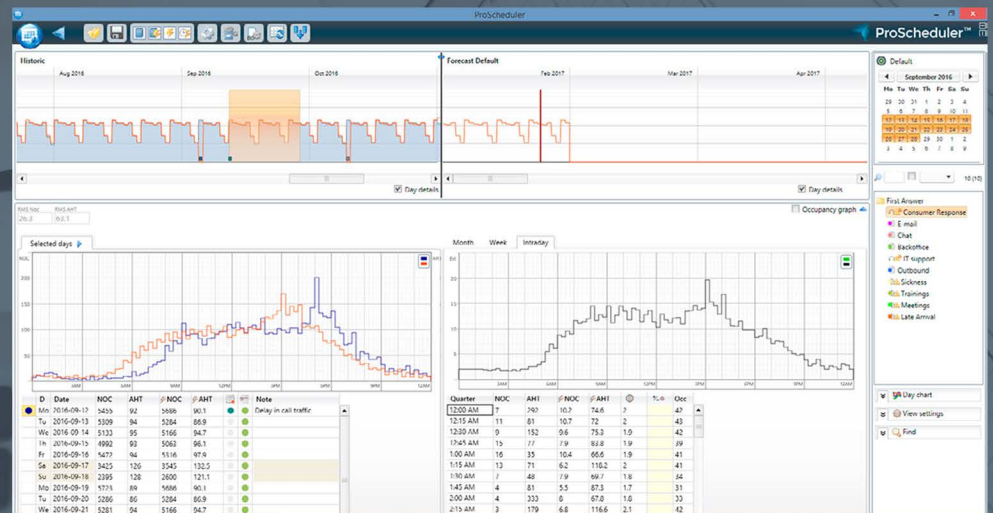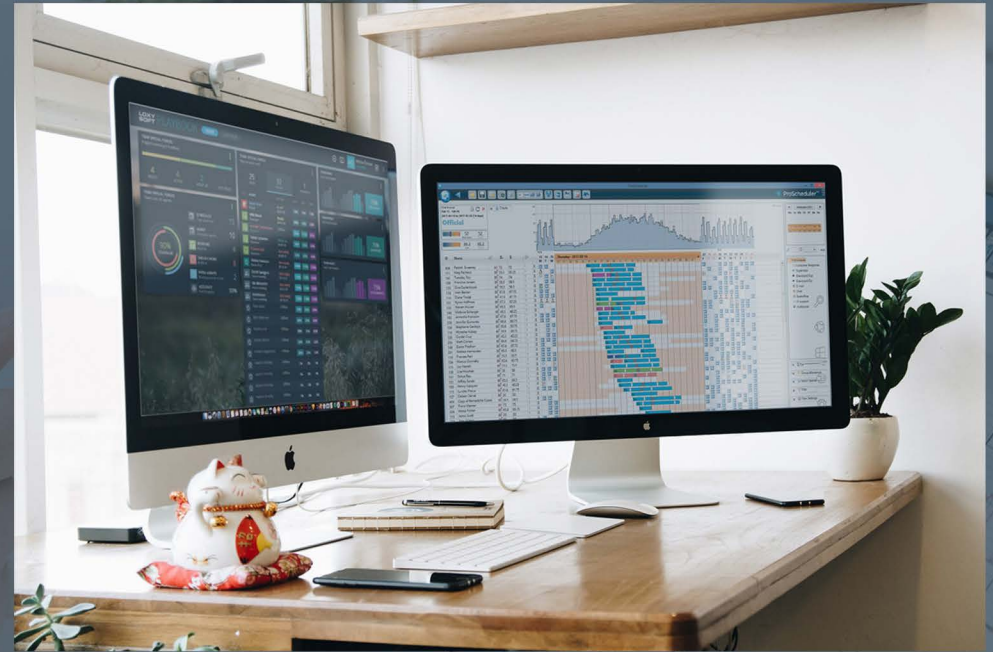LOXYSOFT · WORKFORCE MANAGEMENT SIMPLIFIED

■ FORECASTING

ProScheduler has a truly user-friendly forecasting module that offers various settings to achieve accurate forecasts for each unique operation and channel. Multiple versions of the forecast can be produced in order to analyze staffing needs for different scenarios.

FORECASTING IN ALL CHANNELS

The forecast module in ProScheduler handles both inbound and outbound calls and creates target forecasts for noncall activities as well, such as email, chat, back office and social media. ProScheduler is integrated to over 50 external platforms for automatic import of call traffic data. For organizations with multiple sites or multiple skills, call traffic can be divided into different channels to forecast each separate part of the business.
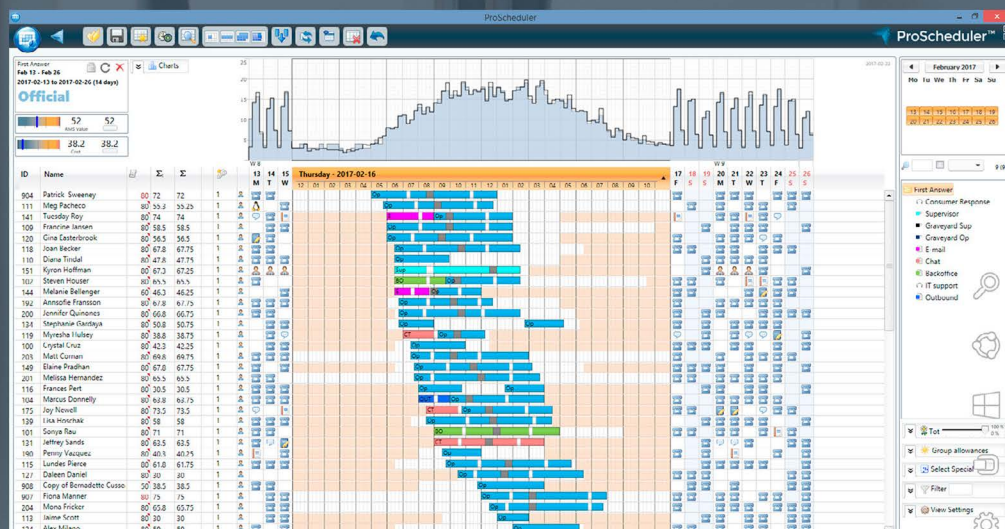

Forecasts can be created in different scenarios, such as budget forecasts, growth simulations, seasonal variations and market trends. Various shrinkage and efficiency parameters can be taken into account in the forecasting process.

OPTIMIZE YOUR SCHEDULE WITHIN MINUTES

The agent's schedule can also be published in applications such as **Outlook**, **iCal**, **Google**, **Android** and **iPhone**.

The cutting edge optimization engine in ProScheduler creates optimized schedules within minutes. Intraday adjustments and single day re-optimization are easily made to handle unexpected events such as absences or changes in call volume. The system can also recommend the most suitable time for meetings and trainings,
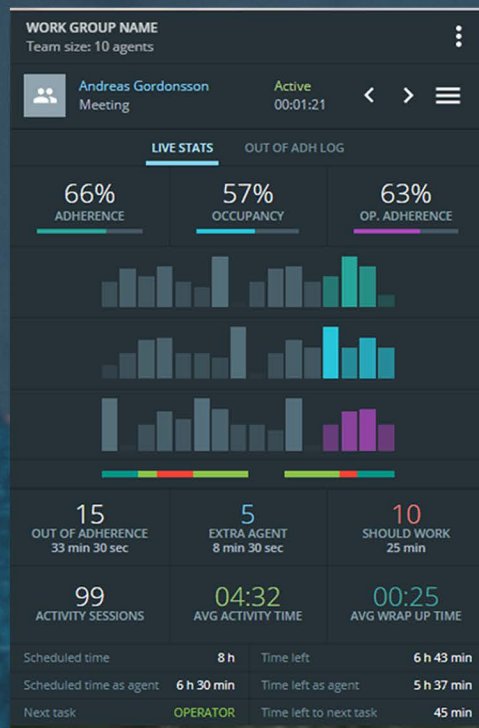
taking into account the scheduled shifts and the target curve at different times of the day.

ProScheduler offers the possibility to simulate service levels per queue, to measure service level fulfilments. ProScheduler also generates overflow reports per queue for selected intervals.

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ProScheduler offers two applications for the agents; a web portal and a real time desktop application. These two interfaces allow the agents to communicate availability, track performance, request vacation, and swap shifts with other agents.

TIME WEB

TimeWeb is a web interface for agents to view their schedules online, communicate availability and send in requests on timeoff and for shift bidding. An optional feature is the shift swap, allowing agents to swap shifts with each other, given that they have comparable skills. The agent's schedules can also be published in alternative applications such as Outlook, iCal, Google, Android and iPhone.

ProScheduler also has a real time application for the agents, enabling them to follow their schedule in real time and get alerts when it is time to change work tasks, go on break, and log off. With this tool, agents can follow up on their own occupancy and adherence for the day.

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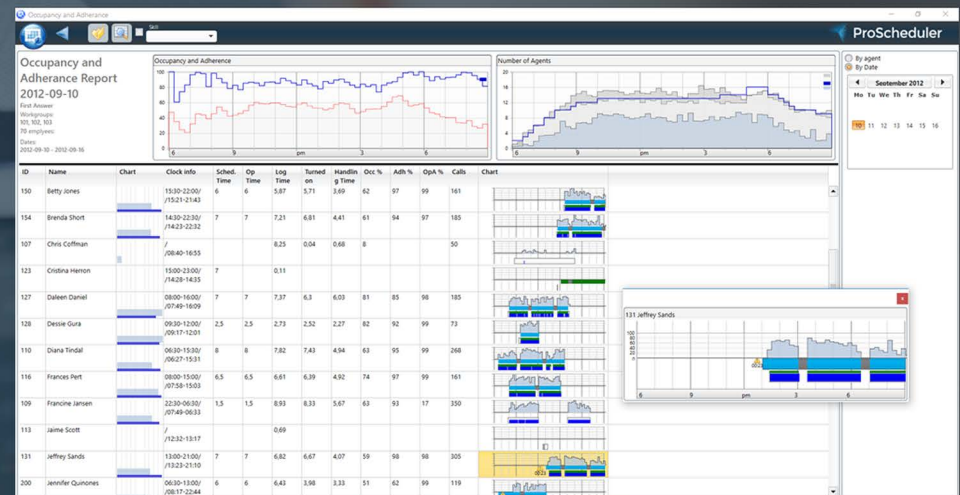LOXYSOFT — WORKFORCE MANAGEMENT SIMPLIFIED

▪ REPORTING

You can optimize the tool based on your particular needs with various optional reports. Reports help you keep track of late arrivals and early departures, break adherence, scan information and analyze contact center performance as well as individual agents.

CALL TRAFFIC REPORT

The Call Traffic Report is a comprehensive report package generating informative statistics by handling data from ProScheduler and the telephone system. The report provides relevant information about forecasts in relation to the actual outcome, service levels, abandons, and cost and revenue calculations.

AGENT PERFORMANCE REPORT

The Agent Performance Report is a valuable tool for analyzing contact center and individual agent performance, for coaching and calculating performance based bonuses. The report includes parameters such as scheduled operator time, talk time, occupancy, adherence, number of calls, AHT and more. And it keeps track of late arrivals and early departures as well as break adherence.

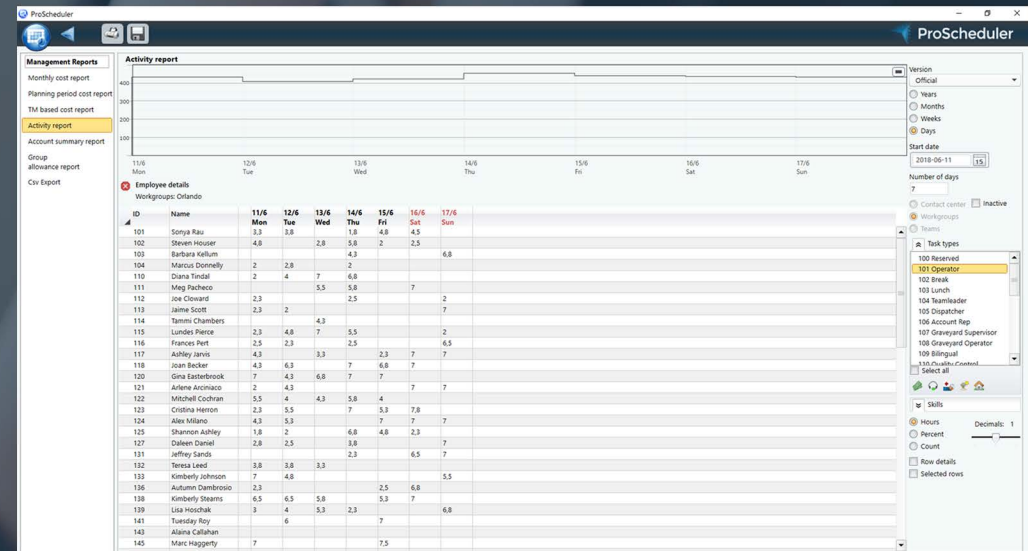> **"** ProScheduler is a flexible system, customized to meet your current and future requirements. **"**

Playbook is a real time monitoring tool customized with different views for real time data on agent statuses, occupancy and adherence. The data is presented both graphically and in numbers. Team leaders can easily follow up on current activities, such as the number of agents logged on, available, and on occupancy and adherence in percentage for a specific workgroup or for the entire contact center.

MANAGEMENT REPORT

The management report presents cost reports for schedules based on payroll. The management report presents the budget cost for a planned schedule, a planning period, or a month. The management reports also have reports on vacation and other absences. Vacation accruals can be set for the personnel, and ProScheduler will keep track of the number of vacation days left for each employee.

TIME AND ATTENDANCE

Time & Attendance is a perfect tool to keep control of worked Time. Time & Attendance automates the process of managing time attendance, and enable transfers of worked hours directly to the payroll system. With ProScheduler and the Time & Attendance module, you have one single system that takes you all the way from forecasting to payroll.

WHY PROSCHEDULER?

Improves customer experience
Reduces over- and understaffing
Increases workforce productivity
User friendly interface
Fast implementation process
Saves administrative time
Quick ROI
Valuable KPI reports
Realtime analysis and control for
intraday management

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ProScheduler is an intuitive enterprise-class Workforce Management system, built on more than 20 years of experience in finding the right balance between customer experience, agent experience, and business needs.

Loxysoft is a global provider of workforce management solutions designed to help businesses leverage their workforce investments through effective workforce scheduling that aims to give our client's staff work/life balance while maintaining business profitability.

ProScheduler's easy to use interface, low upfront cost and quick integration allows customers to get started and see results within weeks.

NEW YORK I SAN DIEGO I STOCKHOLM I GOTHENBURG I OSLO I ÖSTERSUND

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