

## PRODUCT AT A GLANCE

- ▶ Dedicated WFM advisor
- ▶ Three days onsite consulting support
- ▶ Three months continuous advisory support
- ▶ Actionable, real-time improvements
- ▶ Affordable and fully customizable

**WFMAdvisor** provides you with access to a dedicated industry expert who will help your organization optimize its workforce management (WFM) practices quickly and affordably. The program includes:

### ▶ Three Days Onsite Consulting Support

A dedicated ICMI consultant will work side-by-side with you for three full days, providing expert analysis and real-time recommendations. Focus on critical areas such as: resource planning, forecasting and scheduling, maximizing the utilization of current WFM systems, creating real-time escalation plans to handle call spikes, reporting, etc. Or, choose the areas where you'd like to focus. It's a fully customizable advisory solution.

### ▶ Three Months Continuous Advisory Support

Your consultant will provide you with three months of ongoing advisory support services by scheduling two-hour, biweekly phone meetings to help resolve any WFM-related challenges.

## WHY WFMAdvisor?

### Justify resources to achieve service levels

No more guessing games on when to hire and how many. Learn how to present your staffing analysis data confidentially, including hiring plans leaders will agree with.

### Immediately improve forecasting accuracy

Improving forecasting accuracy today can reduce overtime costs tomorrow. Every dollar of overtime paid due to forecasting variance in your contact center is a dollar wasted.

### Effective real-time service level recovery

Discover and leverage proven industry best practices that enable real-time service level recovery — even when faced with customer contact spikes.

### Eliminate doubts, restore confidence in WFM efforts

Learn proven techniques for cleaning historical data, improving reporting, improving quality and building better relationships with business partners.



Secure your **WFMAdvisor** program and pricing today.

[icmi.com/advisor](https://icmi.com/advisor)