inContact.   ICMI

Are You Puzzled by Workforce Optimization?

Let ICMI and inContact show you how to put the WFO pieces together in your contact center.

"Visionary companies are starting to say – what if I take the brain of my contact center and insert into it all the scheduling and forecasting information, and quality, and voice-of-the-customer, and analytics – take all that WFO data and make the brain of the contact center smarter! This is the true gift of WFO."

Kristyn Emenecker, Vice President, WFO Solutions Group, inContact

What does your contact center consider as Workforce Optimization (WFO)?

73%	Workforce management
61%	Performance management
53%	Quality management
46%	Analytics
43%	Coaching
42%	Training
33%	Audio recording/Screen capture
28%	Voice of the customer

The WFO puzzle includes all of these pieces!

Automation

WFO improves contact center efficiency, increases agent productivity, and enhances the customer experience. **HOW?**

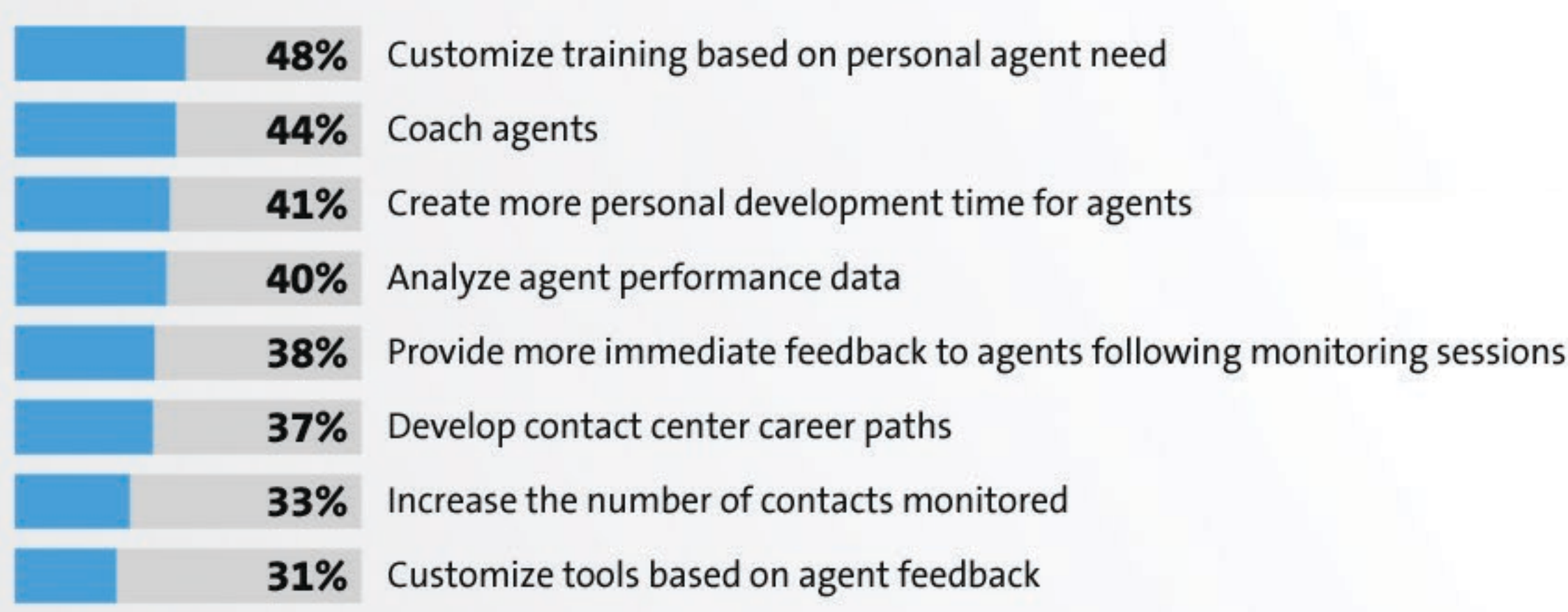## Over 45%

of contact center leaders want *automation* to:

49% Identify coaching and training opportunities

47% Move agents from one skill or channel to another

46% Update daily or weekly agent schedules

46% Listen to customer-agent interactions

45% Make real-time schedule adjustments

45% Score customer-agent interactions

Consistency

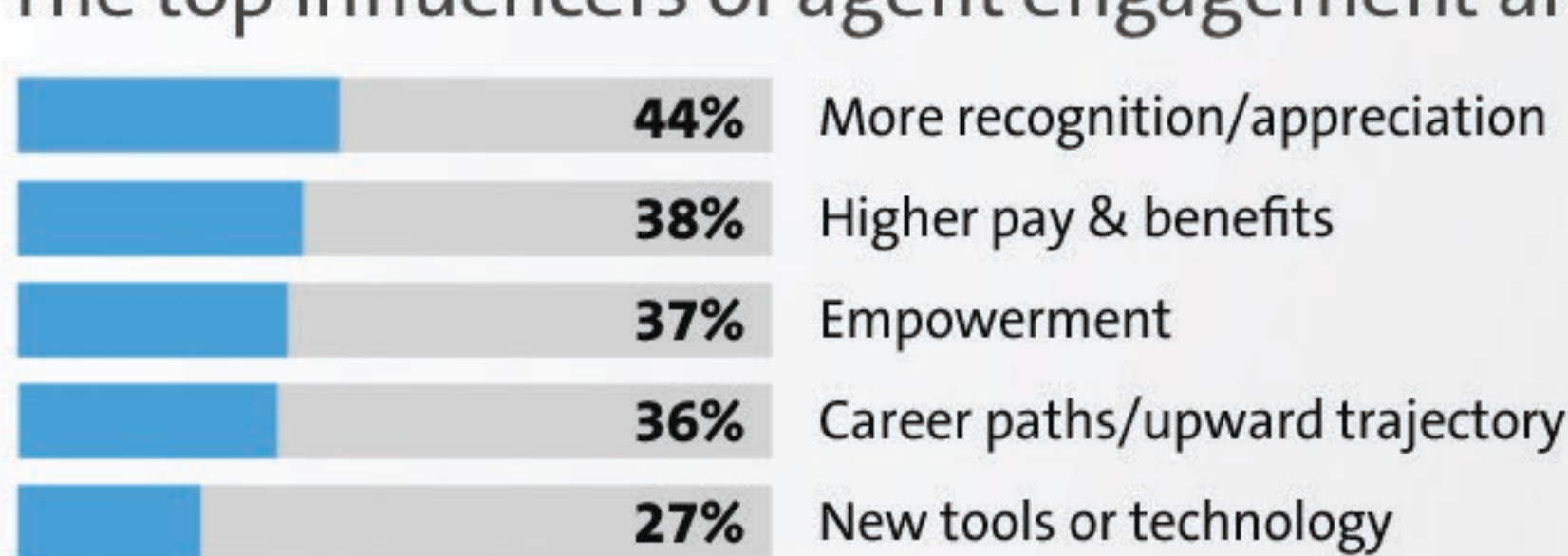WFO ensures consistency and objectivity in the contact center by providing processes and tools to:

65% Identify coaching and training opportunities

39% Move agents from one skill or channel to another

34% Update daily or weekly agent schedules

More Management Time

With time made available through WFO efficiency, contact center managers would:

48%	Customize training based on personal agent need
44%	Coach agents
41%	Create more personal development time for agents
40%	Analyze agent performance data
38%	Provide more immediate feedback to agents following monitoring sessions
37%	Develop contact center career paths
33%	Increase the number of contacts monitored
31%	Customize tools based on agent feedback

Agent Engagement

83% say agent performance would be higher with better engagement

86% say agent attrition would be lower with better engagement

The top influencers of agent engagement are:

44%	More recognition/appreciation
38%	Higher pay & benefits
37%	Empowerment
36%	Career paths/upward trajectory
27%	New tools or technology

Customer Feedback

WFO helps leaders collect and act on customer feedback by:

41% Getting a decent survey response rate from customers

38% Designing effective surveys

28% Efficiently pinpointing key trends, problems and customer preferences

22% Efficiently implementing improvements based on survey results
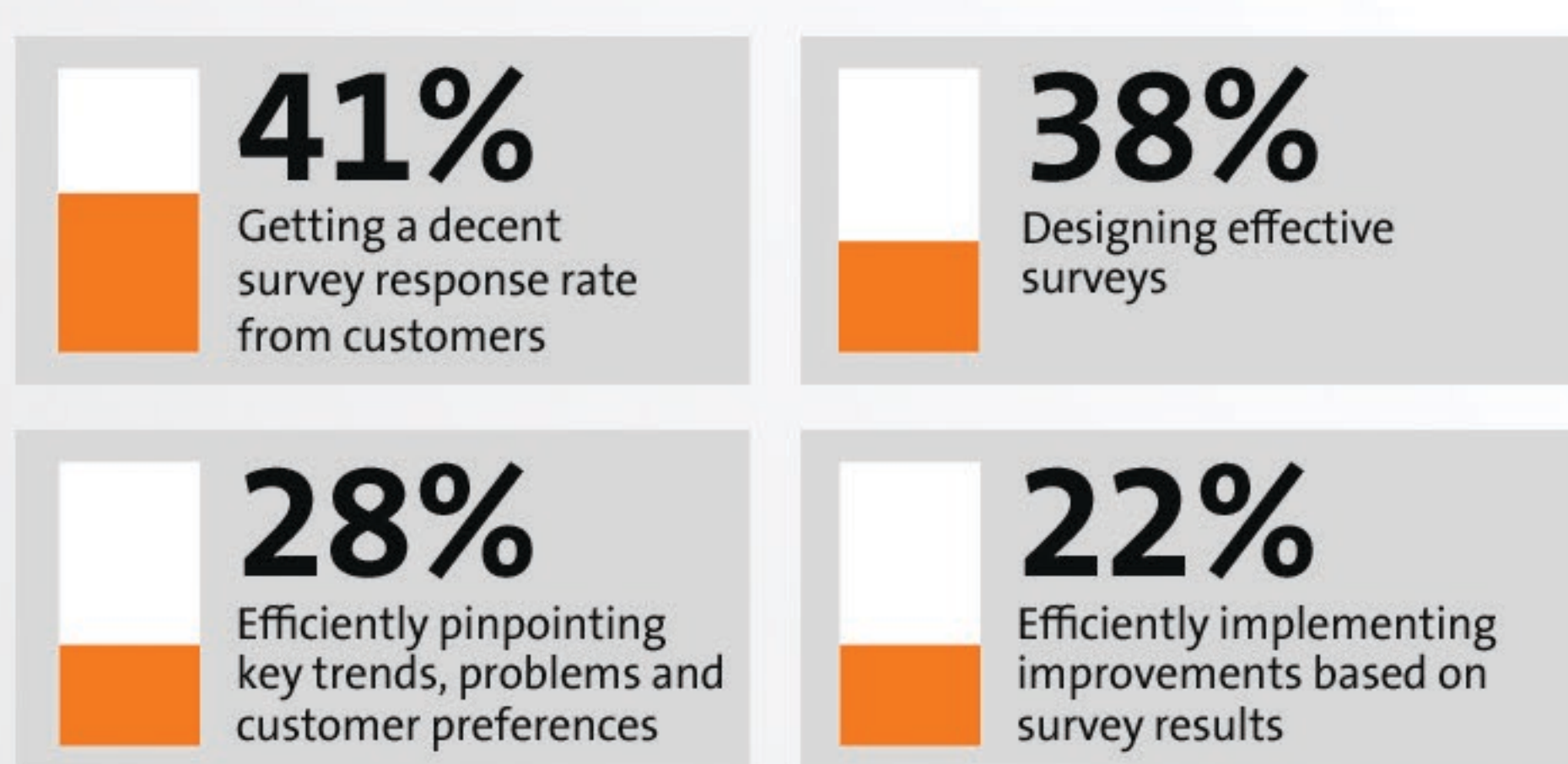
Workforce optimization tools, processes and technology will help your contact center put all the necessary pieces together!

Learn more at: www.incontact.com