

MITEL

# Contact Center Scheduling

## Intelligent Scheduling for Effective Workforce Management

Contact centers require an affordable solution for effective workforce management. Contact Center Scheduling enables managers to always schedule the right number of skilled employees to handle the anticipated call volume. When employees are efficiently scheduled for shifts, they do not sit idle when the call volume is low and are not overburdened during busy periods.

### Intelligent Scheduling

Schedules are tailored to the availability and capabilities of each employee. After employee information, such as availability, overtime eligibility, and rate of pay is entered, Contact Center Scheduling quickly generates intelligent work schedules. Supervisors can load historical data and modify performance variables, such as the average talk time and wrap up time, to forecast scheduling needs. Contact Center Scheduling enables supervisors to always schedule the optimal number of employees to serve customers.

Contact Center Scheduling enables supervisors to minimize the time spent working on schedules. They are spared the labor intensive tasks of manually building schedules and finding suitable replacements when employees are absent. Contact Center Scheduling does this for them. With Contact Center Scheduling, supervisors have more time to coach employees, customers receive superior service, and the contact center profits as a result.

The Scheduling Adherence option within Contact Center Scheduling enables supervisors to verify that employees are performing their on- and off-phone duties as scheduled. At a glance, they can see the duration and percent of time individual employees are out of adherence, and can generate adherence reports and provide feedback.



it's about **YOU**

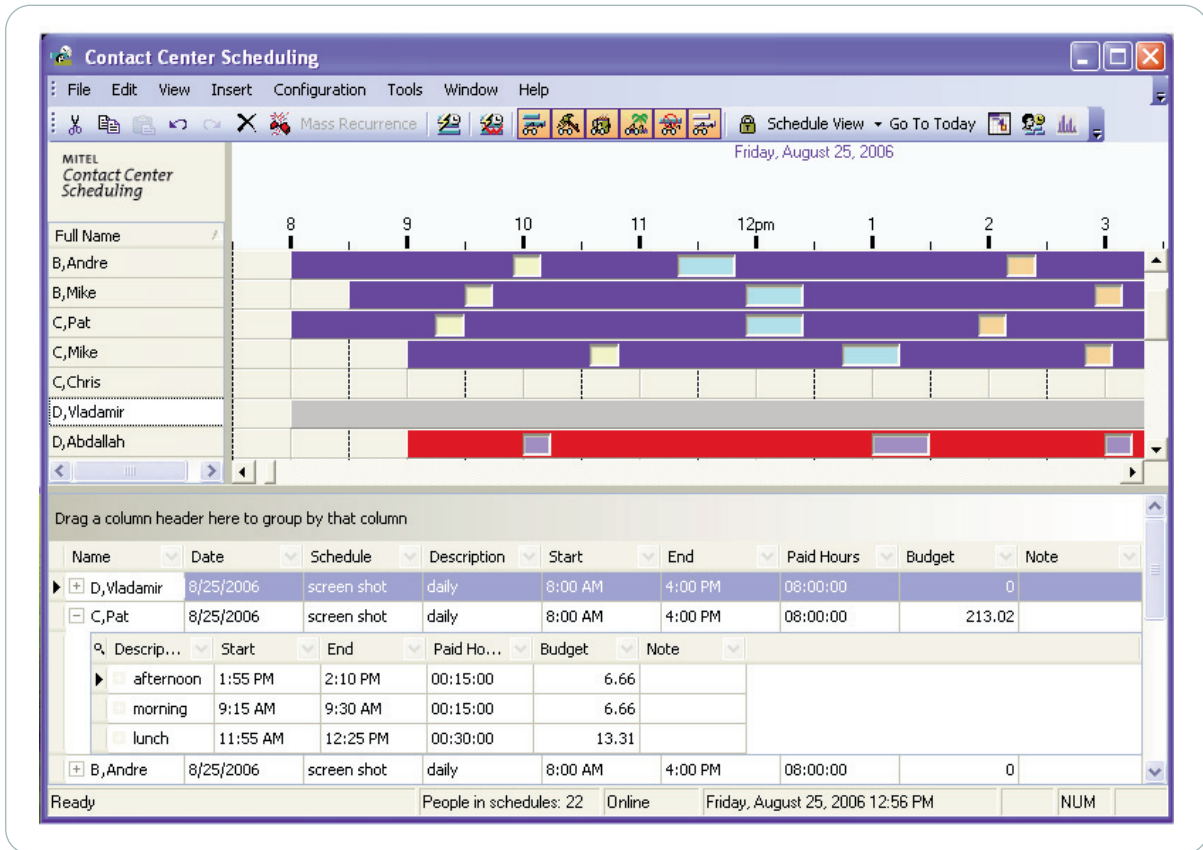


Figure 1: Contact Center Scheduling Interface

### Return on Investment

Since staffing represents the largest single expense for a business, optimizing the employee-to-call ratio is key to efficient operations. To this end, workforce optimization solutions have been adopted en masse. Studies suggest they are used in upwards of 90 percent of contact centers. The advantage of Mitel Contact Center Scheduling is that it integrates with Mitel Contact Center Management to free your supervisors from the time-consuming task of creating schedules, enabling them to perform mission critical functions such as monitoring, coaching and mentoring agents.

According to McKinsey et al. in the article "Getting more from Contact Centers"\* , supervisors should ideally be spending 70% of their time coaching employees. The success of this approach was researched by McKinsey in a study of bank call centers. Their research clearly reflected a positive relationship between agent performance and supervisor coaching. Enable your supervisors to concentrate on the things that matter and ensure that your contact center has a state-of-the-art integrated workforce optimization solution.

\*"McKinsey on Banking" , The McKinsey Quarterly, May 2006

## Features

Mitel Contact Center Scheduling combines with Mitel Contact Center Management reporting and real-time capabilities to enable supervisors to:

- Generate schedules for employees to meet forecasted activity levels on an hourly, daily, weekly and monthly basis
- Use the Schedule Builder wizard to schedule employees by assigning tasks to employees based on their skills
- Schedule within budget by viewing the cost per shift data
- Manage time off with sophisticated leave planning that takes into account accrued leave time
- Store employee skills, hire dates, payroll rates, addresses and emergency information using employee profiles
- Re-use existing schedules and make large scale changes to shifts with ease
- Verify in real time if employees are adhering to their scheduled shifts and tasks

## Benefits

Mitel Contact Center Scheduling can provide contact centers with the tools to:

- Reduce costs and payroll expenses by scheduling the right number of employees
- Make sure employees with the necessary skills are available at the right times
- Reduce the administrative time required for scheduling employees
- Increase employee morale and reduce turnover by offering flexible and consistent schedules
- Avoid scheduling conflicts with employee availability and overtime eligibility filters
- Reduce the time supervisors spend performing administrative tasks
- Enable supervisors to verify, in real time, if employees are adhering to their scheduled shifts, and take immediate action to ensure quality service

MITEL  
it's about **YOU**

Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently. Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

---

**Americas Headquarters  
Corporate Headquarters**

Tel: +1 613-592-2122  
Fax: +1 613-592-4784

**Europe, Middle East and  
Africa Headquarters**

Tel: +44 (0) 1291 430000  
Fax: +44 (0) 1291 430400

**Asia Pacific  
Headquarters**

Tel: +852 2508 9780  
Fax: +852 2508 9232

[www.mitel.com](http://www.mitel.com)

For more information on our worldwide office locations, visit our website at [www.mitel.com/offices](http://www.mitel.com/offices)

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2007, Mitel Networks Corporation. All Rights Reserved.

GD 13123 PN 51011471RA-EN

