

# Mitel Workforce Management

## Customer Benefits

- Accurately plan and manage call volumes
- Forecast based on channel types
- Produce employee schedules in minutes
- Automatically track employee preferences, skills and availability
- Increase agent engagement with gamification
- Reduce cost and improve operational efficiency



## Efficiently Plan and Optimize Your Contact Center Operations

Fluctuating call volumes, expanded media types, high turnover, performance gaps and employee proficiencies are just a few of the obstacles your business encounters on a daily basis. Factor in multiple localities and you have all evidence needed to make use of a robust forecasting and scheduling solution. As the first point of contact for most customers, it is important to manage and schedule your employees in a manner that will improve your service levels and productivity.

## Workforce Optimization Suite

Mitel's Workforce Management (WFM) solution is part of its Workforce Optimization suite, engineered to help organizations of all sizes lower costs and gain more customer insight while becoming more efficient in day-to-day operations. The Mitel Workforce Management solution allows you to put your employees in the right place at the right time in a manner that will promote business growth and provide a more balanced workload. The result will be improved agent satisfaction and faster decision-making.

## Addressing Critical Business Needs

### FORECASTING

As a critical component of managing your workforce Mitel's Workforce Management software accurately helps forecast your business in just minutes. Using historical patterns, WFM helps you determine interaction volumes and schedule employees to meet your demands. WFM is not just for calls. Deliver customer interactions to the right agent at the right time with forecast based on employee skill-sets and customer channel types.

### SCHEDULING AND WORK-LIFE BALANCE

Work-life balance is more than just a catchy phrase; it is a key factor in increasing employee satisfaction and improving retention. The Mitel WFM software gives managers the tools needed to create a healthy work-life balance for its agents' personal and professional lives. With agent preferences accounted for, resource planners are able to quickly produce the most optimal schedules based on preferences, availability, skill-sets, or service-level goals. Helping improve service levels, satisfaction and profitability.

Agents also have real-time access to their client portal to view adherence, report absence, request time-off and bid on schedules with colleagues. After completing your scheduling, take liberty in knowing you have the flexibility to quickly view and edit schedules for an entire workgroup or individuals.

### REAL-TIME ADHERENCE (RTA)

Forecasting and scheduling is just half the battle. Ensuring that agents are doing what they have been scheduled to do is an important aspect when optimizing your business. When agents fail to follow their schedule it can have a negative impact on service-levels and the overall experience received by your customers. WFM helps supervisors with a view of agent activity against their schedules. It provides real-time alerts to supervisors and agents who are out of adherence identifying when, how long and the percentage impact against the shift. The Mitel Workforce Management software gives managers the tools they need to manage and reduce shrinkage in their contact center.

Since the RTA capability is integrated right into the Intraday module, authorized users can effortlessly adjust schedules with drag-and-drop capability, based on real-time agent status.

### BUSINESS REPORTING AND INSIGHTS

Your contact center is filled with information that can shed insight into the overall health of your business operations. Mitel's WFM solution provides rich and intuitive analytics and visualization to enable rapid interpretation of the data and key trends. This will make it easier for resource planners to schedule staff based on peak volume times or media type, provide an in-depth reporting on employee adherence, scorecards, Key Performance Indicators (KPIs), productivity and more.

### INCREASE AGENT MOTIVATION WITH GAMIFICATION

Gamification is increasingly being adopted and successfully applied in business contexts as organizations realize the tremendous value it can bring; i.e. the fun and competitive nature and its built-in positive reinforcement pushes agents to perform to the best of their ability.

With Mitel's WFM software you will automatically keep track of pre-set targets; adherence, number of answered calls and average handling time during the day. Next morning the agents will receive a notification of their goal achievement and be awarded with agent badges in gold, silver or bronze. This fun, game-like competition feature boosts motivation and rewards high, measurable performance – ultimately improving the customer experience and earning the company substantial ROI.