

Seamlessly Transition from Manual to Automated Agent Scheduling



Maximize schedule efficiency with LiveVox's Agent Scheduling, an automated solution that enables managers to expertly build and distribute agent schedules while leveraging unified data for real-time adherence monitoring.



Customer Profile

Contact centers that rely on a manual, spreadsheet-based approach to create and manage complex agent schedules. These contact centers struggle with time-consuming manual updates to agent schedules, difficulty maintaining the right staffing mix for shifts, and an inability to efficiently accommodate agents' scheduling preferences.



Problem Snapshot

Modern contact centers face the complex task of managing diverse teams and while ensuring optimal staffing to match fluctuating workloads. Manual scheduling falls short because it is time-consuming, lacks flexibility, is prone to errors, and cannot quickly adapt to changes in staffing needs or agent availability. Agents have limited visibility and lack the ability to see and request changes to their schedule in real time.



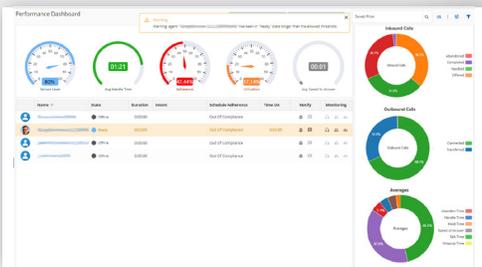
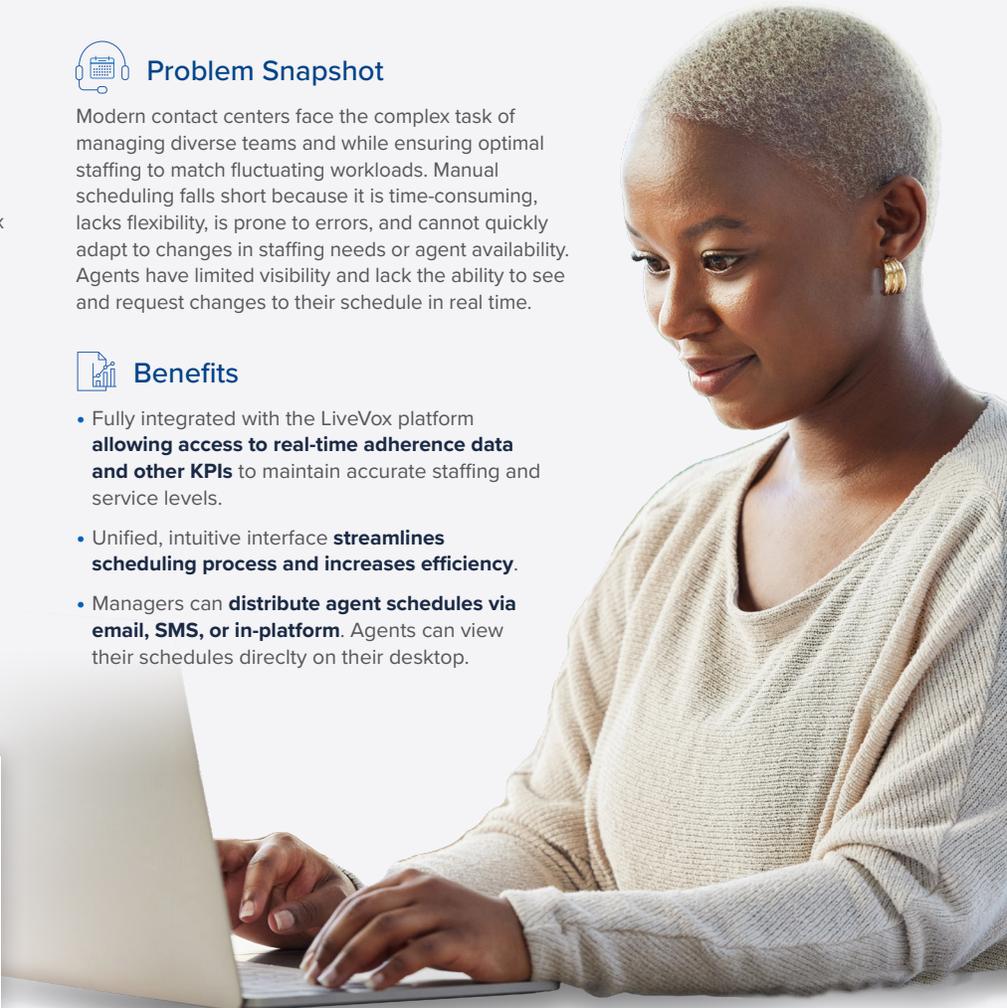
Solution Snapshot

LiveVox's Agent Scheduling is now a standard feature included in our Contact Center CRM solution. Managers can build and distribute schedules from within our integrated platform using an intuitive interface that makes it easy to rearrange and customize shifts. Self-service features give agents ability to request time off, sick leave, or shift swaps. Managers can monitor adherence in real time with full visibility into detailed adherence data, service level, AHT, utilization, and other key metrics.



Benefits

- Fully integrated with the LiveVox platform **allowing access to real-time adherence data and other KPIs** to maintain accurate staffing and service levels.
- Unified, intuitive interface **streamlines scheduling process and increases efficiency.**
- Managers can **distribute agent schedules via email, SMS, or in-platform.** Agents can view their schedules directly on their desktop.



Get full visibility into schedule adherence with real-time monitoring

LiveVox's Agent Scheduling solution leverages unified contact center data for real-time visibility into your agents' activities. Set custom alerts and get notified when agents are out of compliance and take quick action to ensure you always have adequate staffing in place.

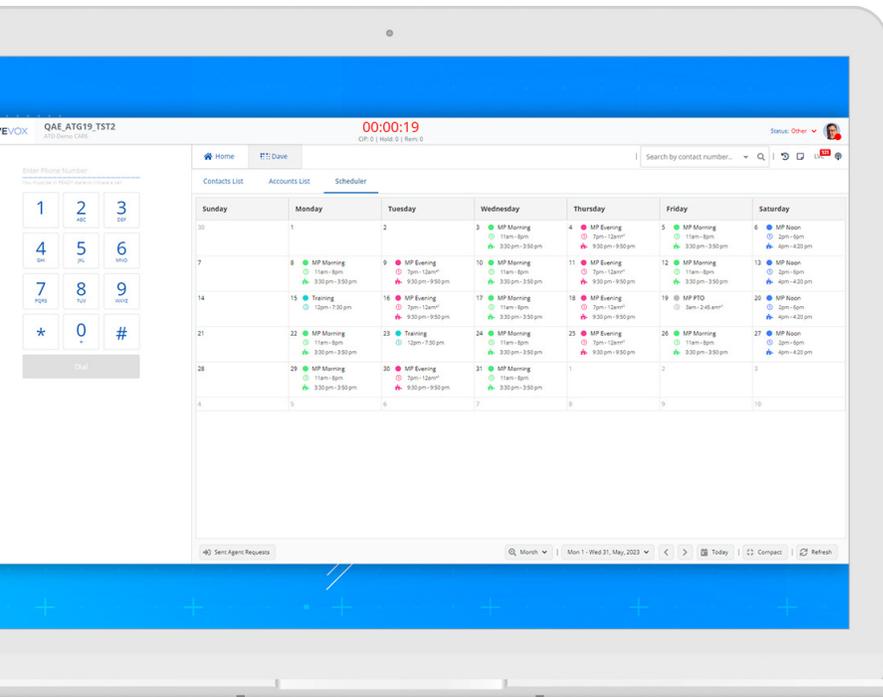
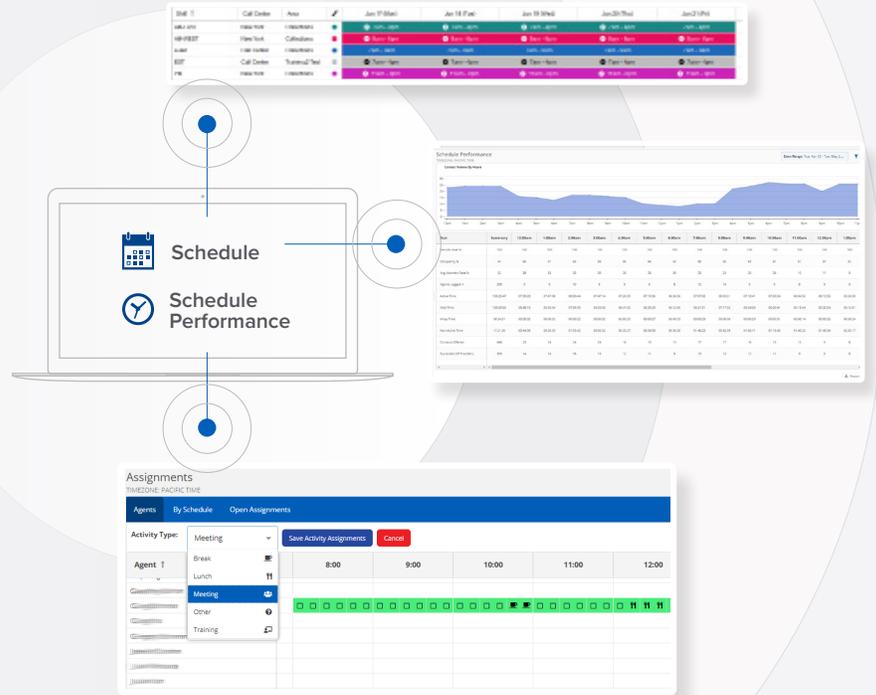
Automate Agent Scheduling with LiveVox



Empower Managers to Drive Scheduling Success

LiveVox significantly minimizes administrative efforts and manual calculations from the scheduling process with our automated, web-based schedule builder.

With LiveVox's intuitive, unified interface, managers can create and review work calendars and shifts all from their desktop. They can easily filter by open slots and drag and drop shifts to fill availability and skills. Effortlessly create custom breaks, split shifts, comply with local regulations for breaks and meal periods, and set agent preferences. A performance dashboard enables managers to evaluate the effectiveness of their schedules in relation to contact volume.



Improve Agent Experience with Seamless Communication

With LiveVox's Agent Scheduling, agents can view and access their work schedules and calendars directly from their desktop, without the need to check emails and print schedules. Self-service features give agents the ability to request time off, sick leave, or shift swaps.