Community
Workforce Management Software

Are you tired of chasing your service demands using spreadsheets?

WFMSG

Workforce Management Software Group
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The WFM Process

Workforce Management, better known as Forecasting and Scheduling, is a fundamental process in contact centers as it directly addresses labor costs that account for 70% of the total expenses required to provide customer service.

The WFM process is well understood. Organizations choose a service level goal, usually expressed as answering some percentage of callers within a certain number of seconds. To achieve this goal, a call demand forecast must be created, typically by looking at historical data.

Then, calculations determine how many staff are required to meet the predicted demand at the desired service level.

Once requirements are known, individual employee schedules are generated so that agents understand when to report to work, when to take breaks and lunches and when to finish their shifts.

Finally, the management team needs to insure that agents are following their schedules.

Track Adherence

Choose Service Level

Create Forecast

Calculate Required Staff

Generate Schedules

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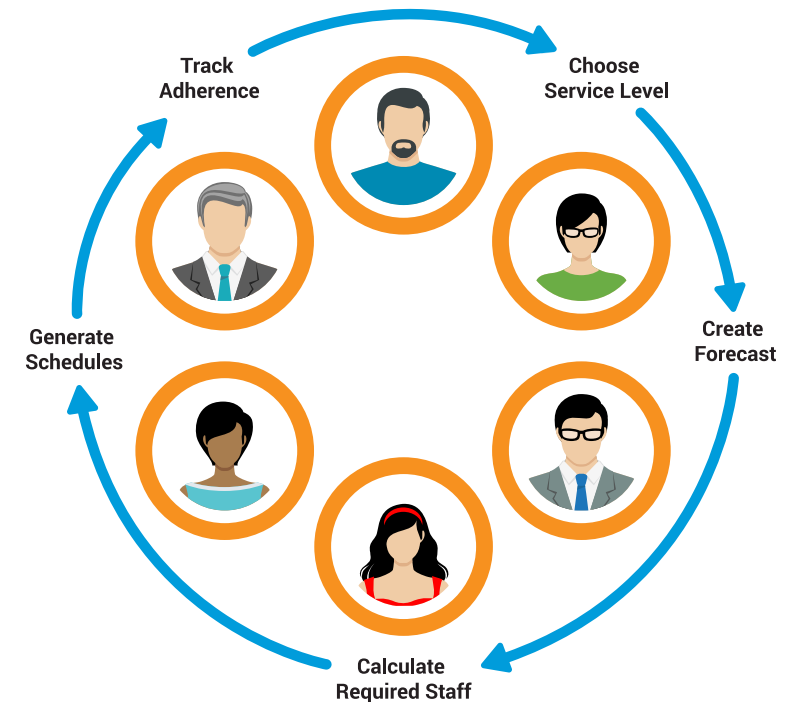
How to Calculate Requirements

One of the more difficult parts of the WFM process is calculating the staffing requirements. Luckily, this task was greatly simplified by the gentleman pictured on the right, Agner Erlang.

He was highly educated in mathematics and joined the Copenhagen Telephone Company in 1908. He was given a tough problem to solve: How many long distance telephone lines were required to serve Danish cities of various sizes.

His solution involved creating statistical tables that came to be known as Erlang B and Erlang C.

One of the uses of the Erlang C table is to predict how many agents are required to deliver a particular level of service given the calling demand.

His statistical formula is one of the reasons why spreadsheets are so frequently used to solve workforce management problems in small and medium sized contact centers. The other main reason is that spreadsheet software costs very little.

Spreadsheets and WFM

It's fair to say that spreadsheets can be an effective tool in creating forecasts. After all, forecasts of call volume are essentially a mathematic problem.

Also the Erlang formula can be effective at calculating the required number of single-skill staff.

The real problem is creating schedules.

A typical example of scheduling using spreadsheets is on the right. A "1" indicates the employee is scheduled to be on the phones. A "B" or "L" indicates the employee is scheduled to be on a break or at lunch. The required staff, from the Erlang tables is on the top row and the number of scheduled employees is added up. An important management tool, the "Over/Under" line represents the difference, positive or negative, between the required and actual staffed numbers.

You can probably already see that this is a clumsy approach to scheduling, but it's even worse than you think.

Time	7:00	7:15	7:30	7:45	8:00	8:15	8:30	8:45	9:00	9:15	9:30
Required	8	10	12	15	15	18	20	20	20	20	18
Scheduled	13	13	13	13	13	13	13	11	11	11	11
Actual	0	0	0	0	0	0	0	0	0	0	0
+ / -	5	3	1	-2	-2	-5	-7	-9	-9	-9	-7
Names											
Agent 1	1	1	1	1	1	1	1	B	1	1	1
Agent 2	1	1	1	1	1	1	1	B	1	1	1
Agent 3	1	1	1	1	1	1	1	1	B	1	1
Agent 4	1	1	1	1	1	1	1	1	B	1	1
Agent 5	1	1	1	1	1	1	1	1	1	B	1
Agent 6	1	1	1	1	1	1	1	1	1	B	1
Agent 7	1	1	1	1	1	1	1	1	1	1	B
Agent 8	1	1	1	1	1	1	1	1	1	1	B
Agent 9	1	1	1	1	1	1	1	1	1	1	1
Agent 10	1	1	1	1	1	1	1	1	1	1	1
Agent 11	1	1	1	1	1	1	1	1	1	1	1
Agent 12	1	1	1	1	1	1	1	1	1	1	1
Agent 13	1	1	1	1	1	1	1	1	1	1	1

The Problem with Spreadsheets

Difficult to Consider Schedule Preferences – Just creating a set of schedules that meet minimum requirements is hard enough. Trying to arrange schedules that meet agent preferences or that minimize paid agent hours is nearly impossible.

Completely Fails in Skill Routing Environments – Agner Erlang never considered the impact of multi-skilling and his statistical formula simply does not work in these common environments.

Difficult to Meet Complex Work Rules – For contact centers that have extended hours or that are open more than five days a week, rules regarding overtime, consecutive days worked, fairness regarding weekends and off-shifts add a level of complexity beyond the power of spreadsheets to solve.

Tracking Schedule Adherence – A schedule can't be effective unless people follow them. This is called schedule adherence and spreadsheets have no mechanism to achieve this management requirement.

Over and Under Staffing – The result of these problems and issues is a highly compromised set of schedules leading to needless expense and lost customer good-will.

Wizard-Based Forecasting and Scheduling

To ensure you're not behind the curve when it comes to accurate forecasting and scheduling, Community WFM intuitively walks users through the process to develop and execute an accurate forecast while managing overhead costs.

Users can also run advanced "what-if" analysis by varying demand, service levels, and other variables to optimize agent schedules when your services demand changes. Lastly, Community WFM is equipped with five unique forecast modeling options for contact centers that offer multiple channels of support.

Integrated Communication Framework

Community was built from the ground up with agent empowerment at the forefront of its design.
Agents, supervisors, and analysts are seamlessly connected through tightly integrated desktop portals and multiple notification channels. Our broad set of communication channels includes:

- › **SMS Text**
- › **Email**
- › **Desktop Pop-ups**
- › **Internal Memos**
- › **Agent Mobile App**

Community provides the tools for contact centers to have the right number of agents with the right skills, at the right time, across all channels throughout the day. However the difference is the agents are involved in the process every step along the way, giving them input into critical scheduling decisions.

5
CHANNEL
COMMUNICATION
NETWORK

Adaptive Intraday Management Features

The biggest challenge with forecasting and scheduling using spreadsheets is the ability to move activities and adjust schedules based on changing demand. Therefore, you are always in reaction mode.

Imagine having the ability to refine work schedules and immediately inform agents across the communication channels. With Automated Schedule Adjustment Plans analysts can create, save and re-use an unlimited number of customizable strategies. This feature allows analysts to increase, decrease or refine staffing levels and eliminate the tedious task of doing it manually.

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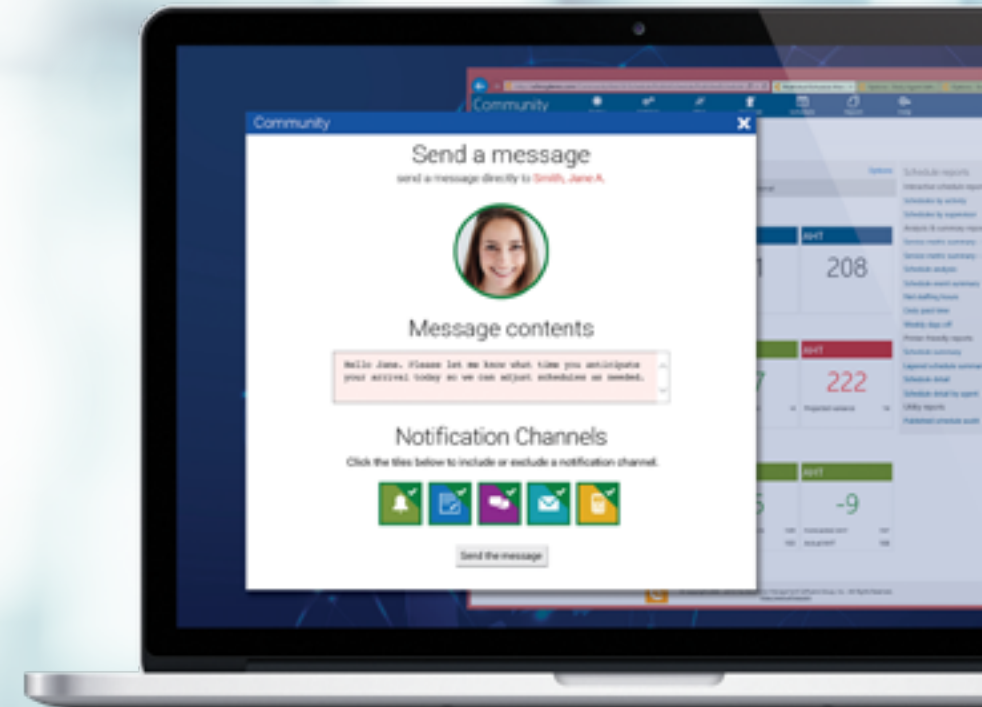
Community Everywhere

Community's mobile application, Community Everywhere, empowers agents on-the-go by providing unmatched visibility and transparency. Whether employees are in the office, working at home, or on the road, they can:

- View their schedules

- View schedule adherence

- Receive notifications and accept or decline offers for

   over and under-time

- View adherence KPI's

- Notify analyst and supervisors of tardy events

- Request time-off

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Steps to Success Deployment

The Steps-to-Success on-boarding process has been perfected over the years and focuses on best practices and production oriented training. Our team of highly experienced workforce management subject matter experts have deployed and optimized hundreds of contact centers. Our process includes three on-site training modules to ensure your success.

1 Kick-off call

2 Solution configuration secured

3 Remote installation and integration in process

4 Two day on-site pre-training consultation

5 Four day on-site training

6 Two day on-site optimization

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What is Achievable?

- Reduce administrative time spent developing forecasts and schedules
- Reduce over-and under-staffing by quickly aligning schedules with the call demand
- Greater agent engagement and collaboration using Community's multi-channel communications platform
- Achieve a greater ROI in less time than legacy systems
- Improved agent productivity while optimizing labor costs
- Improved, consistent service levels that drive customer satisfaction
- Reduce shrinkage

A Unique WFM Vendor

Workforce Management Software Group is unlike any other vendor in the industry. Our solution was conceived and created by workforce management experts who understood that agent acceptance depends on agent engagement and that return on investment depends on short learning curves and quick results.

Our browser-based solution offers agents unprecedented inclusion into the scheduling process. Our extensive use of wizards guide forecasters and schedulers and avoid unproductive complexities found in competitive offerings. Repetitive and routine WFM tasks are simplified and automated.

If you want a quick return on your investment, check us out. You'll feel the difference right from the beginning.