



**Enghouse  
Interactive**

# Enghouse Interactive: **Workforce Scheduler**

CONTACT CENTER RESOURCE OPTIMIZATION

***Workforce Scheduler***

***Workforce Scheduler makes light of an often laborious task by giving your contact center supervisor the tools to easily manage scheduling and resource needs.***

***Supervisors can ensure they have an appropriate number of agents to handle contact center traffic peaks and troughs as experienced on a daily, weekly or seasonal basis.***

## WORKFORCE MANAGEMENT

The task of integrating contact center traffic data and scheduling your agents to meet the variations in traffic volume is a time consuming yet necessary one for contact center supervisors.

A full workforce management system can be expensive and difficult to manage. Spreadsheets are cumbersome and highly manual to maintain.

Enghouse Interactive's **Workforce Scheduler** (WFS) is the perfect alternative for SMEs. It provides all the tools necessary for scheduling efficiency and automation at a very low cost.

## SIMPLIFYING MANAGEMENT OF RESOURCES

Workforce Scheduler generates reports via the MS Reporting Service interface, assists agents with adherence to the schedule and allows managers to visualize and solve resourcing issues before they occur. Workforce Scheduler allows the contact center supervisor to:

- Forecast the number of agents required based on historical call traffic data from Enghouse Interactive's *Communications Center (CC)*
- Set default / preferred schedules for agents
- Schedule agents for different media types
- Easily drag / move, in real time, an agent's break to ensure that the required staffing levels are met
- Quickly visualize and change all aspects of agent schedules - phone, email, chat, break, vacation, unscheduled, etc.
- Remove any outlying weekly data when performing a forecast for greater accuracy

## FORECAST DEMAND

Forecasts on expected traffic levels are calculated\* from historical data for each *channel* and *queue* selected. The graphical display shows the schedule in 15 minute intervals with color-coded areas highlighting where the number of scheduled agents is less or greater than required.

### Forecast

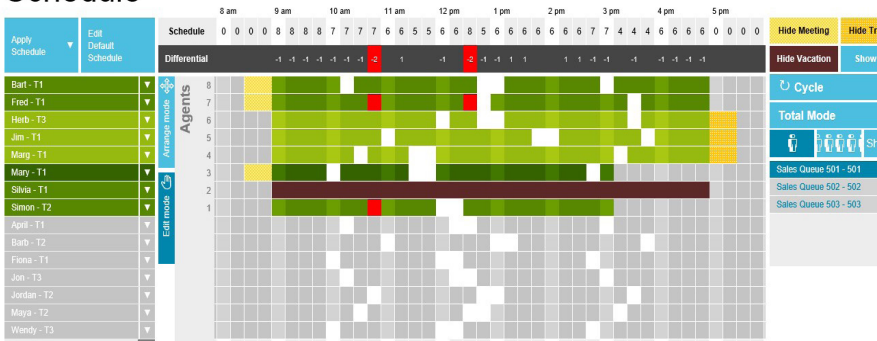
Media Type: Phone

Selected Queues

Based on last month

Sep 10 Sun 11 Mon 12 Tue 13 Wed 14 Thu 15 Fri 16 Sat

### Schedule



## WHY WORKFORCE SCHEDULER?

- Maximize resources through efficient scheduling of agents to meet demand trends.
- Import *Communications Center* (CC) data to generate forecasts on traffic volume.
- Quickly identify schedule deficiencies within the *real time* graphical user interface to re-allocate agents for effective handling of all interactions.
- Adherence reminders are automatically popped for agents so they can keep to the schedule.
- Low entry level; easy to configure with graphical views and designed for contact centers with up to **80 agents** and **30 queues**.
- Access and security levels are defined in CC Administrator.

## EASY SCHEDULING

Supervisors can set up default or preferred schedules and make quick and easy, *real-time adjustments* to agent schedules to meet changing demand levels throughout the course of the day. Supervisors can easily change the scheduled allocation for any agent between break, phone, email, chat, training, meeting, vacation, and unscheduled.

## AGENT ADHERENCE

An agent logged into TouchPoint is notified via a *toaster pop* alert when a status change is required. This assists the agent to adhere closely to their own schedule as set by the contact center supervisor, ensuring appropriate resourcing at critical times.

## REPORT GENERATION

The supervisor can run reports to display data on multiple queue and agent schedules:

- **Agent Scheduling Analysis** - Shows a comparison between the number of agents scheduled and the number of agents required, based on the current queue forecast.
- **Audit Summary** - Displays historical summary data for the selected queue.
- **Traffic Levels** - Shows a historical comparison between the number of interactions that the queue received and the number of forecasted interactions.
- **Agent Leave** - Displays agents on vacation between specified dates.
- **Schedule Adherence** - Displays how closely the agents are adhering to their schedule for a particular queue.

\*Call volume forecasts are based on weekly averages calculated using an industry standard Erlang-C algorithm. Chat and email volume forecasts are calculated using a linear algorithm.

## ABOUT ENGHOUSE INTERACTIVE

Enghouse Interactive's integrated suite of solutions includes omni-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premises based to private, public or community cloud and hybrid requirements.