

Work-life balance and increased motivation

Three modules in one package: Vacation Planner - Shift Trader - Overtime Availability



Agents are, and will always be, the most vital resource for your contact center. Targets for any modern, dynamic contact center are essentially the same: boost employee satisfaction and retention, lower sickness and absenteeism, enhance customer service and improve profitability. The Teleopti "Lifestyle" package is easily accessible through the

MyTime portal, allowing agents to make requests, get their messages and check their performance – at work, home or on the run.

This optional package complements the Teleopti WFM solution, greatly improving vacation planning, shift trading and overtime optimization.

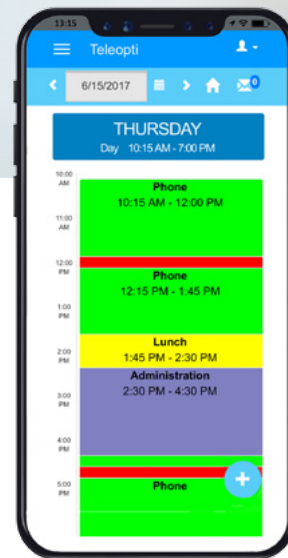


Vacation Planner

This self-service module completely automates the time-off request process. Agent vacation and other ad-hoc absence requests are followed by instant notification of request acceptance or denial. Agents can easily view their remaining annual leave allowance through the MyTime portal and put in a request for vacation time on a daily or even hourly basis. In line with pre-set allowances or service-level targets, requests are instantly and automatically accepted, denied or put on a waiting list. The schedule is updated in real time, with agents seeing the response in MyTime.

Reap the benefits:

- Reduce administration time, thanks to automated request handling.
- Improve agent satisfaction and empowerment, thanks to instant request notifications.
- Increase efficiency: when vacation is associated with service level targets, vacation is granted only when service levels are anticipated to exceed those targets.
- Simplify time off requests through a synchronized sidebar showing approval probability.



Teleopti WFM MyTime – a web-based agent tool and IOS/Android app designed to involve your most valuable resources

In Teleopti WFM MyTime, the agents can view their current day's schedule – as well as that of other team members – and enter preferences on how they would like to work for any predefined period. Agents can also view their performance report with adherence, number of calls answered, average call duration and collected agent badges.

With Lifestyle, agents are able to make shift trades, request vacations and enter overtime availability, making the MyTime portal an even more powerful tool. Notification and schedule changes are automatically updated in MyTime – in real time.

Shift Trader

Here's yet another fully automated module, allowing agents to view colleague schedules so as to trade shifts for one or more days. The request is sent to the colleague for approval or denial, with subsequent, instant notification and schedule updates in real time viewable in the agent's MyTime portal. Rules, established by the planning team, ensure agents can swap as few or as many shifts desired, without affecting service levels.

Reap the benefits:

- Reduce administration time, thanks to automated request handling.
- Improve agent satisfaction and empowerment, thanks to instant shift-trading notifications.
- No adverse impact on service levels or agent working hours, as stipulated by configurable business rules on skills and available shift trades.

Overtime Availability

This two-step, automated, overtime-management module allows agents to enter their overtime availability through their MyTime portal at the start or end of their shift – or on a day off. The resource planner is now able to view agent overtime availability for those intervals requiring overtime. Agents are automatically scheduled according to need, thus ensuring service levels are met and overtime is allocated to the appropriate agents.

Reap the benefits:

- Reduce administration time, thanks to automated overtime scheduling.
- Improve agent satisfaction and empowerment, thanks to the function to post availability.
- Increase service levels, with overtime allocated accurately and efficiently, thus ensuring minimal under- or overstaffing.



Features overview

Check out this high-level list of features and options of the Lifestyle package. Although feature-rich, Teleopti is the most user-friendly WFM solution on the market.

Vacation Planner

✓ Fully automated vacation planning (incl any other absences) with permission controls	✓ Vacation allowances can be set by planning team
✓ Schedules are updated in real time	✓ Agents receive real-time notifications
✓ Full day and hourly requests can be made with approval probability sidebar	✓ Agents can view their used/unused vacation balances
✓ Resource team can set agents vacation balances, including accruals and lieu time.	✓ Service level targets can be set

Shift Trader

✓ Fully automated trade shifting, with permission controls	✓ Rules can be set by Resource Team
✓ Agents can see feedback on denied shift requests	✓ Team schedules are viewable by agents
✓ Schedules updated in real time	✓ Agents receive real-time notifications

Overtime Availability

✓ Fully automated overtime management with permission controls	✓ Agents can easily enter their overtime availability in MyTime
✓ Overtime can be entered for additional hours or whole days	✓ Planning team can view and filter overtime availability
✓ Overtime is added and updated, in accordance with service-level targets	✓ Agents receive real-time notifications



Teleopti, a top, global provider of workforce management software, offers a world-class WFM solution that is sophisticated, localized and easy to use. As the largest “best-of-breed” vendor, Teleopti focuses on helping contact centers, back offices and retail stores improve customer service, employee satisfaction and profitability – through optimized, automated forecasting and scheduling.

Founded in 1992, Swedish-established Teleopti has customers in over 85 countries, numerous offices around the world – from Beijing to São Paulo – and a comprehensive global network of partners. With a record of continuous net profitability for 25 years and with high customer satisfaction ratings, Teleopti serves as a reliable partner. Find out more: www.teleopti.com

