

Act faster with real time notifications!

Four modules in one package: Real-Time Adherence –
CalendarLink – SMSLink – Agent Schedule Messenger



As the speed of business accelerates, so does the dynamic nature of the contact center, emphasizing the need to be updated with up-to-the-minute changes in real time, especially when on the go.

The Teleopti Notify package includes essential real-time tools that ensure management staying abreast of site, team and agent adherence. Agents stay informed of activity or schedule changes via Teleopti messages, calendars or SMS texts, or with the tools available right on their PC desktops, viewable continually throughout the workday.



Real-Time Adherence (RTA)

Workforce management isn't just about creating a schedule. Following up and ensuring that agents follow their schedules is equally vital. Without this, the planning team's work is a waste of time. Teleopti WFM real-time adherence allows you to compare agent schedules with agents' current ACD state. Lack of schedule adherence is clearly indicated via alarms. Drilling from site and team overviews down to individual agent details can be done by two clicks of a mouse – a vital tool for team leaders and operations teams in well-performing contact centers. Managers and supervisors can view behavior over the course of a shift. All data, updated in real time, is available on desktop, tablet and mobile devices, ensuring anticipated schedule efficiencies.

Reap the benefits:

- Track agent adherence wherever you are on any device
- Act faster with real-time feed, updated in seconds
- Increased efficiency through increased schedule adherence
- Monitor adherence by skill, organization or a combination

Agent Schedule Messenger (ASM)

Keeping agents informed about their schedules, changes and other important information is a vital function of daily management. This process can be fully automated with the Teleopti ASM (Agent Schedule Messenger) module. A small bar, displayed at the top of the agent PC screen, shows their daily schedule and ongoing progress throughout the day. A friendly reminder notifies them of upcoming activities. Messages from team leaders and managers are also displayed here, and can be replied to – in accordance with pre-defined settings of the received message. Any schedule change is updated instantly in ASM, with a notification sent to agents – thus continually keeping them informed and up to date.

Reap the benefits:

- Increased efficiency and adherence, with agents updated continually throughout the day
- Improved intraday processes, with management able to send/receive messages from agents
- Enhanced agent satisfaction, with agents able to track their progress throughout the day and take breaks at the allocated time
- Create customized messages and quickly survey groups of agents to collect structured responses

SMSLink

Ever-increasing acceleration in doing business today goes hand in hand with frequent, last-minute schedule changes. Not long ago, proactively keeping agents informed of upcoming schedule changes meant calling or manually e-mailing them – laborious and inefficient. Now, with SMSLink, schedule changes are automatically sent as a text message or email directly to agents. Significant changes in start/end times, workdays or days off are automatically triggered via a gateway service provider, either email or sms. Automated text messages or email not only inform agents of all necessary details about the changes but also frees up time for management to focus on other matters.

Reap the benefits:

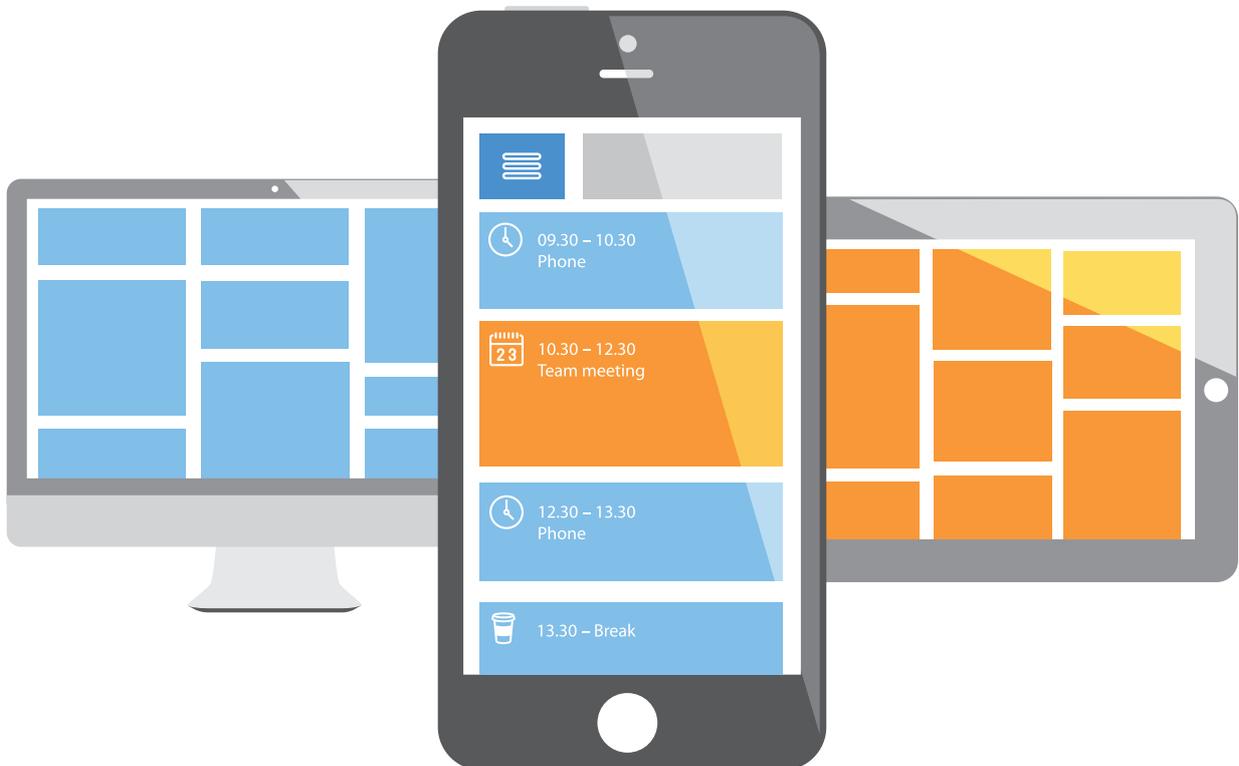
- Ability to make all essential last-minute changes and assure that agents are notified – improving overall service levels
- Automated texting or sending of emails reduces administrative time, and improves efficiency and accuracy as well as agent adherence

CalendarLink

With the use of calendar services accelerating across devices (e.g. Outlook, Google Calendar, iCloud), agents can merge their work and personal schedules, using CalendarLink – accessible on tablets, smartphones and PCs, and sharable with family and friends. Today, access to calendars updated up-to the minute while on the go is common when organizing one's day. Updated schedule notifications across devices, often revealing inevitable changes, also have a positive impact on employee schedule adherence.

Reap the benefits:

- Enhanced agent satisfaction and empowerment
- Improved efficiency and adherence, with agents updated through multiple calendars
- Less administration, eliminating time-consuming, manual, notification processes



Features overview

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

Real-Time Adherence (RTA)

✓ Real-time integration with all major CTIs	✓ Updating occurring every 5-10 seconds
✓ Capability to configure various alarm types, e.g. long AHT or ACW	✓ Filtering, pinning and selecting specific agents
✓ Complete overview of site, team, skill group and agent adherence – in real time	✓ Web-based
✓ Permissions based for team leaders and managers, access the right information	✓ Availability on tablets and smartphone

Agent Schedule Messenger (ASM)

✓ Updates agents on their schedules, any changes to schedule and messages	✓ Agent ability to respond to received messages – in accordance with pre-defined settings of received messages
✓ Message transmission from administration to one or more agents, or groups of any size	✓ Schedules displayed at the top of PC screens, keeping agents in touch continually

CalendarLink

✓ Share calendars with others	✓ Enabling access to schedules from preferred device and calendar service
✓ The Teleopti WFM web server needs to be accessible from the internet (https)	✓ Compatibility with all .ics calendar apps, such as Outlook, Google Calendar, iCloud

SMSLink

✓ Transmission of schedule-change updates to agent cell phones – in real time	✓ Schedule change details sent via SMS or email
✓ Compatibility with local SMS gateway	✓ Ease in setting up and securing



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 with cutting-edge features to empower and engage employees.

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