WORKFLEX
S O L U T I O N S

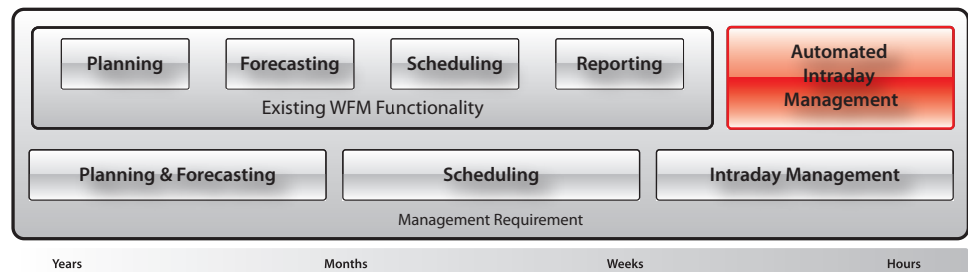# INTRADAY STAFFING AUTOMATED & OPTIMIZED

WORKFLEX MANAGER OVERVIEW

WorkFlex: the Power of Automated Intraday Workforce Administration in the Contact Center

WorkFlex™ Manager is an innovative new product that enhances existing enterprise Workforce Management (WFM) systems. Our patented solution solves the intraday staffing adjustment challenges that inevitably result from unpredictable events that alter daily forecasts. By automating the intra-day staffing adjustment process, WorkFlex delivers near-real-time matching of agent supply with demand in the contact center. Through the application of real-time supply chain methodologies to agent staffing, WorkFlex enables organizations to dramatically increase service delivery efficiencies, while reducing their dependence on forecast accuracy. Because WorkFlex is designed to plug-into any existing WFM system, organizations can immediately realize substantial savings with our unique solution.
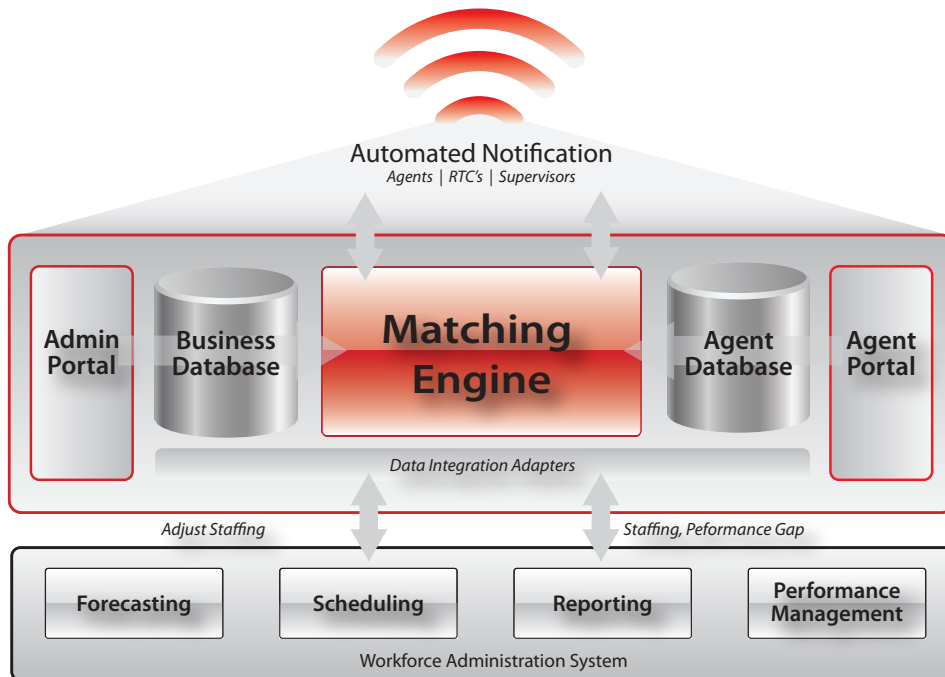
Primary Business Drivers

- Increased Revenue and Operating Income resulting from precise, timely alignment of supply and demand

- Reduced Overhead Costs resulting from automation of intra-day workforce administration processes

- Regulatory and Contractual Compliance Assurance using an objective rules-based decision process

Let's examine a typical scenario. A company has an average staffing level of 300 agents per 8 hour shift priced at $30/hr with an average cost per agent of $22/hr and a 10% staffing variance. WorkFlex's automated staffing process can recover up to $6,000 in lost revenue and $1,600 in lost operating income per day and over $2 million per year. This illustration is based on actual customer data and establishes a compelling ROI for implementing WorkFlex.

WorkFlex Manager™ - Automated & Optimized Intraday Staffing

At the heart of WorkFlex™ Manager (WorkFlex Solution's flagship product) is a powerful proprietary real-time decision engine. The WorkFlex Supply & Demand Processing Engine answers the question, "How big is the staffing gap?" By analyzing data from your WFM intra-day supply and demand capacity reports, Workflex compares demand with available agent supply and identifies staffing gaps on a near-real-time basis.

The WorkFlex Business Rules Database answers the question, "How do I want to deal with the staffing gap?" by enabling workforce administrators to configure comprehensive business rules using a library of constructs that define staffing gap thresholds and execute corrective actions. Because WorkFlex allows administrators to configure, test and change decision parameters using a wizard-driven interface, you can trust that your business rules are effec-

Automated Notification
Agents | RTC's | Supervisors

Admin Portal | **Business Database** | **Matching Engine** | **Agent Database** | **Agent Portal**

Data Integration Adapters

Adjust Staffing — *Staffing, Peformance Gap*

Forecasting | **Scheduling** | **Reporting** | **Performance Management**

Workforce Administration System

WorkFlex integrates data from three sources:

- WFM systems Intra-day supply/ demand capacity reports

- WFM and WorkFlex agent databases - agent schedules and availability data

- WorkFlex Rules database - thresholds and rules-based actions

tive and compliant. Rules are configured based on agent availability, skill levels, exception codes, wage rates, overtime, seniority, labor rules and other relevant parameters.

The WorkFlex Agent Database includes agent information on current schedules, skill proficiency, on-call availability, "reach me" contact preferences (e.g. phone e-mail, text, screen pop) and past history of on-call offer response. Agents can indicate their availability to work extra hours and choose their contact preference by logging onto WorkFlex's agent web-portal.

The WorkFlex Decision Engine analyzes real-time staffing gaps and uses business rules to determine if and when to take action. Once gaps have been identified, automated actions can be taken to adjust for under or overstaffing. WorkFlex will select the optimal, available agents and scheduling adjustments. Actions may include offers to work additional hours, changes to existing schedules (i.e. exceptions or breaks) and voluntary time off assignments.

The available Dynamic Wage Calculator can be used to analyze the financial impact of an agent supply deficit and calculate custom wage offers to optimally address understaffing variances. Based on user-defined business rules and historical data, premium wage rates are calculated to meet forecasted demand. An optimal list of agents is generated and premium wages offers are sent.

The WorkFlex Agent Alert System sends notifications of new "on-call" shift offers or schedule changes to agents using their preferred communications channel of email, phone call or text. If the agent is working, the notification can be sent to their desktop as a screen pop. Following agent acceptance of "on-call" offers, WorkFlex automatically implements all the schedule changes into the WFM system.

Easy to Implement and Use with a Quick ROI

WorkFlex™ leverages capital and human investment in existing Workforce Management systems. We empower organizations to improve intraday service delivery performance and reduce dependency on forecast accuracy. Because it is deployed as a SaaS solution, organizations are able to quickly and easily implement WorkFlex with minimal cost and disruption. Our clients typically generate a positive ROI within the first month following deployment.

WorkFlex™ is the most innovative workforce optimization product to come along in years! By automating the intra-day staffing adjustment process, we solve the most critical daily challenge WFM administrators face. WorkFlex's ROI is derived from revenue uplifts and reduction in overhead through the elimination of manual administrative tasks. An additional benefit is the certainty that all staffing changes are compliant with labor policies and agreements.

About WorkFlex™

WorkFlex is a venture-backed, Cincinnati-based software company focused on workforce optimization solutions. Founded in 2009, WorkFlex products are deployed to major service providers and Business Process Outsourcers (BPO's) within Canada and the United States.

Larry Schwartz is Chairman and CEO of WorkFlex Solutions. Mr. Schwartz has 25 Years of Executive Management Experience in Large-Scale Operational Streamlining, Enterprise-Grade Software Development, Strategic Planning, Business Transformation, and Outsourced Services including Contact Centers.

Mitesh Desai is COO of WorkFlex Solutions. Mr. Desai brings 25 Years of Executive Management Experience in Product Marketing, Technology Planning, Enterprise-Grade Software Development, Strategic Planning, and Business Operations Transformation. He manages the product development and technology direction for WorkFlex and the planning, implementation, training and support for customer deployments.

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