



INTRADAY MANAGEMENT AUTOMATED & OPTIMIZED

WORKFLEX PRODUCT PORTFOLIO OVERVIEW

Auto-Optimized Workforce Administration

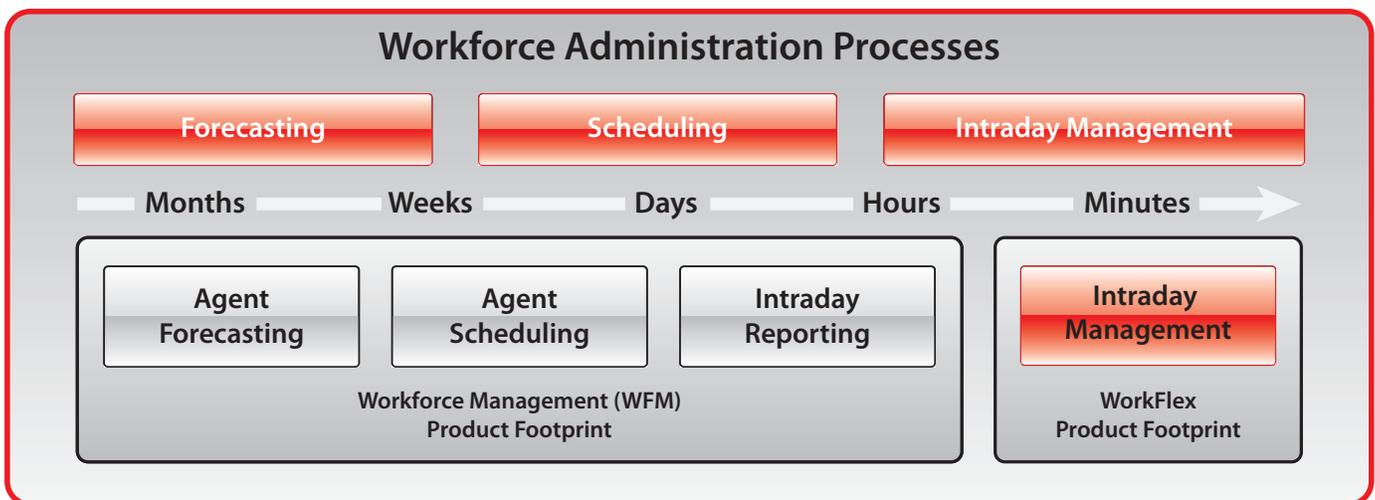
Although Workforce Administration processes span forecasting, scheduling and intraday management, most call center operators typically focus 70% or more of their workforce administration staff on intraday management activities . There are two key reasons for this:

Workforce Forecasting is a lot like weather forecasting in that the further out you forecast the harder it is to get it right. Because call center forecasting is typically done weeks in advance, there are invariably imbalances between staffing forecasts and actual intraday demand.

Although most Workforce Management (WFM) Products provide a good toolset for forecasting and scheduling, from an intraday management perspective they typically provide a real-time dashboard that “tells you every 15 minutes how big a problem you have to fix”, but actually fixing the problem is left to the user to figure out on their own.

The job of a Real-Time Administrator (RTA) is one of the most stressful out there as they are constantly under pressure to triage multiple issues, determine optimal solutions, and then implement them in a way that is consistent with company policies, and is not perceived as “subjective” by call center employees. With intraday management being a largely manual process the annual cost for Real-Time Administrators (RTA’s) can be in the millions of dollars for large call center operators.

By applying real-time supply chain methodologies WorkFlex extends the intraday footprint of WFM products by automating key manual intraday processes, enabling organizations to reduce their dependency on forecast accuracy, streamline intraday administration , improve call center performance and enhance employee satisfaction for agents, supervisors and RTA’s.



At the heart of WorkFlex patented technology is a powerful proprietary real-time decision engine that can be configured to automatically analyze workforce administration issues in real-time, and determine the optimal solution by matching agent attributes to identified needs. The WorkFlex Automated Notification system can communicate to agents and supervisors through multiple channels including email, SMS, IVR, and Social Media, while the data integration adapters enable information to be received from multiple sources and updates to be automatically made to the WFM system.

By incorporating employee communication channel and availability preferences, success rates in reaching employees when they are outside of the center are dramatically improved, making WorkFlex technology particularly valuable for call centers with part time or Work-at-Home agents.

WorkFlex Manager™ - Automated Intraday Staffing

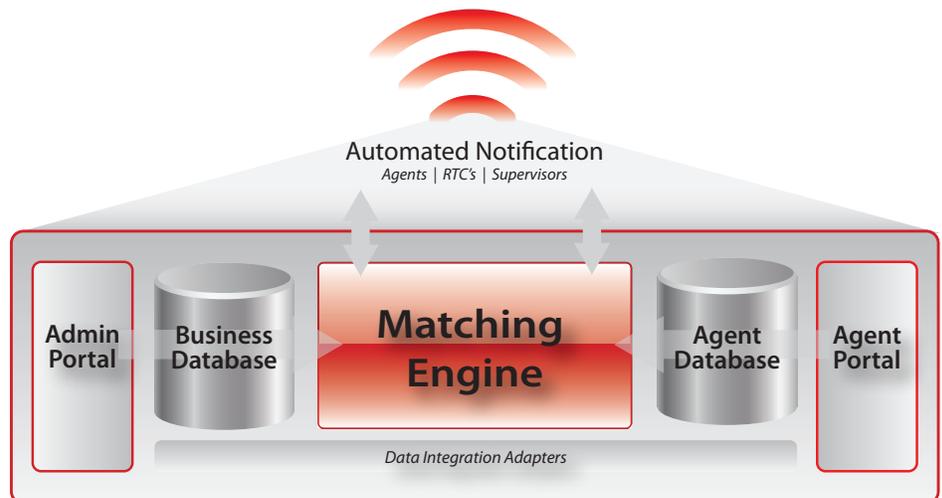
WorkFlex Manager performs intraday reforecasts throughout the day to ensure that RTA's have the most accurate possible view of actual intraday demand, and then compares the reforecast to scheduled agents for the day to determine when there will be staffing underages or overages during the day. The real-time decision engine then determines the optimal solution for addressing current interval and future interval staffing variances, including extending shifts, creating new shifts, implementing voluntary time off (VTO), rebalancing skill queues, rescheduling training/coaching sessions and/or reassigning agents to non-voice "back-office" activities such as email or payment processing. Agents are selected based on a number of factors including Extra Hour/VTO preferences, skills, proficiency, past responsiveness, number of hours worked and seniority. WorkFlex Manager can also be used to automate "sick-line" administration. By configuring business policies into WorkFlex business rules, compliance with company and regulatory policies (e.g. number of hours worked, seniority) is assured, and occupancy levels can be improved. By sharing WorkFlex Business rules with agents, perceptions of supervisor subjectivity associated with the assignment of extra hours and VTO can be eliminated.

WorkFlex Alert™ - Optimized Intraday Performance

WorkFlex Alert is designed to plug into one or more performance management dashboards, and enables users to configure rules that trigger automated alerts or reports to agents and/or supervisors when specific performance patterns are detected. This can provide management with valuable tools to diagnose issues (e.g. why is AHT growing) without the normal time and expense associated with developing custom reports.

WorkFlex Alert enables supervisors to be automatically notified via email, SMS/text or voice call when there are issues that need to be addressed e.g. if an agent is struggling with a certain type of call, to enable high ROI intervention/coaching in a timely manner.

WorkFlex Alert can be configured to provide agents and management (e.g. training department) "before and after reports" that highlight the effectiveness of agent training .



WorkFlex Solution Architecture

WorkFlex Alert can also be used to improve intraday schedule adherence by to notify agents of upcoming events and approve agent requests for more time if they are on a long call, automatically updating the WFM system as required.

WorkFlex Scheduler – Flexible and Fair Overtime Management

Many companies must institute mandatory overtime to deal with planned spikes in call; volume (e.g. Holiday Season, Open Enrollment or a New Product Launch/Marketing Campaign) where it is cost prohibitive to hire temporary workers due to the new hire training required to bring additional agents on board. Mandatory overtime can drive agent dissatisfaction, absenteeism and in some cases attrition if the extra hours assigned create undue hardship for the agent WorkFlex Scheduler enables agents to pre-identify acceptable hours for mandatory overtime (e.g. 10 hours), and automatically assigns the required overtime hours (e.g. 3), taking the agent preferences into consideration. By incorporating agent preferences, and automating the optimal assignment of mandatory overtime, WorkFlex Scheduler improves agent satisfaction associated with mandatory overtime without adding administrative overhead.

About WorkFlex™

WorkFlex Solutions LLC is a software and services company specializing in SaaS-based Automated Intraday Workforce Management Solutions for the Call Center Industry. Our patented award winning technology is designed to easily integrate with existing Workforce Management (WFM), Automated Call Distribution (ACD) and Call Center Performance Management (PM) Systems, enabling clients to leverage their existing enterprise software investments and generate a positive ROI within weeks of deployment while minimizing disruption to their operations. WorkFlex Clients include Service Providers and Business Process Outsourcers (BPO's) spanning multiple industry segments including Financial Services, Health Care, Media/Entertainment, Technology, Communications, and Government.

To Learn More About WorkFlex

Please visit us on our website at www.workflexsolutions.com to download electronic versions of our brochures, whitepapers, press releases, to view video's of our product, or to schedule a live demonstration

“Workforce Planners, Contact Center Architects, and CIOs should investigate the opportunity to embrace a more automated and sophisticated approach to real time staffing and performance management within their contact centers due to the operational efficiencies and associated financial, compliance and customer satisfaction benefits it can bring.”

Gartner Cool Vendor Report: April 2011

Gartner® | 2011
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