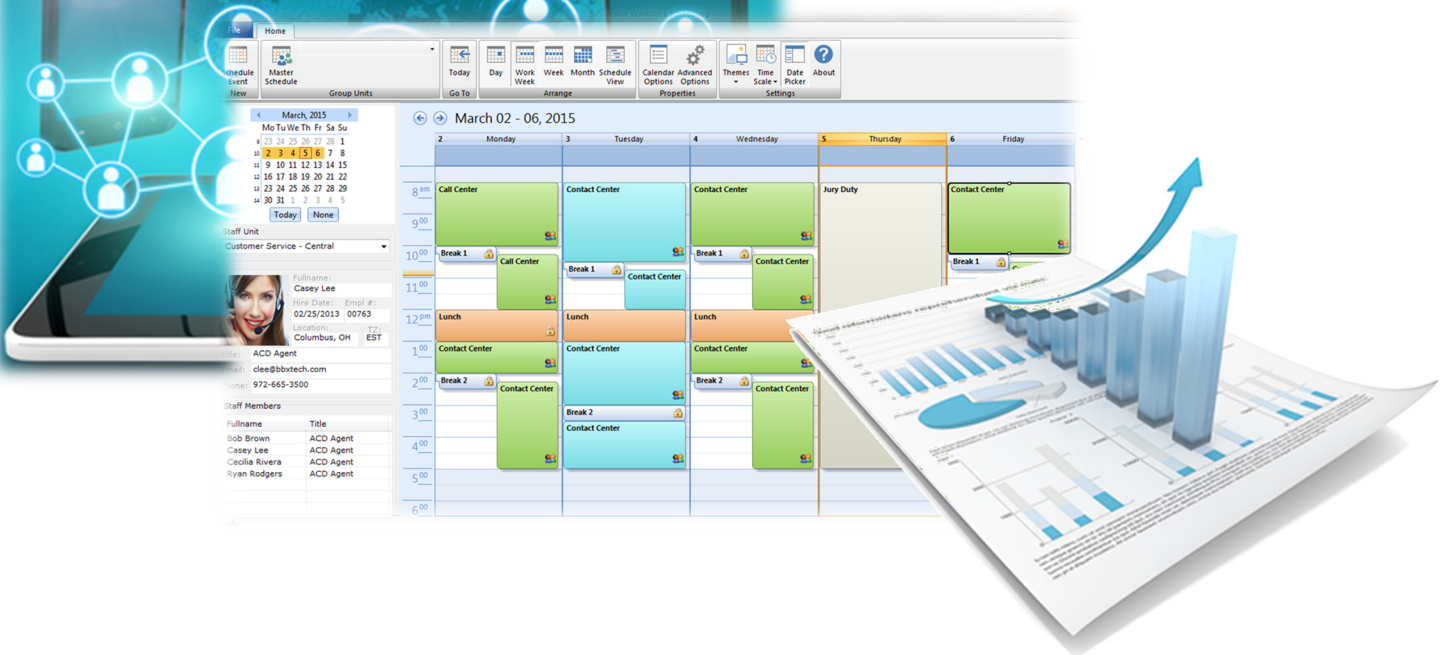




# Vuesion®

## Workforce Management

### WORKFORCE



**Avaya IP Office and Avaya Aura®/CM**

## **Benefits**

Scalable from small groups to Enterprise customers

Integrated module within the Vuesion Contact Center

Supervisors' software manages the contact center as well as WFM from the same software

Scheduling, adherence to schedules, and real-time exception reports

Forecasting based on historical information and what-if scenarios

Agent performance tracking with Key Performance Indicators (KPIs) and scoring

### **Workforce Management (WFM)**

Your contact center is a critical element of your business. It manages automatic distribution of calls, emails and web chat based on skill levels and other simple or complex criteria. Many studies have shown that 70% to 80% of call center expenses are related to personnel expenditures, making it essential to get the right number of agents in place every hour of every day to maximize service levels and minimize cost. It is equally necessary to manage agents' schedules, analyze their Key Performance Indicators (KPI), score their performance and forecast personnel and call loads in the call center.

#### **Scheduling**

Vuesion WFM allows supervisors to create schedules on a daily, weekly or monthly basis. These include breaks, lunch breaks, meetings, days off, vacation and other absenteeism reasons. The agents' presence status is clearly indicated for supervisors with color coded icons and information. Supervisors are able to create and modify schedules based on agents or class of service profiles making it simpler to move agents from one schedule profile to another. Agents have the ability to view their own schedule right from their Vuesion software.

### **Scoring & Adherence**

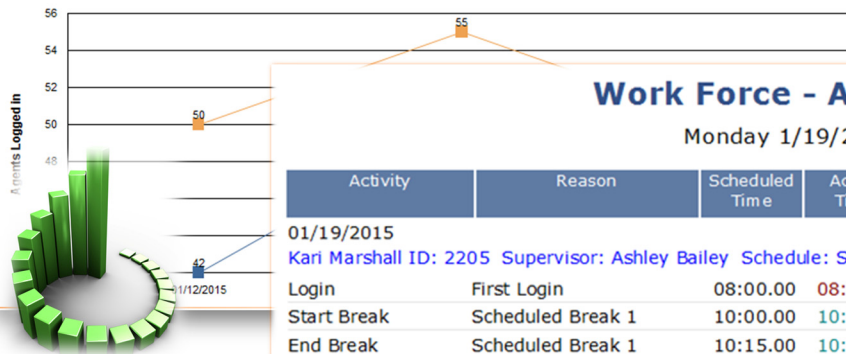
Supervisors are able to manage at a glance agents who exceed preconfigured low, high and average thresholds including breaks, break time, call duration, non-call center calls, login and logout times, productivity and performance indicators. Agent scoring is also available from voice call recording and during agent voice monitoring sessions. Customer surveys provide additional agent scoring criteria.

#### **Forecasting**

Based on historical information in a comprehensive database, Vuesion WFM forecasts the required number of agents per group per day/week and determines the peak call loads in the call center on a time of day, day of week, month and quarter of year. This allows call center managers to better prepare for upcoming traffic and the number of required agents. What-if scenarios assist managers in determining service levels based on projected call load and agents per group.

#### **Reporting & Analytics**

Real-time reporting is essential for supervisors to manage the day-to-day agent activities and performance. Historical reporting is equally as important to measure agents' historical trends in terms of adherence, schedules, exceptions and scoring. Supervisors are able to provide enhanced coaching and training to agents in order to increase their Key Performance Indicators, and provide better customer service.



## Work Force - Adherence to Schedule

Monday 1/19/2015 - Monday 1/19/2015

Activity	Reason	Scheduled Time	Actual Time	Variance Time	Scheduled Duration	Actual Duration	Variance Duration	Adherence? Time/Dur.	Allowed Variance
01/19/2015 Kari Marshall ID: 2205 Supervisor: Ashley Bailey Schedule: Schedule A									
Login	First Login	08:00:00	08:03.22	00:03:22	09:00:00			No	00:03:00
Start Break	Scheduled Break 1	10:00:00	10:01.34	00:01:34	00:15:00			Yes	00:02:00
End Break	Scheduled Break 1	10:15:00	10:16.11	00:01:11	00:15:00	00:14:37	-00:00:23	Yes	00:02:00

### Scheduling

- ♦ Daily, weekly, and monthly scheduling
- ♦ Schedules per individual agent or agent group profiles
- ♦ Scheduling of breaks, lunch breaks, days off including vacation, sick, and other absenteeism reasons

### Real-time Adherence

- ♦ Call duration: over/below thresholds per occurrence and over/below average for the group
- ♦ Number of calls per hour below average for the group
- ♦ Non-call center calls adherence
- ♦ Calls put on hold adherence
- ♦ Outgoing calls adherence
- ♦ Work time and after-call wrap over/below thresholds and average for the group

### Adherence to Schedules

- ♦ Login time and logout time
- ♦ Hours worked in a day
- ♦ Break times and duration
- ♦ Alert agents on scheduled activities with auto status setting

### Forecasting

- ♦ Forecast call load
- ♦ Based on time of day
- ♦ Based on day of week
- ♦ Based on month and quarter of year
- ♦ Special events
- ♦ Forecast per group
- ♦ Forecast based on desired service levels
- ♦ What-if scenarios based on service levels, call load, agent count and average hold time

### Historical Reporting & Analytics

- ♦ Real-time adherence agent reports summary and detailed activity
- ♦ Schedule adherence agent reports summary and detailed activity
- ♦ Agent profile
- ♦ Top/Bottom performers
- ♦ Forecast reports
- ♦ Forecast versus actual reports
- ♦ Trends, bar graphs and pie charts
- ♦ Per group and per agent reports
- ♦ Non-Adherence only filtering
- ♦ Group performance and availability analysis

Summary	Business / Enterprise
Call Center users per server	1000 / 2500
Scheduling	Yes
Forecasting	Yes
Agent KPI scoring	Yes
Real-time adherence	Yes
Schedule adherence	Yes
Multichannel support	Yes

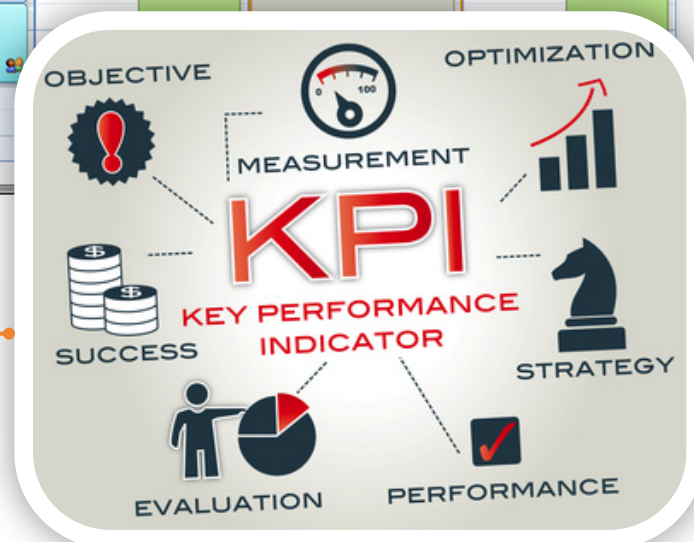


Forecasting &  
reporting

Daily, weekly and  
monthly scheduling



Key Performance  
Indicators (KPI)  
reporting, scoring and  
management



## About BBX Technologies

Founded in 1996, BBX Technologies is a telecom software company providing all-in-one SIP enabled unified communications and enterprise contact center software applications. With extensive experience in telecom software engineering for contact centers, BBX Technologies delivers highly intuitive and sophisticated solutions that are simple to use. BBX Technologies is an agile market listener, striving to react quickly to customer needs and requirements to create value in the marketplace.

For more information, visit [www.bbxtech.com](http://www.bbxtech.com).