

Become more
efficient and
productive
with Workforce
Management

VERINT.[®]



Creating a flexible workplace

Employees, customers and businesses all demand flexibility:

- Employees want flexibility for better work-life balance.
- Customers want the flexibility to interact with you across any channel, at any time.
- Businesses want the flexibility to ask employees to work across channels and functions to meet customer demand as cost effectively as possible.

However, creating workplace flexibility can be hard. For example, how do you give employees flexible scheduling options? Can they easily change their schedules, even when they're not in the office? How can your staff efficiently serve customers across different channels? Can you share employees across channels and functions?

Workforce Management (WFM) software helps you do this. It can account for the differences in channels and business functions, so you can extend additional control across your organisation.

Let's see how

What is Workforce Management?

Workforce Management solutions help you make the best use of your employees, so they can be more efficient and productive. How?

1

Forecasting demand

WFM solutions create a demand forecast that looks at previous actions and those projected across all channels.

2

Calculating staffing needs

Using the forecast, WFM solutions create staffing requirements by estimating the number of people needed to handle the demand and reach service-level goals.

3

Scheduling employees

Scheduling matches the workload with employee skills and availability. The software must account for specific shifts, scheduling preferences and employment laws.

4

Adjusting the schedule

WFM systems compare forecasted demand with actual demand, and the published schedules to what employees are actually doing. By seeing the differences, managers can make schedule adjustments throughout the day.

Workforce Management is available as an on-premise or cloud solution. However, choose your solution carefully, as many cloud versions don't offer all the features and capabilities of on-premise types.

A responsive, omni-channel Contact Centre

Your contact centre agents expect more: more tools, more options and more flexibility around when, where and how long they work. How do you balance the needs of employees with those of your customers and the business?

Luckily, today's WFM solutions make it easy to build schedules that factor in a variety of requirements. They can simplify and automate processes, such as shift bidding and swapping, manage time off requests and following employment laws.



WFM in action

Jessica is a contact centre agent for a leading bank. She's supposed to go online in 30 minutes, but is having issues with her car and needs to adjust her shift for a later start.

She grabs her phone and checks her schedule on her mobile WFM app. If she could come in 30 minutes later this morning, she can make up that time tomorrow afternoon. Jessica submits the request and gets an immediate response. She's able to make up the time with no problems.



How WFM solutions can give your employees flexibility without harming service



Mobile WFM

By providing employees with mobile access to their schedules and alerts, WFM can help them balance their home and work life better. Companies can alert employees to pick up shifts, overtime and voluntarily give shifts or part of shifts back in real time, enabling them to respond to demand more efficiently.



Scheduling across channels and media

Customers today use between three to six different channels to interact with an organisation. Modern WFM systems need to factor in the different work types, handle times, service levels, and skills and proficiencies of each agent to effectively staff each channel.



Simple user interface

There are a lot of factors that go into effectively staffing a contact centre. WFM solutions can make it much easier to keep track of them by providing an easy-to-use interface that shows everything on a single screen. It's easier to create and compare schedules, and to adjust them for multiple employees.

A cost-effective back-office operation

Back-office leaders are in charge of executing the goods and service requests of customers. As a result, there is always pressure to improve efficiency while keeping customers and employees happy.

It's not easy. The back office may handle hundreds, even thousands of different types of work. There are complex processes to follow and, unlike contact centres, deadlines are measured in days, weeks or months. Additionally, there's usually a backlog of work that needs to be tracked against a deadline.

WFM solutions can help back offices use their resources more efficiently. The solutions work with typical back-office systems, such as business process management and work allocation systems. From the information provided, they create staffing plans showing how many skilled resources are needed, and when, to work on specific types of tasks. They can also provide the workplace flexibility needed to attract and retain the best talent.



WFM in action

Jane is an experienced claims processor at a property and casualty insurer. Until now, she's been happy with her 8am to 5pm, five-day working week. However, her mother needs dialysis treatments twice a week and Jane is her driver.

Jane worries about using holiday to cover her absences. Luckily, her employer offers her flex time, so she can work from home at a time that fits her new schedule. She's pleased because she can balance work with her personal life. Her employer is happy as they can keep a great worker and send work to Jane that might otherwise have required overtime to complete.



How WFM solutions can help back-office operations



Activity-based scheduling

The back-office focuses on work arrival, volumes and deadlines. Employees are scheduled in blocks of time to handle specific activities. Back-office WFM solutions create employee schedules by prioritising work types, backlogs, service level agreements, and employee availability and skills. They help organisations balance workloads and avoid overstaffing, understaffing and overtime.



Backlog and ageing

Back-office WFM systems account for the volume and age of work in the backlog to prioritise how resources spend their time. This helps prevent the costs associated with overtime and service delivery failures.



Work item tracking and predictive analytics

Managers need to track each work item to ensure employees do the right work at the right time. Back-office WFM solutions provide this, allowing managers to better predict which work items will, or won't, be completed on time. They can then reprioritise those that may be at risk of missing their service goals. This is key for meeting customer expectations consistently and improving customer satisfaction.

A convenient, helpful branch service

More and more customers are using digital channels to handle routine transactions. So when a customer does visit a branch, it's important to make the experience exceptional.

You now have the option of introducing new technology and changing the role of your staff. WFM solutions provide employees with the flexibility to deliver great service in terms of when they work, but also where and what services they provide.



WFM in action

Greg is a branch manager at a regional bank. He struggled to consistently deliver monthly schedules for his branch associates three weeks in advance, as directed by the bank. As a result, his branch was sometimes understaffed or overstaffed at certain times of the day.

Now, with an automated branch WFM solution, Greg regularly delivers schedules to his associates on time each month. He's not only creating employee engagement, but also managing the float pool and time-off requests with more flexibility and efficiency.



Branch operations can benefit from WFM solutions in a variety of ways



Labour modelling and position planning

With WFM solutions businesses can accurately predict customer demand and schedule staff to meet the needs of markets and branches. This might include scheduling universal bankers to handle both service and sales, staff pools to manage peak demand and planned vacancies, and roaming resources to deliver specific services, such as mortgage and wealth specialists.



Automated, flexible and compliant staff schedules

WFM solutions support branch planning and scheduling by providing automation to improve operational efficiency, flexibility to increase employee engagement, and schedules that comply with regulations and company policies.



Mobile scheduling for an engaged workforce

Mobile scheduling is another offering available through WFM solutions, which can help branch associates better balance their work and home life. They can check their work schedules, set shift preferences, request time off, or swap shifts using their mobile devices. Branch managers can handle shift coverage, prevent double-booking employees and avoid unplanned overtime, even if they're not physically in the branch. It's easy to view, approve or decline associate requests and encourage collaboration.

Workforce Management for workplace flexibility

To deliver the flexibility demanded, you need a Workforce Management solution that can grow with your business.

Contact us if you want your workforce to **operate more efficiently, improve its internal processes** and **enhance its performance** in the always-on era.

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