

# Calabrio Workforce Management

Empowered Agents = Better Performance



# Empowered agents = better performance and increased loyalty

Making work easier shouldn't be complicated. That's why Calabrio Workforce Management is the easiest, most intuitive Workforce Management tool you'll ever have the pleasure of using. By putting more valuable information into the hands of more decision makers – within the contact center and company wide – Calabrio has single-handedly redefined the meaning and purpose of Workforce Management software. In the process, we're revolutionizing entire organizations and empowering them to move faster, and make better, more informed decisions.

Accolades aside, performance is paramount. Calabrio Workforce Management excels at getting more useful information into the hands of more decision-makers throughout the contact center organization. Our tools are completely web-based, so agents, supervisors, schedulers and managers can access vital information from anywhere at any time. And exporting reports for performance management or business analytics (HTML, PDF, CSV and XLS) is a breeze.

The end result? Faster, better decisions even in the face of mounting business complexity and pressure to conduct business seemingly at the speed of light. No wonder we're the acknowledged industry "visionary" by Gartner and others.

Eliminate stress and conflict by empowering contact center agents to access essential feedback about their own performance and have a say in how and when they work.

Not only does Calabrio Workforce Management smooth out the contact center staffing bumps, it allows your organization to respond to a new generation of workers who are motivated by making choices and understanding how they're doing in real time.

Minimize turnover in your contact center by engaging and retaining vital employees – the ones in the best position to strengthen or harm critical customer relationships – and harness the power of customer engagement to propel your company forward. Calabrio Workforce Management tools make it easy.

## CALABRIO WORKFORCE MANAGEMENT CASE STUDY



- **820,000 Calls a year**



- **Increased Focus on work/Life balance for employees**



- **8% Increase in adherence**
- **20% Increase in call volume**
- **0% Agent turnover**

After establishing a 3-1-1 line as an easy point of contact for city residents, Vancouver officials were overwhelmed by its success. The City of Vancouver call center – opened with one dozen Citizen Service Representatives handling about 165,000 calls – now employs more than 80 agents handling nearly one million calls in 175 different languages annually. The City of Vancouver needed a flexible solution that could handle an increased number of calls with a high level of service, while inspiring employees to work more efficiently and to stay in their jobs while balancing the demands of work and life.

City administrators turned to Calabrio's Workforce Management to accurately schedule the right resources at the right time. "We really try to fit work schedules into people's lives instead of fitting people's lives into the call center schedule," explains a Vancouver team manager. The City has seen improved quality-of-life for its employees while successfully accommodating outstanding growth. Most astounding is the zero percent agent turnover rate achieved during the past year and a half, saving money on training and ensuring superior service and consistent assistance for every citizen who calls.

# Propel your organization forward with Calabrio workforce management

## AGENT PORTAL

Agents become empowered through personalized, widget-based dashboards giving them a clear view of their own schedule, vacation and shift swap requests, and overall performance. They also gain the ability to make choices that assist with work-life balance. The result: optimized schedules and greater productivity, not to mention happier agents who feel better about the company and their place within it.

## FORECAST

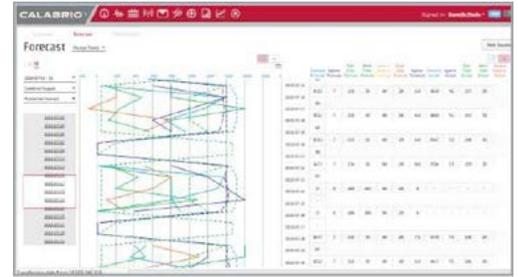
A high level of forecasting accuracy reduces over staffing and generates immediate savings. Model the forecast using historical data from one day to more than one year, depending upon your needs and available data. If historical data is unavailable, start creating the data you need today. Schedulers can apply trending to compensate for increases or decreases in call volume over the previous year. Multi-channel capabilities account for other forms of customer interaction, such as chat and email, and inbound and outbound.

## SCHEDULE

Calabrio Workforce Management combines forecasts with desired service levels to determine optimum staffing levels, ensuring that appropriately skilled agents are engaged within their shift availability. The schedule also incorporates breaks, lunches, meetings and training time. Gain the power and flexibility to schedule agents with multiple skills based on the forecasted load for each skill at each interval. Performance-based scheduling also allows managers to reward agents with schedule priority based on performance, rank, seniority or other appropriate business parameters.

## CHANGE MANAGEMENT

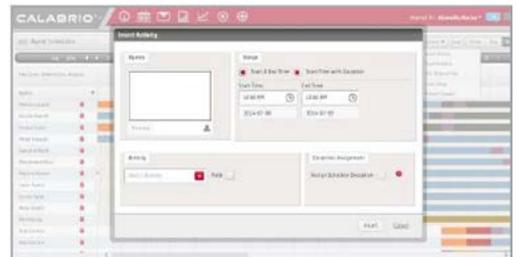
Make schedule adjustments to accommodate impromptu meetings, agent absence or other last-minute changes. Schedulers or supervisors can use post-production scheduling to choose times in the schedule to allocate agents or groups of agents to other activities to other activities, minimizing the impact on service levels. Schedulers can select the project, timeframe and agent resources, and preview service level impact. The drag and drop schedule editing function lets supervisors make quick and easy changes, preview performance impact and put changes into production.



NEW: Administrative approach for forecasting and scheduling features an intuitive, social media-like design, enhanced visualization and step-by-step workflow to eliminate complexity.



Calabrio Workforce Management provides the power and flexibility to schedule agents with multiple skills based on the forecasted load for each skill at each interval.



Dashboards allow each supervisor to view changes and events instantly and make intraday adjustments.

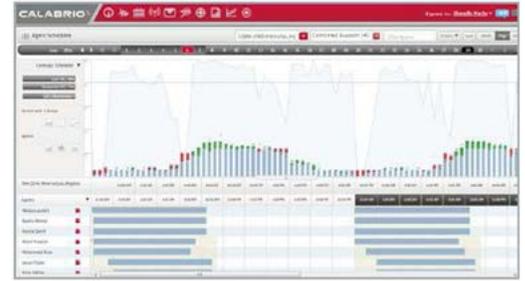


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## Calabrio Workforce Management

### SUPERVISOR DASHBOARDS

Advanced, customized reports let supervisors and executives pick and choose among key performance indicators (KPIs) that drive their business, while supporting changes and adjustment within the contact center organization on the fly. Real-time graphical reports means (OMIT s) supervisors can move faster by monitoring contact center performance in terms of call load, available agents and service levels delivered. Dashboards and supervisor widgets allow each supervisor to view changes and events instantly, and make intraday adjustments in order to deliver on team service level goals.



Supervisors can monitor their agents' state, schedule adherence and compliance through the Intraday Adherence view.

### AGENT SCHEDULES

Supervisors can monitor their agents' state, schedule adherence and compliance through the Intraday Adherence view. Each supervisor is presented with a listing of their agents, each agent's state (waiting, busy, on-call), as well as an optional layer to track real-time agent adherence and service levels.

### CALABRIO ADVANCED WORKFORCE MANAGEMENT

Calabrio Advanced Workforce Management provides tools to enable agent requests and support long-term strategic planning.

#### STRATEGIC PLANNING

This tool uses historical data to create long-range Strategic Staffing Forecasts used by analysts to accurately plan staffing requirements, facilities inventory, staffing and capital budget estimates, as well as hiring plans necessary to meet the established business service metrics across the contact center. With these Strategic Resources, analysts are able to generate highly accurate planning reports for up to five years in the future, including resource allocation and projected costs.

#### VACATION PLANNING

This feature includes a set of tools for use in managing your contact center's vacation process. Included is the ability to integrate with a Human Management Resource System (HMRS) to streamline and synchronize time-off accrual and vacation allotments to further refine and plan the number of agents allowed to take time off on any given day. A request and approval process for agents who want time-off provides managers with key information needed to effectively evaluate requests.

## What makes Calabrio workforce management unique?

### EASY TO USE

Intuitive, easy-to-learn interface reduces training time and expenses.

### SCALEABLE

Whether five agents or 50,000, the solution scales in sophistication while maintaining simplicity.

### ROBUST

Real-time activity tracking monitors call load, available agents and service levels.

### EMPOWERING

Performance-based scheduling improves motivation and agent morale.

### FLEXIBLE

Vacation planning tools synchronize time-off accrual and vacation allotments.

### STRATEGIC

Strategic planning uses historical data to create long-range staffing forecasts.

### ENTERPRISE-GRADE

Multi-site support coordinates contact center staffing at the enterprise level.



## EMPOWER YOUR ENTIRE ORGANIZATION WITH CALABRIO

Now, more than ever, businesses need clear and quick access to information that drives better decision-making – not just in the contact center, but across the entire enterprise. By strengthening customer service through the strategic use of workforce optimization software, organizations are differentiating their brand by listening – and responding – more quickly and efficiently to their customers. That’s why Calabrio Workforce Management is available as standalone software and as part of the Calabrio ONE integrated suite – so we can help you navigate the larger challenges facing your organization.

Calabrio ONE stands apart in the marketplace because it’s an integrated, intuitive, dynamic system in which the whole is greater than the various parts. Nearly half of Calabrio customers choose the integrated suite – a rate of more than four times the industry average. That’s important because Gartner says integration is worth more than 20 percent in total savings over the life of your investment. Most importantly, your customers are better served and your business benefits exponentially.

### About Lifesize

Lifesize delivers immersive communication experiences for the global enterprise. Our complementary suite of award-winning cloud video conferencing, advanced collaboration and cloud contact center solutions empowers organizations to elevate workplace collaboration, boost employee productivity and improve customer experiences from anywhere and from any device. To learn more about our analyst-recognized solutions and see why tens of thousands of leading organizations like RBC, Yale University, Pearson, Salvation Army, Shell Energy and NASA rely on Lifesize for mission-critical business communications, visit [www.lifesize.com](http://www.lifesize.com)



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