



EBOOK

Workforce Engagement Management (WEM)

Bring the power of WEM into your deployment to enhance forecasting, streamline scheduling, improve advisor engagement and understand big data.



CALABRIO™

Introduction

A modern-day contact centre can comprise many elements and managing them for improved efficiency and effectiveness can be a difficult task that usually falls upon supervisors and contact centre managers. With the right Workforce Engagement Management tools and analysis you can create and develop an appropriately staffed and engaged contact centre environment that helps you to deliver brilliant customer experiences.

Why choose Calabrio WEM and Wavenet?

With Wavenet Workforce Engagement Management powered by Calabrio, you can enhance your Contact Centre deployment with a fully unified WEM solution for forecasting, to streamline scheduling, to improve advisor engagement and understand the value of the big data that is often hidden in the contact centre.

Wavenet's Workforce Engagement Management benefits include:

- Finding an optimal balance between operational efficiency and your customer's experience, while serving as a central hub for valuable insights to be shared across your organisation.
- Driving positive customer outcomes by analysing captured interactions to better understand where breakdowns happen and how to avoid them, detect trends, and identify where good and bad customer service occurs.
- Smoothing out operational peaks and troughs with staffing plans that align your agents and their workloads to meet service goals.
- Reinforcing positive agent behaviours and providing guidance coaching when needed, using insights into individual performance.
- Maximising everyone's contribution to success by sharing operational metrics, key performance indicators, and service level agreement statistics.

A Wavenet specialist engineer will work with you to design the WEM solution to suit your needs, providing you with the necessary knowledge and training to setup, configure and use the solution efficiently.

Wavenet WEM solutions are supported by an in-house Wavenet UK team. You will be provided with a dedicated number for access to technical support and maintenance, with a high level of service expertise and responsiveness.

Three Key Microservices

A Calabrio Workforce Engagement Management solution is made up of three key microservices.

Quality Management

This enables you to maximise and benchmark agent performance with multi-channel evaluations, real-time agent desktop monitoring and assistance, and automated scoring and evaluation, using call and screen recording.

Interaction Analytics

This enables the analysis of big data generated from customer interactions to identify where breakdowns occur, areas for improvement and trends, to enhance agent performance and customer experience, with data led decision making. Interactions can be evaluated based on business value using QM to automatically score every agent's performance across voice and digital channels

Workforce Management

This enables you to optimise staffing levels with multi-skill, multi-channel forecasts and schedules, real-time adherence and intraday management, with the ability to adjust your plans dynamically to react to changing and unexpected situations.



Quality Management & Analytics

Customer satisfaction champions know there's no such thing as "good enough." Consumers today expect more and forgive less.

Calabrio Quality Management provides the smart tools to quickly and continually uncover what can be improved, and effectively drive and measure that improvement. Automated evaluations can examine every single interaction across all channels, freeing managers up to focus on targeted coaching and training agents. All your evaluation tools are in one place to access audio and screen recording and review evaluation forms in a unified view.

Features and benefits:

- Automatically evaluate every interaction, no matter the channel
- Monitor interactions to increase adherence and ensure compliance
- See the full customer journey by tracking multi-channel, multi-contact customer interactions.
- Drill down to the finest details with intuitive searches and tagging
- Motivate self-improvement with customised agent feedback and coaching
- Uncover analytics insights to enable predictive NPS scoring and smart benchmarking
- 100% call recording, record on demand, pause & resume for compliance, screen capture
- Rules-based contact selection for recording & evaluation
- Live screen and audio monitoring
- Secure storage and playback, compressed and using 128-bit AES encryption
- Unified playback of audio & screen recordings, combined with evaluation forms.
- Customisable dashboards and reports



Workforce Management

Unlock the full potential of your people with AI-powered forecasting and automated scheduling to connect skilled agents with customers at the right time, no matter where agents and managers are working, remotely, on location or a hybrid mix.

- Efficiently predict and respond to dynamic customer call volume and deliver a consistently brilliant contact centre experience.
- Build precise forecasts that put the right skilled agents when and where they are needed.
- Intuitive self-scheduling gives your agents greater freedom and flexibility
- Schedule automation can offload time consuming admin tasks, giving you more time to focus on coaching and agent development.
- Agents can take control of their own work life balance by autonomously moving lunches and breaks, trading shifts, requesting holidays, and advertising their diary availability for overtime opportunities.

Calabrio Workforce Management includes the following key features:

- Multi-skill, multichannel forecasting
- Trends and seasonality analysis
- Multi-skill, schedule optimisation and automation
- Efficient shift generator for creating shifts from any mix of schedule activities.
- Budgets for long-term planning of staffing requirements in comparison with forecasted resource need.
- Intraday analysis of on-the-day traffic, performance and staffing down to interval level.
- Web-based & mobile agent portal for anytime access to their schedules, work-hour preferences and self-assessment evaluations.
- Customisable dashboards and reports on the most meaningful data, at a quick glance or in detailed focus.
- Agent badges and scorecards and reward top-performers based on metrics important to the contact centre and the wider business.
- Real-Time Adherence (RTA) monitoring to detect and correct problems and behavioural patterns immediately

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**Networking
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**Unified
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& Voice**



Contact Centres



**Mobile Solutions
& IoT**



**IT, Cloud
& Technology**



**Network
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