# FourNet Workforce Management Consultancy

FourNet®

# Introducing Workforce Management Health Checks from FourNet

Your employees are your most valuable, and expensive, asset. Workforce Management tools, such as solutions from Verint or Calabrio, give organisations the capabilities to effectively manage their workforce ensuring that the right people are scheduled at the right time.

Properly deploying and managing a Workforce Management solution can result in reduced agent attrition, improved net promoter scores, more efficiency from an expensive asset, more accurate forecasts and schedules that better match requirements to results.

However, Workforce Management solutions are huge complex systems that are constantly updated. How do you know you are getting the most out of your investment? That's where FourNet WFM Health Checks come in.

# (Why) Do I Need a Healthcheck?

## Knowledge Erosion

Knowledge erosion is a common problem in WFM deployments. The client deploys the software to huge initial success in the opening 6 months. Year 2 is steady; staff are enjoying their new cutting-edge technology but by year three turnover of staff has meant that gaps are appearing in expertise in several areas of the organisation. New staff are trained second or even third hand by previous staff members, with each move leading to greater dilution of software user skills. Staff become frustrated with the technology and faith in the product begins to deteriorate. This leads to inaccurate system use and lack of engagement.

Perhaps you're lucky enough to have avoided too much knowledge erosion so far but prevention is the best cure and it's useful to keep on top and up to speed with the current thinking and trends in the industry. To get an objective eye on your daily processes and any new problems you're facing with someone outside the team who is familiar with exactly the types of challenges you're experiencing. Our expertise can help you tighten up your operation and make improvements that help you get the best return on your WFM investment.

## Constantly evolving systems

Workforce Management systems comprise a great deal of different parts, services, connections, pieces of software, upgrades, old unsupported versions, etc. Understanding how it all fits together can be challenging, especially as it changes with every release, patch, hotfix, rollup.  How could anyone keep up?

This is what our health check is all about!

Whilst no two contact centres are the same and there is often no singular solution to a problem, our WFM consultants can quickly diagnose the specific problems in your operation and suggest simple bespoke improvements.

# Health Check Aims

1. Take the temperature of the current system, review planning practice and process and propose solutions.

2. Implement simple changes and highlight areas of the operation where further improvements could be made.

3. Create a space for Q&As, supplementary training for system users as and where required and address any skills gaps or issues.

4. Capture, document and report opportunities for improvement.

## What's Included

• Training to a variety of levels, tailored to the specific requirements of your staff.

• Long term forecasting, strategic FTE planning.

• Medium to short term forecasting, otherwise known as tactical forecasting, best practice planning and schedule optimisation.

• Long term forecasting, otherwise known as strategic forecasting by Verint, including how to look years ahead and roll that work into your tactical process.

• Schedule analysis and calibration, forecasting service level predictions with existing performance, gaining trust in the system and pinpointing further efficiencies.

• Blended approaches to forecasting, including modern multi-media & omnichannel strategies including how and when to use them and where they can be most effective.

• Real-time intra-day schedule adjustment optimisation, from small to large changes aimed at accelerating performance & achievement.

• Staff management and adherence best practice process based upon your specific operational requirements. We can help configure & understand adherence.

• Overtime planning in reference to current budget and operational restrictions.

## Here's a non-exhaustive list of areas of functionality where we can offer expert advice:

- Administration
- Ad Hoc Reporting
- Call Recording
- Coaching
- Configuration
- Custom Data Planner
- Customer Feedback
- Dashboards Administration

- Desktop & Process Analytics
- eLearning
- Form Designer
- Interactions
- WFM Integrations
- Mobile Apps
- Performance Management
- Reporting

- Scorecard Adapters
- Scorecard KPI Design
- Scorecard Users
- Speech Analytics
- Text Analytics
- User Administration
- Quality Management
- End user to Superuser training

# Why
# FourNet

As an accredited partner of Verint and Calabrio, we have access to their inner circle of knowledge and expertise. A like-minded, trusting community of focussed, dedicated & operationally experienced analysts, we thrive on getting the most out of the systems we work with. There aren't many challenges we haven't faced & solved, and we relish new ones & pride ourselves on our tenacity, honesty & technical ability.

We employ dedicated consultants whose sole job is to be experts and thought leaders in the capabilities of these systems.

We carefully maintain an updated library of material & knowledge, relevant to the latest versions of our core Workforce Management partners, Verint and Calabrio.  This is updated every time a new release or functionality hits the platform. Our formal partnerships with Verint and Calabrio enables us to get this access via their partner portal, where we

get early access to everything needed to provide our customers with a high touch level of support & understanding.

What's more, not only are we able to support all areas of the latest version of Verint and Calabrio products, we maintain our library archive of past versions. If you have an install of either system from any time in the last 10 years, there's a high chance we still have the material, knowledge & skillset to support you in getting the best out of it.

# Results, Outcomes & Conclusions

**Better agent attrition**, improved net promoter scores, more efficiency from an expensive asset, lower shrinkage, more accurate forecasts, schedules that better match requirements to results.

**Transformation into a high performing**, award winning planning team which is a valuable thing.

**Improved** and **increased** user skill and system confidence among staff.

**A greater understanding** of your operational requirements and how WFM software can be specifically tailored to better meet your process.

**A detailed report** of gains made and further opportunities & next steps for improvement.

**Increased trust in WFM** operatives from key stakeholders – once senior leaders see more accurate, more reliable results, they will come to trust the team, which will in turn lead to the team delivering better results, because they will feel empowered & confident in their day jobs.

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# Get in touch today to find out how FourNet can help

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