

QPC Aladdin

IEX TotalView® fair schedule allocation system

reduce the time and cost required to allocate preferred work times fairly and implement a consistent and equitable process to improve employee satisfaction and avoid damaging disputes



From improving employee satisfaction to enabling part time workers and making contact centre jobs available to more parts of the labour pool, the scheduling flexibility that IEX TotalView allows has had a profound impact on both operating costs and service levels that contact centres can achieve.

With this flexibility comes an increased need for managing schedule allocation fairness, making sure that favoured work times are distributed equitably and consistently across all agents.

Schedule allocation fairness is essential to avoid potentially damaging disagreements that can affect employee morale and attrition and ultimately result in legal disputes. However, managing schedule fairness can be difficult and time consuming to get correct with hundreds or thousands of employees working complex shift patterns.

Making schedule allocation fair is essential, but, it can also place a large administrative burden on those responsible for devising and running suitable processes. What's more, often the quality of information used to create fairness systems

(or set rank in TotalView) are open to question and the process of querying this can be time consuming and difficult to manage.

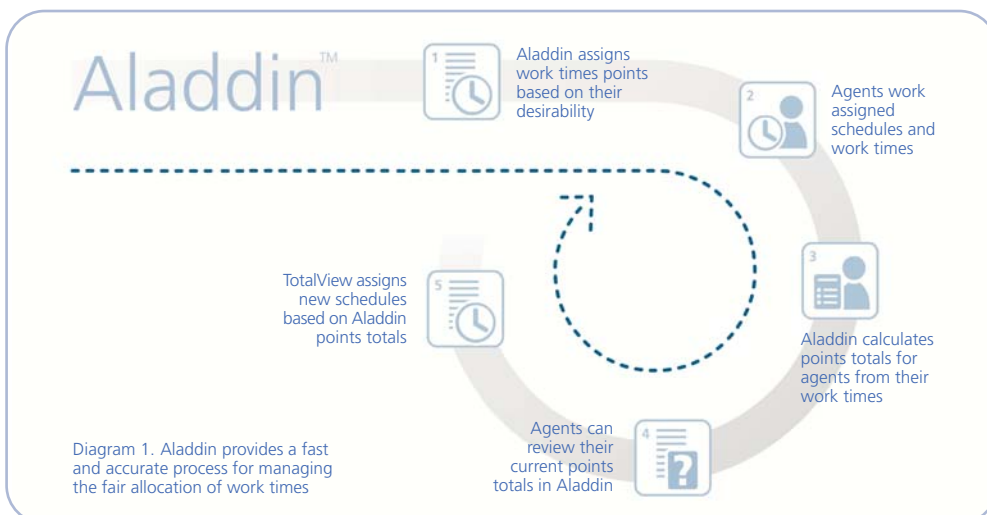
About Aladdin

Aladdin, part of QPC's SNAPs system for IEX TotalView, allows you to automate the process of managing fair schedule assignment by allocating points to different work times that reflect their desirability (typically less desirable work times will have higher points associated with them). Points accrued by each agent for their times worked are used by Aladdin to automatically rank agents and update TotalView accordingly.

TotalView then uses the agent's rank to grant preferences next time the standard automatic scheduling process is carried out. Or, if you prefer, schedule bidding in the schedule assignment. This means that agent preferences are considered fairly and objectively rather than at random or based on less egalitarian measures such as, seniority. Different points systems can also be used for different management units to meet your particular requirements and reflect the structure of your business.

Benefits

- Reduce administration costs linked to providing an equitable and consistent process for fair share schedule allocation
- Lower the time taken to resolve queries
- Cut employee dissatisfaction caused by inaccuracy, inconsistency and bias
- Create a transparent process with constant status feedback to reassure users





In addition to altering TotalView rank, points can also be used for other rewards, such as an incentive scheme, to make it easier to fill less desirable shifts whilst maintaining employee satisfaction.

Access via a simple web browser allows agents to view their points totals and supervisors to see information for any individual within their team or management unit. Individuals can also see how their points total has been calculated and understand what has affected their current and future schedule assignments.

By implementing, and allowing visibility of, a points system Aladdin provides an easy way to manage fair schedule allocation equitably and consistently, reducing the likelihood of errors and claims of bias that could create employee dissatisfaction resulting in increased attrition or damaging legal disputes.

For more information on how our consulting services will benefit your enterprise

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www.qpc.com

Aladdin features

- Quickly create a points based system for managing fair schedule allocation
- Easily associate points scores to work times for every day based on their favourability
- Assign different points regimes to different groups and management units
- Give visibility of current points totals and points assignments to both employees and supervisors
- Quickly import management unit, team and individual data from IEX TotalView
- Automatically update rank within IEX TotalView

QPC - customer service transformation

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