

Patented IEX technology optimizes agent effectiveness in a multiskilled environment

Benefits:

- **Create real-world schedules quickly and easily with integrated simulation technology**
- **Track effectiveness of skill assignments and routing strategies with multiskill efficiency metrics**
- **Determine skill requirements and monitor coverage by individual contact type**
- **Examine alternative staffing and cross-training scenarios with what-if planning**
- **Account for both ACD and network-level skill-based routing environments**

Multiskill

You know that using cross-trained agents, those capable of handling multiple types of customer requests, can make your operation more efficient and effective. Achieving those results in the real world is another matter.

Cross-trained agents with multiple skills make the scheduling process more complex. It is no longer enough to simply have the right number of agents scheduled; you now have to take into account agents' individual skill sets when creating schedules. Mathematical formulas often used to plan workforce scheduling are no longer accurate or effective when agent skills must be considered.

The TotalView® Multiskill feature helps you make the most of your multiskilled and cross-trained agents. Part of the powerful, proven TotalView Workforce Management solution for single and multisite contact center management, TotalView Multiskill is a comprehensive, easy-to-use solution that accurately simulates agent skills and contact arrivals, giving you total visibility into staffing requirements and helping you produce the most effective schedules possible.

Patented Multiskill Scheduling

Skill-based routing makes it difficult to determine how many agents with which skills will be needed for each contact type throughout the day, especially when using cross-trained agents. Stand-alone simulator programs are impractical, and mathematical formulas don't accurately account for the efficiencies resulting from multiskilled agents.

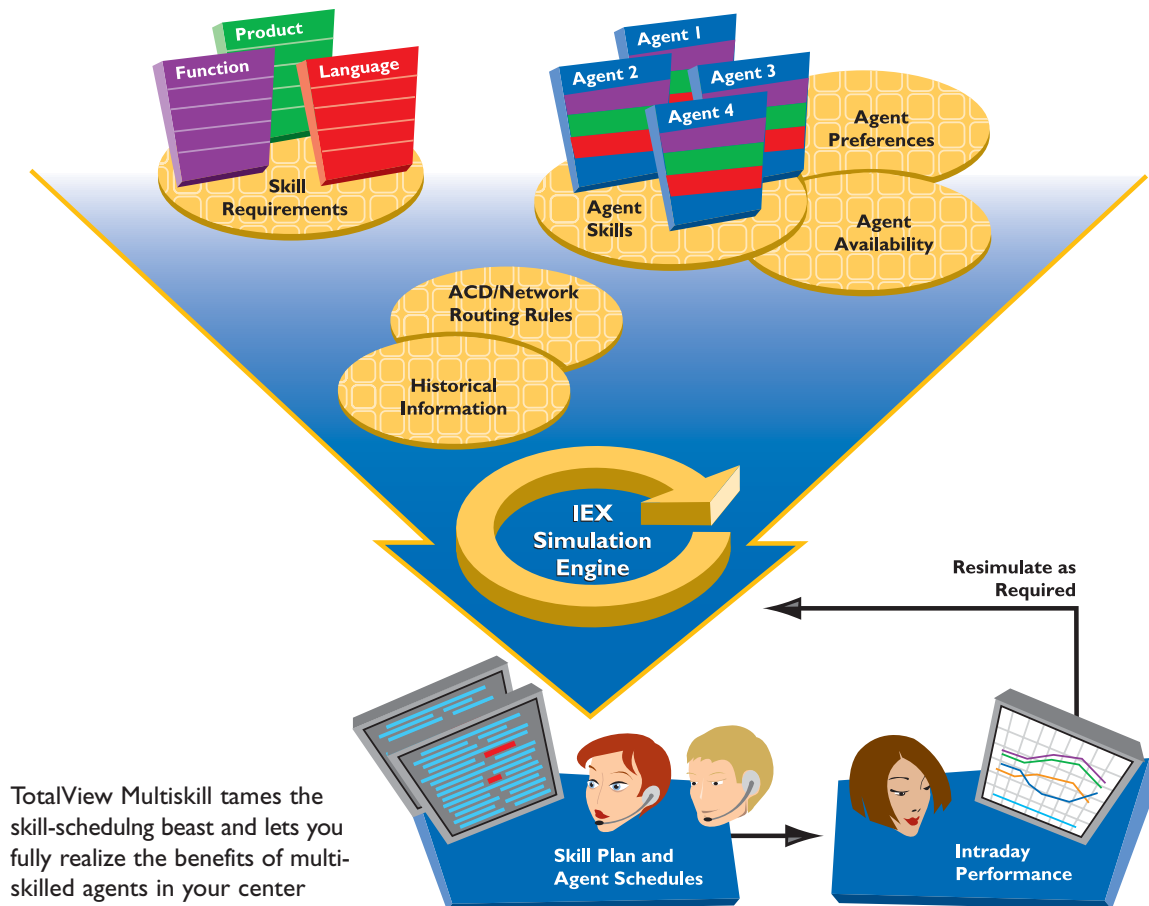
TotalView's patented Multiskill algorithms use a contact routing simulator built into the agent-scheduling program. This enables TotalView to create effective agent schedules in minutes by simulating ACD and network-level routing rules and automatically adjusting schedules for the best fit. The simulator can also evaluate how any changes in contact arrival patterns, agent skills or routing rules will affect staffing requirements. These simulation and analysis capabilities are virtually transparent to the users, providing an easy-to-use solution for even the most sophisticated skill-based routing environments.

TotalView also has a skill block scheduling capability that allows you to schedule off-phone work or specific contact work over set blocks of time.

Better Planning for Better Results

TotalView Multiskill automatically creates effective forecasts and schedules for multiple contact types to meet service level and agent occupancy goals. It gives you in-depth visibility into the individual coverage requirements of each contact type your center handles, allowing you to staff to meet your precise needs, improving customer service while lowering staffing costs.





Multiskill supports skill proficiency levels, position-limited skills and advanced ACD features such as Least Occupied Agent, Service Level Supervisor, and Reserve Agent. It lets you enter skills, skill levels and routing rules by date range for easier administration. It also allows you to explore what-if scenarios to determine how training for additional skills will affect your staffing needs. The embedded Multiskill simulator calculates staff requirements to two decimal places. This unique capability can have tremendous impact on staffing costs by enabling the use of 'fractional' agents in your operation.

Multisite Planning and Scheduling

TotalView Multiskill provides unmatched capability for planning and scheduling in multisite contact centers. Multiskill understands how contacts will flow to every site and how they will be delivered once they reach each site. This detailed level of planning requires a realistic simulation of ACD and network-level

routing to allocate workload accurately to each site. Otherwise, plans will not match your actual routing results and agent availabilities.

TotalView also provides data on individual sites' handling capacity. Knowing exactly when resources will be available at different sites enables more accurate performance of routing systems and allows for further improvements in routing rules and policies. Only TotalView Workforce Management delivers the advanced features needed to manage distributed multiskill operations.

TotalView makes the difference with its unique Multiskill feature that provides the most accurate and comprehensive set of management capabilities. See what the TotalView Multiskill feature can do to simplify your complex scheduling challenges and help your center realize the full potential of multiskilled agents.