



## **QPC MIG benefits and applications - improving office work management with better data and reporting**

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Managing office work well is difficult for many businesses as manual data capture methods do not allow for good workflow, performance and workforce management. Gaining data automatically may also be a problem as some work processes are manual and integration with many different office systems may be difficult and costly to accomplish.

Management of office work that is not linked to calls (like form processing, responding to emails and writing letters - often referred to as 'back office' work) is often weak, can be time consuming and is frequently difficult to do. This is because collecting work offered, agent productivity, task handle time and agent work state information is typically completed manually which is labour intensive, open to errors and prone to abuse.

For many businesses automating collection of this information may also be challenging because it often requires capturing data from a vast array of office systems with a potentially high cost of integration.

As a result many office work processes suffer from poor employee productivity and an inability to match resources with workload causing overstaffing (high operating cost) or understaffing (long customer wait times).

### **The solution**

Together the QPC Office Management Solutions and QPC Management Information Gateway enable businesses to get individual productivity, task handle time, service level, work offered, queue size and even agent work state information from their office manual work processes, workflow systems and applications.

Using the QPC Reveal Information Communication Solutions organisations can analyse and report this information how, when and where it is needed, for everyone from managers to agents. Businesses can also view application usage (for example to ensure that policies on Internet use and web chat are being obeyed) and view every individual's desktop work processes. Consequently they can refine these and make sure that best practices are being used.

Because the QPC MIG makes integration with other systems easy, contact centres can also use information about office work in their existing performance management and workforce management systems as well.

### **Return on investment**

Reporting individual productivity will give a ROI through an increase in employee productivity. Allowing work process refinement, and ensuring that best practices are being used, will typically reduce the time taken to complete tasks.



Enabling workforce management in an office provides a ROI by reducing customer wait times, improving customer satisfaction, and, reducing the resources necessary to achieve this.

*'In a pilot study a leading UK bank found that by using systems to create better management information it was able to substantially improve office workforce and performance management. This resulted in an increase in productivity of over 23%, reduced customer wait times and even high levels of staff advocacy for the new approach'*

## QPC - customer service transformation

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