

QPC Workforce Dynamics managed and hosted workforce management solution

match agent resources with contact demand and pay for only the licences you need whilst taking advantage of QPC's wealth of workforce management expertise.

The QPC Workforce Dynamics managed and hosted solution provides all of the systems, processes and people that you need to carry out resource planning in your contact centre. As well as the benefits that a hosted service provides you'll also get expert planning staff and processes without the headache of having to recruit, train, manage and retain this business critical team.

Benefits

The benefits of introducing QPC's Workforce Dynamics solution include:

Lower operating costs - With the 'per agent per month fee' you will be able to flex the number of agents you are paying for to meet your organisation's growth or shrinkage.

A hosted solution also removes the operating costs typically caused by training IT staff, implementing software/hardware, keeping this up to date and carrying out essential backup and maintenance.

No capital expenditure - The hosted solution requires no capital expenditure because the hardware and software are rented to you, delivering significant cash-flow benefits for your organisation.

Quick and easy implementation - Our hosted solution can be deployed rapidly into your contact centre as it removes the delays typically caused by training IT staff and implementing both software and hardware.

Minimum impact on IT resource - With a hosted workforce management solution there is only a minimum additional IT resource requirement from within your IT department. It also removes the ongoing IT headaches of keeping software up to date and carrying out essential backup and maintenance work.

Reliability guaranteed - Reliability is key to delivering any managed service and with QPC's expertise in IEX TotalView systems you can be sure of a service that is always there when required. Our hosted service is subject to service level agreements (SLAs), which ensure your company can access and use the workforce management system when you need it.

Always up to date - With a hosted solution you are kept up to date with the latest features and releases of the workforce management software without the potentially painful migration and investments in newer versions. Having a hosted service also means that QPC's expert engineering and support team handles any upgrades and service issues that may arise.

Expertise on hand - With QPC's managed service you will have access to the expertise that QPC has built up over many years as a supplier of business critical workforce management systems to industry leading companies around the world. Our managed service offers expert forecasting, scheduling and reporting and means that there is no learning curve for your staff. This enables your company to take advantage of the benefits of a workforce management system more quickly.

Less recruitment and retention headaches - As part of the managed service QPC supplies the forecasting, scheduling, and reporting expertise. This means that you don't have to employ and retain expensive resource when you deploy a workforce management system.

Minimal training required - With a managed service from QPC you won't have any delay in waiting for staff members responsible for forecasting and scheduling to be trained.

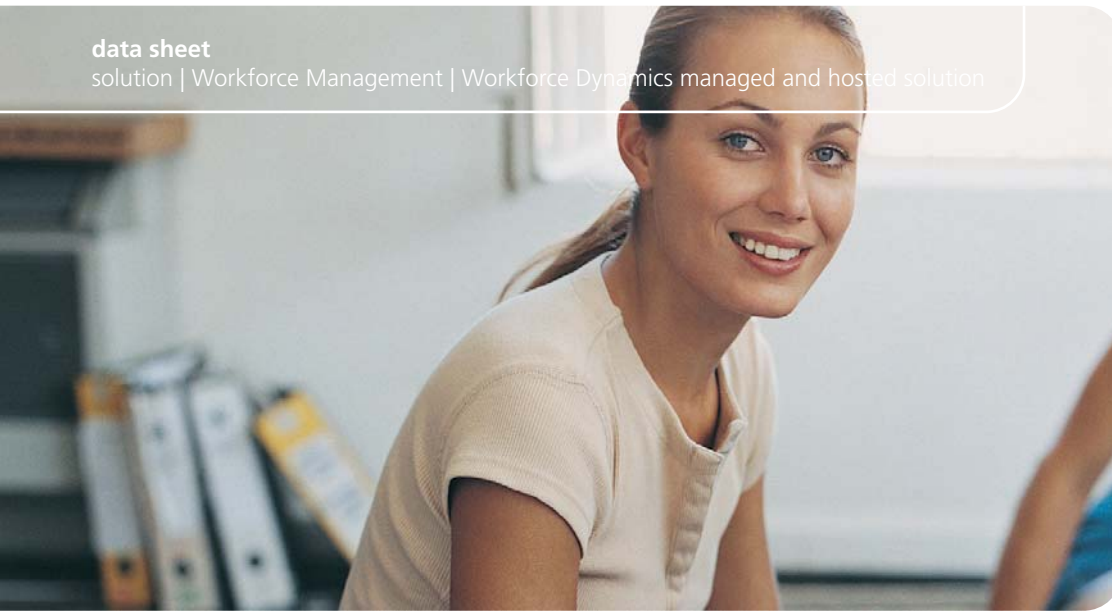


Benefits

- Lower operating costs
- No capital expenditure
- Quick and easy implementation
- Minimum impact on IT resource
- Reliability guaranteed
- Up to date system
- Minimal training required
- Expertise on hand

data sheet

solution | Workforce Management | Workforce Dynamics managed and hosted solution



This also means you don't need to increase your training budget when you deploy your workforce management system.

For more information on how our Workforce Dynamics managed and hosted solution will benefit your enterprise

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QPC - customer service transformation

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