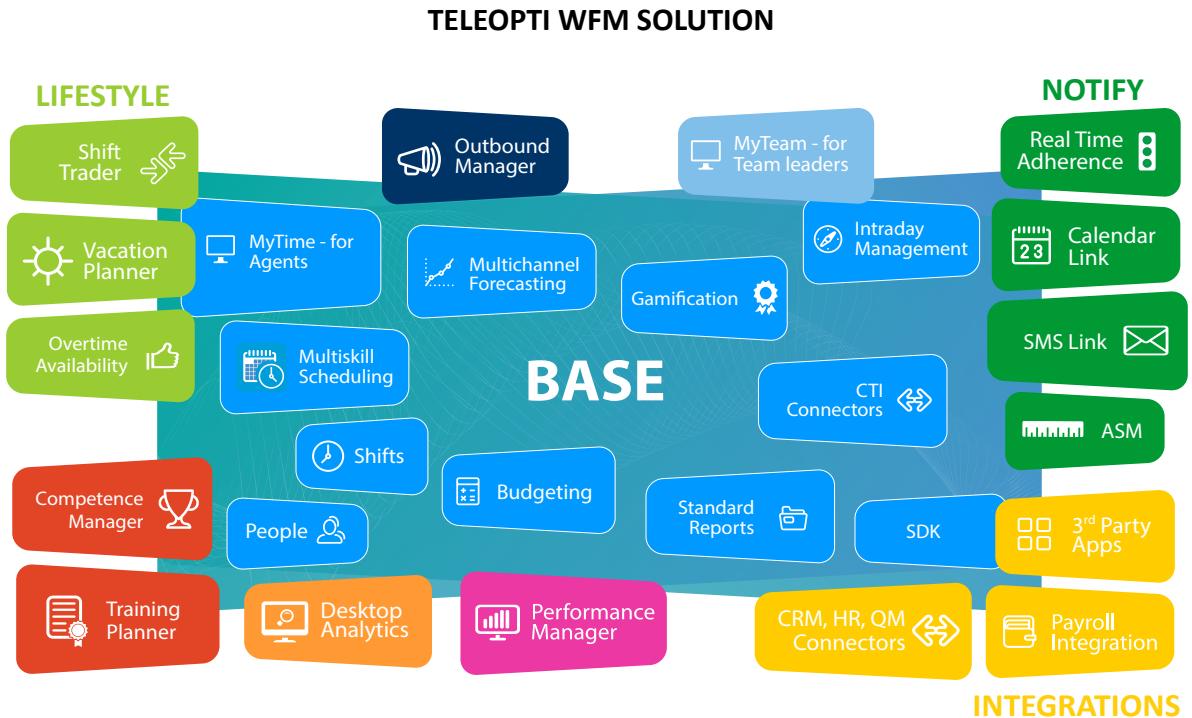


# Teleopti WFM - Solution Summary

Get the most feature-rich solution on the market!



*Teleopti WFM consists of the base product and optional add-on modules/packages*

**Teleopti WFM, continuously at the forefront of innovation, offers customers a comprehensive, state-of-the-art solution that improves customer-service-planning operations in contact centers, back offices and retail stores.**

Teleopti WFM consists of a base product and optional, add-on modules/packages that are easily adaptable and expandable to your needs. Get the most feature-rich, yet user-friendliest WFM solution on the market, giving you exactly the functionality you need.



## Teleopti WFM base

### CTI Connection

Teleopti provides officially certified connectors to all major CTI providers for automated transfer of contact data to Teleopti WFM.

### Forecasts

Multi-skill, multichannel forecasting for both short- and long-term planning, as well as for trends and seasonality analyses.

### Schedules

Powerful, multi-skill, scheduling-optimization engine for effective agent planning, taking into account work-hour legislation, demand, employee requests – and more.

### People

Agent administration, including work-hour contracts and skill assignments.

### Shifts

Efficient shift generator for creating shifts from any mix of schedule activities.

### Intraday

For up-to-date reporting, as well as schedule editing with drag-and-drop ease – in real time.

### Reports

The reporting package, made up of over 30 standard reports, covers forecasting, scheduling accuracy and agent performance.

### Budgets

For long-term planning of staff requirements.

### MyTime

The web-based agent portal provides agents not only access to their schedules but also industry-leading empowerment tools for work-hour preferences and self-assessment.

### Agent badges

Engage agents in gamification and reward top-performers.

### Software Development Kit (SDK)

Designed with openness in mind, Teleopti WFM includes the powerful SDK platform for customized development and integration, based on industry-standard web services. The SDK provides an advanced set of functions to access and modify your data while still using Teleopti WFM business logic and rule sets.

# Teleopti WFM add-on packages & modules

## **NOTIFY PACKAGE:**

*Act and respond faster – with real time notifications! Four complementary modules encompass:*

### **Agent Schedule Messenger (ASM) – Keep track of and improve adherence**

Pop-up reminders and the messenger interface (for rapid, efficient communication between agents and team leaders) help agents not only keep track of their scheduled activities throughout the day but also improve schedule adherence.

### **Real-Time Adherence (RTA) – Detect and correct problems immediately**

Real-Time Adherence monitors agent status, giving overviews – in real time. The information, visible in the intraday module alongside schedules and incoming demand data, makes tracking agent-adherence and adjusting schedules effortless, with drag-and-drop ease maintaining service-level targets throughout the day.

### **CalendarLink – Share schedules; access them from anywhere**

Agents are able to view the latest schedule changes on preferred mobile devices and from third-party calendar services (e.g. iCal, MS Outlook) – anywhere, anytime. This not only eliminates tedious, manual notification-processes but also increases schedule adherence.

### **SMSLink – Schedule changes on the go, in real-time**

Automated notifications of schedule changes, sent to agents via SMS (Short Message Service), eliminates labor-intensive, manual processes. The moment an agent shift changes – i.e. new starting or finishing times, or a day off switches to a work shift, Teleopti WFM generates an automated message which is then sent to the agent's mobile via a local SMS gateway provider. It gives pro-active notifications, bringing about improved schedule adherence!

## **LIFESTYLE PACKAGE:**

*Three self-service modules to increase agent motivation and empowerment:*

### **Vacation Planner – Automated request handling brings reduction in administration**

Save time and money with Vacation Planner, freeing up valuable resources and eliminating paper-based vacation scheduling and approvals. Agents book vacations autonomously via the agent portal and receive manual or automated approvals, based on pre-defined business rules.

### **Shift Trader – Shift trading in no time while maintaining service-level requirements**

Agents can trade shifts – with or without team leader/administrator intervention – while maintaining staffing-level requirements. Agents can view, evaluate and trade available shifts on their MyTime agent portal – in no time at all.

### **Overtime Availability – Find available resources in a flash**

Finding agents at short notice to meet staffing requirements has been made easier than ever. Agents simply enter their overtime availability on their MyTime agent portal, which creates a supplementary resource pool that's ready for automated scheduling when needed.



### **MyTeam – On the go and in the know**

MyTeam puts agent schedules right in the palm of team leader hands, from any web-enabled device – in real time. This web-based solution facilitates viewing and editing schedules, as well as monitoring agent status. Furthermore, access to agent schedules and real-time adherence greatly improves teamleader knowledge of operational performance at any given time.

### **Payroll Integration – Save time and money**

Automating your payroll process may potentially eliminate costly payroll errors and wasting administrative time. Payroll integrates with a wide range of payroll systems, transferring simple imports/exports of scheduled employee work hours and any deviations – absences, overtime or shifts allowances, and the like – to more complex exports that include advanced compensation calculations.

### **Performance Manager (PM) – Gain insights from advanced analyses**

A must-have for managers who need to quickly identify, evaluate and improve factors that impact operational performance. PM brings you advanced reporting and rapid access to Key Performance Indicators (KPIs), including organization-wide comparisons down to the individual level, including KPIs by agent and day etc.

### **Competence Manager - Optimize employee performance to transform business outcomes**

Employees that possess the right skills, knowledge and attributes can deliver exceptional transformational results. Competence Manager shows you what “best” performance looks like by pinpointing the key skills of top performers - what they’re doing

differently/better – and how to achieve it. The solution also identifies gaps in employee skills/knowledge and flags the best course of action by replicating desirable profiles.

### **Training Planner - Take control of your training plan; save time, money and invaluable resources**

Plan, schedule and manage training with advanced automation functionality – regardless of the size of your workforce. Service-level targets, agents, trainers and training room availability are all factored in to deliver optimal training schedules. Quickly and easily select individuals and groups, the training content, delivery details, trainers and dates.

### **Desktop Analytics – Efficiency and adherence of back-office operations**

Ensure that your optimized schedules are working as they should by measuring the adherence of agents assigned to back-office activities. Coach and motivate staff to reach target KPIs, and analyze where productivity improvements are best achieved.

### **Outbound Manager – Cost-efficient scheduling of outbound campaigns**

Raise the bar for efficiency with this perfect tool that defines campaigns and generates day/hour production plans. The system then kicks in to best meet the requested plan by scheduling skilled agents in accordance with the targets to be achieved.



Teleopti, a top, global provider of workforce management software, offers a world-class WFM solution that is sophisticated, localized and easy to use. As the largest “best-of-breed” vendor, Teleopti focuses on helping contact centers, back offices and retail stores improve customer service, employee satisfaction and profitability – through optimized, automated forecasting and scheduling.

Founded in 1992, Swedish-established Teleopti has customers in over 80 countries, numerous offices around the world – from Beijing to São Paulo – and a comprehensive global network of partners. With a record of continuous net profitability for over 20 years and with high customer satisfaction ratings, Teleopti serves as a reliable partner. Find out more: [www.teleopti.com](http://www.teleopti.com)