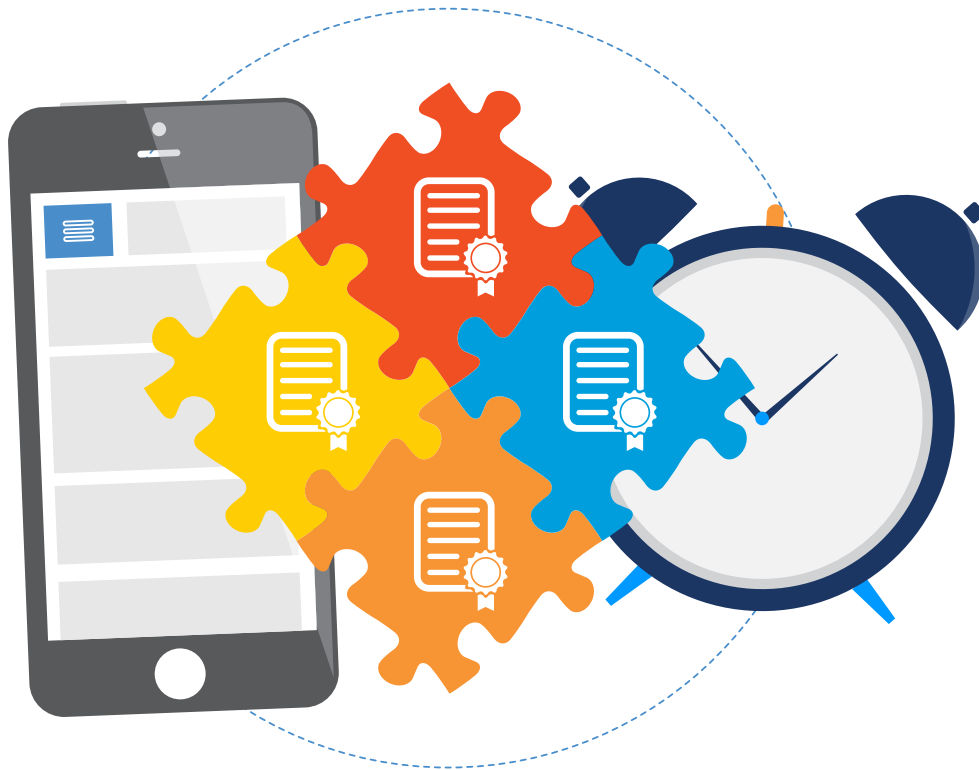


Get training planning under control – save time, money & resources New module in Teleopti WFM!



Training Planner greatly optimizes your planning and scheduling of training and coaching so agents become skilled and knowledgeable more quickly, easily and cost-effectively. The rich, powerful, planning-and-scheduling functionality, based on the industry's best practices, minimize service-level disruptions and unnecessary costs, giving your business an edge and a potentially significant competitive advantage.

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.

Training Planner can schedule training up to a month ahead of time, yet is utterly flexible in adjusting the number of agents to be trained and how training is to be delivered – e.g. classroom-based courses, e-learning modules. Training Planner also drives optimal employee performance by planning, scheduling – in minutes, not days! – and supporting coaching, one-to-one training and team meetings.

Automate planning, scheduling & management - for optimized training

Training Planner gives you a clear window of understanding of the impact planned training will have on your service levels and agent schedules. Once the impact is deemed satisfactory, your training plan can be put into force on the published workforce schedule – without the need to re-generate scheduling – with go-ahead, according to plan.

Reap the benefits:

- Boost operational efficiency with automated planning/scheduling/management of training.
- Minimize adverse impacts on customer service levels, with customized constraints and rapid “what if” modelling for optimized outcomes.
- Save time, reduce human error and lower the administrative burden of the trainers, managers and WFM team.
- Gain the agility to make more informed and virtually instant decisions.
- Deliver a proven increase in course completion.
- Reduce time-to-market with faster training plans.

Features overview

Check out this high-level list of features of the Training Planner module. Although feature-rich, Teleopti is the most user-friendly WFM solution on the market.

Training Planner

✓ Specifically designed with compliance and business-readiness requirements in mind, scheduling of training and format (e.g. classroom, e-learning, coaching) supplied with state-of-the-art automation.	✓ Immediate confirmation of agent attendance at scheduled training courses through the web portal, via the online register, with absent agents automatically re-scheduled.
✓ Advanced algorithms for matching agent availability – in the schedule – with trainers and training rooms.	✓ “Clash-detection” feature, that avoids double booking of rooms, agents and/or trainers.
✓ Intuitive MI dashboard with essential training information – e.g. number of agents trained – viewable at the touch of a button.	✓ Accurate visibility and tracking of planned versus actual training attendance and progress.
✓ Agent training selection in accordance with WFM skills.	✓ Diary-management system for trainers and training rooms.



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 75 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