

inContact **Workforce Management v2**

Your agent is your most critical resource. They interact with and deliver services to customers, which directly impacts customer satisfaction and loyalty. While agents hold the keys to your company's success, they are also the most expensive resource you have—accounting for 60% to 70% of expenses in a contact center.

inContact Workforce Management (WFM) v2 helps your staff to successfully meet your servicing goals, while minimizing labor costs. It uses advanced statistical and mathematical technologies including:

ARTIFICIAL INTELLIGENCE

Workforce managers are challenged by the complexity of traditional WFM systems. Beyond the intricacy involved in using the software, they also have to provide weights to generate forecasts and manually adjust on schedules that are clearly not optimal. Artificial Intelligence technology built into inContact WFM v2 provides expert knowledge that generates forecasts with high levels of accuracy and provides provable optimal schedules. The inContact WFM v2 is intuitive and streamlined to help you start generating value immediately. It eliminates the taxing complexities of traditional WFM systems and allows you to focus on the performance of your contact center.

ADVANCED FORECASTING TECHNOLOGIES

Forecasting is one of the most critical steps in managing your contact center. Despite its importance, traditional WFM systems provide forecasting technologies based on ineffective weighted averages. Next generation forecasting technologies provided in inContact WFM v2 include the most advanced time-series forecasting methods such as:

- inContact WFM v2 Enterprise System Best Pick
- Box-Jenkins ARIMA
- Exponential Smoothing (over 10 versions)
- Multi-linear Seasonal Regression

INCONTACT WFM V2 TECHNOLOGIES

- Artificial Intelligence
- Advanced Forecasting Technologies
- Concurrent Optimal Scheduling
- Multi-skill and Multi-site
- Multi-criteria Schedule Manager
- Multi-criteria Vacation Planner Performance
- Optimizer Agent
- 100% Web-based

MULTI-SKILL AND MULTI-SITE

Capabilities provided by inContact WFM v2 help you develop accurate and efficient plans and optimize the performance of your multi-skilled agents and multi-site contact centers. inContact WFM v2 offers next generation skills-based scheduling technology that analyzes agent skills and availabilities, as well as routing rules to generate optimal agent schedules.

Advanced forecasting technologies in inContact WFM v2 generate accurate forecasts at the enterprise level and concurrently schedule agents at multiple sites optimally to maximize service performance as a virtual center while managing agents and schedules locally.

MULTI-CRITERIA SCHEDULE MANAGER

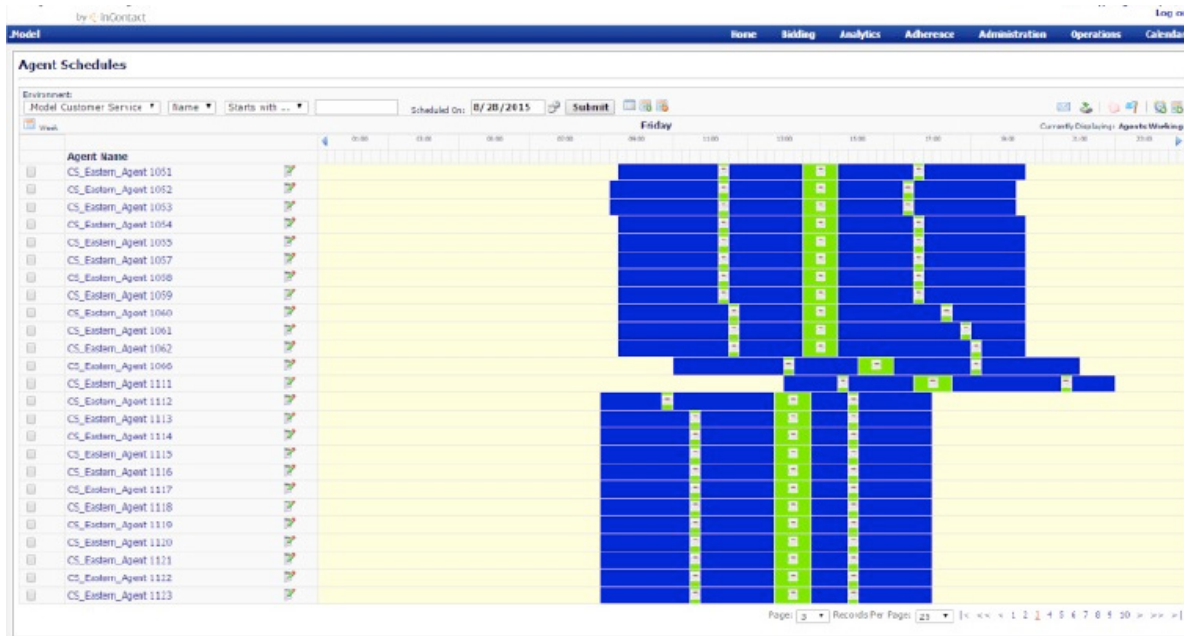
The inContact WFM v2 uses multi-criteria optimization technology to facilitate schedule management. Agents may be scheduled based on their preferences, availability, or through a bidding process.

Preference-based scheduling: Considers individual agent work-hour preferences when creating schedules.

Availability-based scheduling: Considers the times agents are available to work along with their working preferences.

Schedules are generated to conform to these agent constraints and assigned using the inContact WFM v2 multi-criteria optimization technology to meet agents' preferences.

Bidding-based scheduling: Lets agents select their schedule assignments based on several criteria including seniority, performance, or adherence to assigned schedules.



To ensure optimal forecast accuracy, these methods are applied using “Best Pick” Artificial Intelligence technology. inContact WFM v2 also offers:



Special event period forecasting:

Provides extensive special event forecasting capabilities for promotions, campaigns and calendar events.



Data aggregation and forecasting:

Supports forecasting at 15-, 30-, 45- and 60- minute intervals as well as forecasting by day, week, month, quarter and year.



Automatic extreme data and missing value detection:

Improves the quality of data used in generating forecasts by automatically detecting and smoothing extreme data and missing values using advanced statistical techniques.



“What-if” forecasting and scenario analysis:

Allows extensive “What-if” forecasting and analysis capabilities for an unlimited number of scenarios.



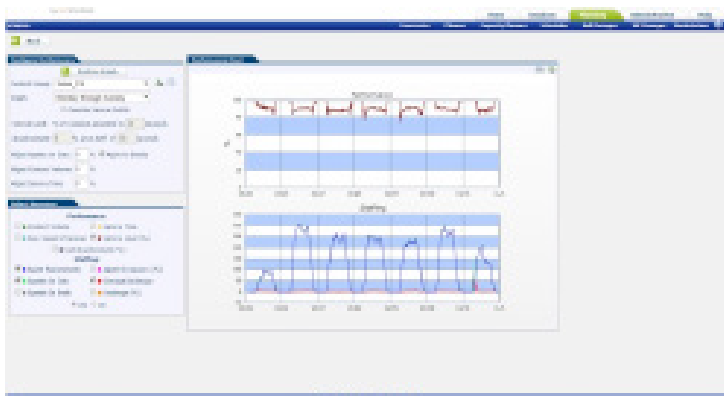
Automated forecast accuracy tracking:

Tracks and reports on accuracy automatically for all past forecasts, both short-term and long-term.

CONCURRENT SCHEDULE OPTIMIZATION

The inContact WFM Scheduler uses the concurrent schedule optimization technologies to achieve unmatched schedule efficiency. inContact WFM v2 generates schedules simultaneously to determine the best work/off days, daily start and end times and daily coffee and lunch breaks to meet your service level objectives and minimize staffing costs.

In contrast, traditional WFM systems use incremental scheduling rules that build schedules one at a time. Incremental scheduling optimizes each schedule individually duplicating the process used in manual scheduling. Consequently, it creates the same schedule inefficiencies with excessive agent overages and shortages. Concurrently optimized schedules achieve a 5- 19% higher efficiency rate than the traditional WFM systems.



INTEGRATED STRATEGIC PLANNING

inContact WFM v2 uses the same advanced forecasting and concurrent optimal scheduling technologies to develop plans for hiring and training. Strategic plans may be developed and implemented in phases and can take into account constraints on budget, full-time/part-time hires by location, work pattern and skills.

Phased strategic planning and re-forecasting/re-planning: Uses a phased strategic planning approach to improve plan accuracy by allowing re-forecasting and plan updates.

Constrained and unconstrained strategic planning: Allows optional use of constraints on budget, resource levels, full-time/part-time agent numbers and mix at different centers, work patterns, alternative scheduling policies, AHT reduction, shrinkage level, etc. when developing plans.

Tracking the accuracy of long-range forecasts: Tracks forecast accuracy weeks, months and even years into the future.

PERFORMANCE OPTIMIZER

Intraday performance optimization: Provides timed intraday re-forecasting, re-scheduling, schedule adherence tracking, overtime and volunteer time-off management and historical contact traffic to optimize your operation as the day progresses.

Agent adherence: Monitors agent adherence to their schedules and provides detailed reports to agents and managers.

Dashboards and scorecards: Provides highly configurable dashboards and scorecards on agents, organizational units, contact groups, centers and environment-level KPI's.

Meeting scheduler: Meeting requests with flexible timing can be automatically scheduled in the periods when their effect on performance is minimal.

AGENT WORKSTATION

Empowers agents and management to manage schedules, exceptions, overtime, volunteer time-off (VTO) and other activities.

100% WEB-BASED ARCHITECTURE

Greatly simplifies accessing and using inContact WFM v2. Unlike traditional WFM systems with client-server architecture, there is no software to be installed or maintained on the workforce managers', supervisors', or agents' computers. This can lower IT support costs significantly and make upgrades easier.

