Among your contact center resources, your agents are the most critical. They interact with and deliver services to customers, thus directly affecting 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.

Utilizing our workforce optimization technologies developed in advanced statistical and mathematical optimization, the inContact Workforce Management v2 answers the industry’s need and delivers breakthrough performance improvements.

The inContact WFM v2 provides the following next generation technologies for workforce optimization.

**ARTIFICIAL INTELLIGENCE**

Today’s workforce managers face the challenge of the complexity of traditional WFM systems. Beyond the intricacy involved in using the software, they also have to provide weights to generate forecasts with no WFM software support in many cases, and must manually work on schedules generated by their WFM system that are clearly not optimal. The Artificial Intelligence technology built into the inContact WFM v2 has expert knowledge used in planning and managing your workforce. While generating forecasts with the highest levels of accuracy and provable optimal schedules, this solution offers the utmost ease-of-use. The inContact WFM v2 also offers highly intuitive, streamlined software usability 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 centers.

**ADVANCED FORECASTING TECHNOLOGIES**

Forecasting is one of the most critical steps in managing your contact centers. Despite its importance traditional WFM systems provide forecasting technologies based on ineffective weighted averages. The next generation forecasting technologies provided in the inContact WFM v2 Forecaster 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
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 optimization technology integrated with the inContact WFM v2 Optimal Scheduler using the concurrent optimal scheduling technology. It analyzes agent skills and availabilities, as well as routing rules to generate optimal agent schedules.

Advanced forecasting technologies provided 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 Multi-Criteria Schedule Manager 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: Allows scheduling agents based on preferred work hours.

Availability-based scheduling: Allows agents to enter times they are available to work together with the most preferred hours.

Schedules are generated optimally to conform to these availabilities and assigned using the inContact WFM v2 Schedule Manager multi-criteria optimization technology to meet agents’ preferences.

Bidding-based scheduling: Generates concurrently optimal schedules to conform to agents’ availabilities. Multi-criteria optimization technology uses agents’ preferences and criteria including seniority, performance, or adherence to assigned schedules.
To ensure optimal forecast accuracy, these methods are applied using “Best Pick” Artificial Intelligence technology. The inContact WFM Forecaster 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:**
Provides extensive “What-If” forecasting and analysis capabilities for an unlimited number of scenarios.

**AUTOMATED FORECAST ACCURACY TRACKING:**
Accuracy for all past forecasts, both short-term and long-term, are automatically calculated and reported when the actual contact data is realized and stored into the inContact WFM v2 database.

**CONCURRENT SCHEDULE OPTIMIZATION**
The inContact WFM Scheduler uses the concurrent schedule optimization technologies to achieve unmatched schedule efficiency. inContact WFM v2 provides concurrent optimal scheduling technology that 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 costs.

In contrast, traditional WFM systems use incremental scheduling rules that build schedules one at a time. Incremental scheduling optimizes each schedule individually, and the algorithm used is no different than in the manual scheduling process. Consequently, it creates the same schedule inefficiencies with excessive agent overages and shortages. Concurrent scheduling maximizes efficiency by simultaneously determining the optimal work and off time schedules. Concurrently optimized schedules achieve a 5-19% higher efficiency rate than the traditional WFM systems.

**Powerful mathematical models and mathematical optimization technologies:** Develops concurrently optimized schedules with unmatched efficiency.

**Agent schedules by preference, availability, bidding, and fixed:** Allows preference and availability-based schedules, as well as fixed and bidding schedules, to optimize agent satisfaction.

**“What-If” scheduling and scenario analysis:** Provides extensive “What-If” scheduling and analysis capabilities for an unlimited number of scenarios.
INTEGRATED STRATEGIC PLANNER
The inContact WFM Strategic Planner 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 to improve accuracy. inContact WFM v2 also allows the development of plans with constraints on budget, FT/PT hires by location, work pattern, and skills.

Phased-strategic planning and re-forecasting/re-planning: The inContact WFM v2 Strategic Planner uses a phased planning approach to improve the accuracy of strategic plans by allowing re-forecasting and plan updates.

Constrained and unconstrained strategic planning: 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. can be imposed on the plans developed.

Tracking the accuracy of long-range forecasts: The inContact WFM v2 Forecaster tracks forecast accuracy weeks, months, and even years into the future.

INCONTACT WFM V2 PERFORMANCE OPTIMIZER
Intraday performance optimization: The inContact WFM v2 Performance Optimizer provides timed intraday re-forecasting, re-scheduling, tracks adherence, overtime and volunteer time-off management, and 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.

inContact WFM v2 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 wait-listed. They are automatically scheduled in the periods when their effect on performance is minimal.

INCONTACT WFM V2 AGENT WORKSTATION
Empowers agents and management to manage schedules, exceptions, overtime, volunteer time-off (VTO), and other activities.

100% WEB-BASED ARCHITECTURE
This architecture greatly simplifies accessing and using inContact WFM v2, Performance Optimizer, and Agent/Supervisor Workstation. 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. The solution can lower IT support costs significantly and make upgrades easier.