

Call Centre Helper Web Seminar



Staffing Challenges and Opportunities for the Small and Medium Call Centre

Presented by:

THE CALL
CeNTER
SCHOOL



and



WFM for Small/Medium Call Centres



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THE CALL
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Chris Dealy



Why Low Adoption of WFM by Smaller Centres?



3 main reasons:

1. Vendor focus on larger centres
2. Lack of budget
3. ROI too slow

WFM Software Solutions for Smaller Centres

What to look for

- Web browser-based systems
 - No application to install
 - Keeps IT costs down
- Powerful schedule optimisation
 - Maximum workload fit – no 'safety in numbers'
 - Tools to handle unplanned events – 'power of one'
- Skills-based scheduling
 - Gain multi-skill pooling efficiencies, e.g. SWAT
 - Without tedious setup and maintenance



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WFM Software Solutions for Smaller Centres

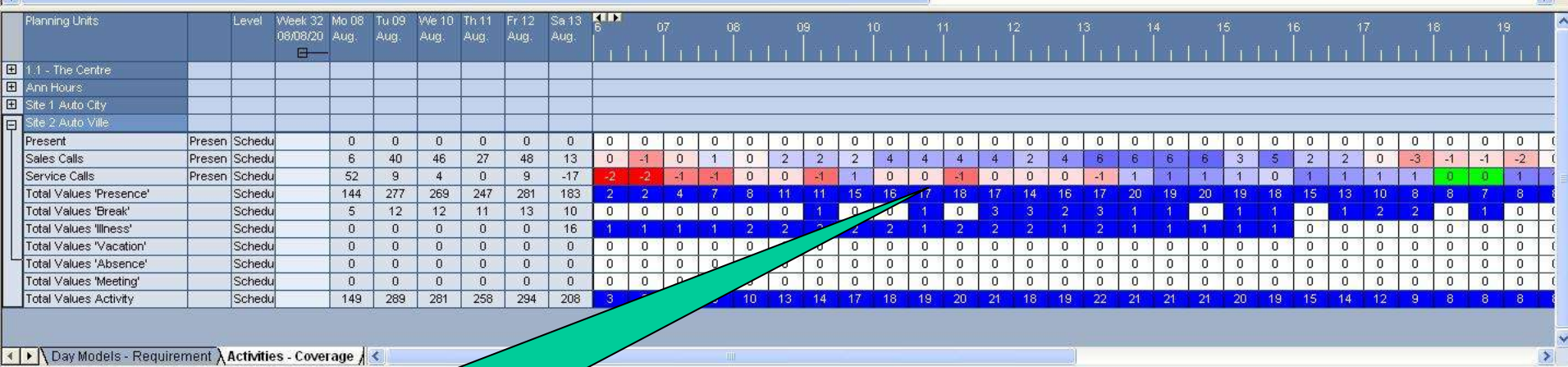
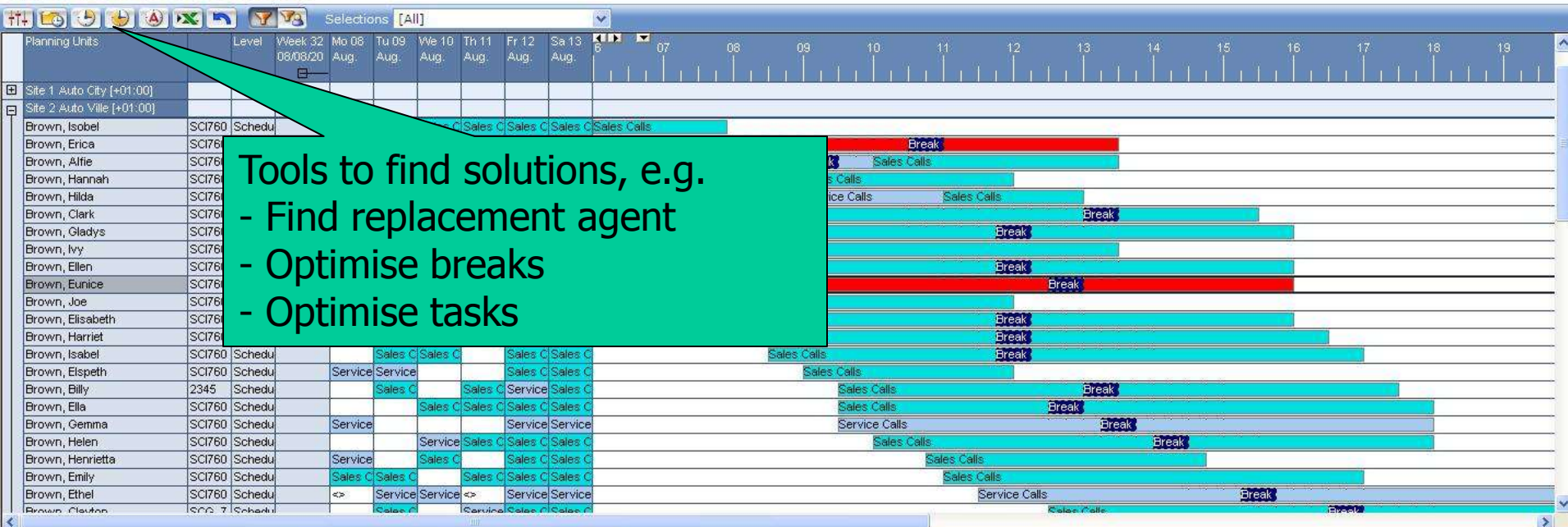
What to look for

- Reporting
 - Built-in and custom e.g. Crystal Reports
- Multi-media application
 - Get same benefits in back office as front office
 - Schedule for calls, emails, chats ...

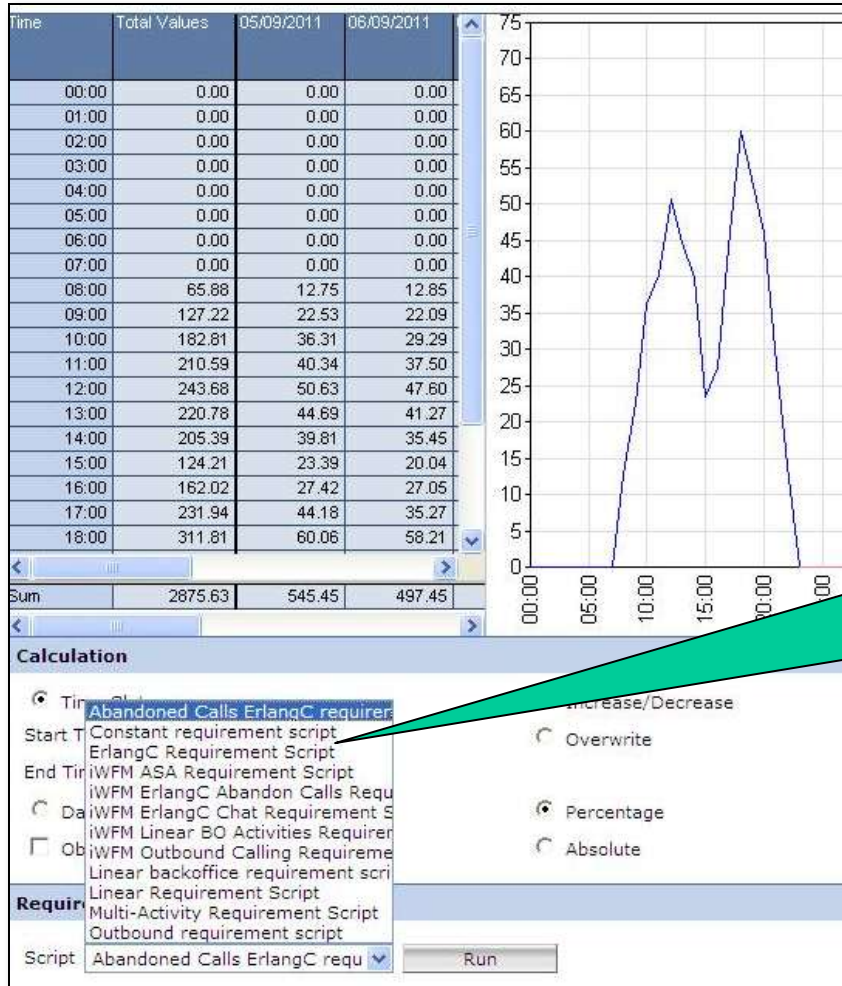


For example...





Managing Non-Call Activities



Calculate staffing using for all of your activities, e.g.

- Front office/back office
- Abandoning/non-abandoning

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Manage the Power of One – Adherence Tracking

InVision Enterprise WFM - Microsoft Internet Explorer

File Edit View Favorites Tools Help

InVision Software AdherenceMonitor License 1, InVision Software AG
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Planning Unit: Service Center Glasgow Employees: All Apply
Selection: All Pause

Exception	Personnel Number	Name	Scheduled Activity	Full-Day Activity	Duration of Exception	Current Activity	Duration of Current Activity
<input type="checkbox"/>	PEE	98041	Lane, Emily	Fax		1:18:10	
<input type="checkbox"/>	BBE	98024	Riley, Debby	Break (Unpaid)		0:18:10	E-Mails 2:21:10
<input type="checkbox"/>	PBE	98036	Levi, Andrew	E-Mails		0:18:10	
<input type="checkbox"/>	PBE	98045	Konahan, Neyla	Fax		0:18:10	
<input type="checkbox"/>		98001	Zucker, Peggy	Inbound-Calls			Inbound-Calls 0:21:10
<input type="checkbox"/>		98002	Zemitis, Grace				
<input type="checkbox"/>		98003	Wright, Barbara				
<input type="checkbox"/>		98004	West, Belinda	Inbound-Calls			Inbound-Calls 0:51:10
<input type="checkbox"/>		98005	Winter, Ana	E-Mails			E-Mails 0:21:10
<input type="checkbox"/>		98006	Kennington, Lauren	Break (Unpaid)			Break (Unpaid) 0:21:10
<input type="checkbox"/>		98007	Walker, Kirsten	Fax			Fax 2:21:10
<input type="checkbox"/>		98009	Wayton, Daisy				
<input type="checkbox"/>		98010	Underman, Christina				
<input type="checkbox"/>		98011	Brazier, Molly				
<input type="checkbox"/>		98012	Thomas, Chris				
<input type="checkbox"/>		98013	Archer, Oliver	E-Mails			Inbound-Calls 2:21:10
<input type="checkbox"/>		98014	Timmerman, Ben				
<input type="checkbox"/>		98015	Steel, Lester				
<input type="checkbox"/>		98017	Smith, Otis				
<input type="checkbox"/>		98018	Spurlock, Nick	Fax			Fax 0:51:10
<input type="checkbox"/>		98019	Schumann, Franziska	Inbound-Calls			Inbound-Calls 2:21:10
<input type="checkbox"/>		98020	Shores, Jane	Break (Unpaid)			Break (Unpaid) 0:21:10
<input type="checkbox"/>		98021	Sawyers, Stephanie				
<input type="checkbox"/>		98022	Roiz, Bridget				
<input type="checkbox"/>		98023	Ray, Nicole	Inbound-Calls			Inbound-Calls 4:51:10
<input type="checkbox"/>		98025	Berkinson, Mandy				

Status Overview

■ Inbound-Calls
■ Fax
■ Break (Unpaid)
■ E-Mails

Current: 17 Scheduled: 20 Overstaffing/Understaffing: -3 Available: 3

Local intranet



Other Considerations

Support and Services

- Consulting assistance
 - Applications
 - Call centre operations
 - Strategic labour consulting
- Delivery options
 - CBT
 - Webex
 - On-site classroom
- User community



The Elephant in the Room

Traditional 'on premises' WFM is expensive

- Software licence fee = capital expense
- Hardware = capital expense and ongoing IT costs
- Installation, setup and training fees
- Annual maintenance fees

- Introducing cloud WFM
- Perfect for small to medium centres...



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Cloud WFM is Affordable

Compare the costs

	On-Premise	Cloud
Capital Expenses		
Hardware	Costly	None
Software license	Up-front fee	None
Ongoing Fees	Annual maintenance	Per agent fee
Implementation	High effort	Simple
Training	Variety	Variety, CBT
Upgrades	Complicated, delays	Automatic, immediate
Availability	Subject to downtime	99.5% guaranteed



How Much Does It Cost?

injixo WFM from InVision



- Cloud WFM
 - Simple per-agent pricing
 - Flexes with your business
 - All-inclusive fee for application, infrastructure, and operations service
 - £9 per agent per month (or \$9, €9, 79kr ...)
- Startup service
 - Stages: *Learn, Integrate, and Deploy*
 - Includes core WFM e-learning from TCCS



Questions

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