

# Software as a service

## Introducing WFM in the Cloud

Free  
Webinar 

Software  
as a Service:  
Introducing WFM  
in the cloud

Thurs 24th March  
1.00pm

callcentre   
helper  

# Agenda



## **5 Tips for Workforce Management**

- Jonty Pearce, Editor, Call Centre Helper



## **Cloud Computing and Contact Centres**

- Martin Hill-Wilson, Brainfood Training



## **Introducing WFM in the cloud**

- Chris Dealy, Invision Software

## **Interactive Questions and Answers**

# 5 Tips for WFM

**Jonty Pearce**  
Editor

callcentre   
helper.com

# Time to give up the spreadsheets

- **Manual**
- **Labour intensive**
- **Can be inaccurate**
- **Not great for intra-day changes**



# Flexible Shifts can be a win-win

**Allow agents to set their own preferred shift patterns**

**Simple rules**

- **Must include one anti-social shift per month (e.g. Friday/ Saturday evening)**
- **Must keep shift pattern for 12 months**

**Recruit to fit in with the shift gaps**

**Use your WFM tool to schedule**



# Manage time classifications

Wrap time is Wrap time

Not

- Loo breaks
- Chat time
- Drink refills



# Cleanse your historic data

- We all have days when call volumes went through the roof



- If you don't cleanse your data your WFM system will assume that they will happen next year

# You will soon need to start forecasting Social Media



Look for a WFM tool that can handle any kind of workload – not just calls



# Thank you for attending



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