

UNLOCKING THE POWER OF YOUR WFM PLATFORM



Having WFM technology in place doesn't always mean your organisation experiences maximum benefit...

In fact, when conducting our own health checks, we found that less than 25% of organisations were driving the full benefits of their WFM investment. Issues being:

USE OF ADVANCED FEATURES

As WFM tools have evolved over time, new & advanced features are not being taken advantage of.

LACK OF ROBUST PROCESSES

Many operations don't have robust processes in place or, if they do, they haven't evolved them

EROSION OF SKILLS

People come and go, and with companies dedicating WFM management to teams and sometimes single individuals, this can become a problem.

So how can you ensure you're getting the most from your investment in WFM?

20+YRS
of experience in
WFM & WFO

WHY SABIO WFM OPTIMISATION?

Our decades-long experience means we know exactly how to help you get the most from your WFM technology, including saving on costs and achieving maximum Return on Investment (ROI).

Through Sabio's WFM Optimisation service, we can baseline your WFM platform and provide tailored support to maximise its effectiveness – providing key insights back into your business for continuous improvement.

Sabio WFM Optimisation ensures you have the correct number of skilled advisors in place to deal with customer demand without the danger of overstaffing.

And by being able to unlock previously untapped features it encourages a more flexible and engaged workforce – increasing customer satisfaction!

Finally, if you're operating in a heavily regulated industry, our suite of applications ensure you'll always have the right level of compliance.

HOW DO WE DO IT?

- Sabio provides a service with a proven methodology to support and mentor an organisation's operational teams to fully exploit their investment in WFM technology
- We will baseline your use of WFM, then build a roadmap of process improvements, adhoc feature training and reconfiguration as required
- We'll stay in touch with regular & ongoing consultations, assessing the impact of along the way using agreed metrics to measure success

KEY BENEFITS



EXPERIENCED SUPPORT

We'll help you get the most from your investment



MORE EFFICIENT SCHEDULING

You'll reduce wasted hours and costly operational overheads while increasing customer satisfaction



EMPLOYEE ENGAGEMENT

Your agents are a critical element in driving positive customer experiences – it pays to keep them engaged



ENHANCED FLEXIBLE WORKING

Flexible working practices & patterns will help you match customer demand in a cost-efficient way



WE'VE GOT YOUR BACK

We'll ensure your workforce have the right tools at the right time to deal with more complex customer interactions



FULLY OPTIMISED WFM SOLUTION UNLOCKS 30% PLANNING EFFICIENCIES

Placing WFM at the heart of its planning strategy has:

- Supported an NPS score increase of 5% to 69 points
- Supported delivery of 82% engage scores – with Planning scores of 88%
- Reduced contacts into the planning team by 50%

[READ THE FULL CASE STUDY](#)

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