

WORKFORCE MANAGEMENT REINVENTED



The Witness Systems Workforce Management Solution

It's your goal.

It's our philosophy.

Improve everything.



WITNESS SYSTEMS

REINVENTING WORKFORCE MANAGEMENT TO MEET AND EXCEED YOUR REQUIREMENTS

In today's contact centers, customer interaction volumes are moving targets. And when you factor in multiple sites, expanded media options, agent proficiencies and preferences, and customer expectations, the task of forecasting and scheduling becomes difficult to manage without the right tools and sophisticated analysis.

That's where the pre-packaged **Workforce Management Solution from Witness Systems** comes into play. We're reinventing workforce management by uniquely combining the proven workforce management functionality of Blue Pumpkin Software – a Witness Systems Company – with insightful performance management and actionable learning capabilities.

Comprised of an easy-to-use set of software and services, it simplifies the task of forecasting and scheduling, enabling contact centers to capitalize on the unique skills and proficiencies of every agent. As a result, you can reduce costs by staffing appropriately to meet your workload, drive business growth, and improve employee effectiveness and retention. Thousands of users around the world rely on our solutions each day to help them capture customer intelligence and optimize their workforce performance.

NOW YOU CAN:

- *Increase forecasting accuracy by factoring in a variety of methods and historical patterns*
- *Create optimal schedules easily to reduce costs, while reflecting each agent's unique skills, proficiencies and preferences*
- *Monitor adherence, intra-day trends and other key contact center metrics in real time*
- *Schedule and manage single, multiple and virtual contact center sites across time zones*
- *Heighten employee satisfaction with online shift swapping, optional shift bidding, time-off requests and more*
- *Leverage e-learning to communicate contact center policy updates and changes to your agents, as well as to supplement their formalized training.*
- *Use captured customer interactions to build a library of best practices for training your workforce, and perform assessments to gauge skill acquisition and knowledge retention*
- *Consolidate data from multiple systems, channels and sites into reports and scorecards for more holistic, simplified decision-making across the enterprise*

MASTER FORECASTING AND SCHEDULING FOR OPTIMAL SERVICE PERFORMANCE

To meet the needs of a broad spectrum of contact centers, **Witness Systems Workforce Management** is available in pre-packaged solutions that deliver different levels of functionality. Whether you're a global organization, a small-to medium-sized business or somewhere in between, Witness Systems has foundation-level and advanced solutions to help you extend business value.

Depending on your business needs today and in the future, you can invest in the **Operational Series Workforce Management Package**, which is comprised of functionality designed to optimize agent performance, reduce risk and automate manual processes, such as forecasting and scheduling. Our **Advanced Series Workforce Management Package** builds on Operational Series functionality and focuses on optimizing contact center performance by raising first call resolution rates, increasing contact center revenue generation and ensuring consistent customer experiences.

Although the specific features of the packages differ, they include some or all of the following:

FORECASTING AND SCHEDULING – Accurate forecasting is the critical first step in managing your workforce. Witness Systems Workforce Management integrates with your ACD and uploads historical data directly from its database. Since call volumes vary depending on marketing campaigns, seasons, holidays and other events, you can select, combine and alter historical data to predict future interaction volume and plan accordingly. You also can set up profiles to model contact volume behavior for different events and circumstances.

Unique to our solution is a patented skills-based engine that incorporates the unique skills and proficiency levels of each agent. It produces optimal schedules down to the quarter hour by balancing defined shift rules, work patterns, breaks, off-phone times, agent preferences, agent skills and targeted service level goals. By matching the right agents with the right customers, productivity increases – and so do agent and customer satisfaction. And when your staffing levels precisely match your contact volumes, costs go down.

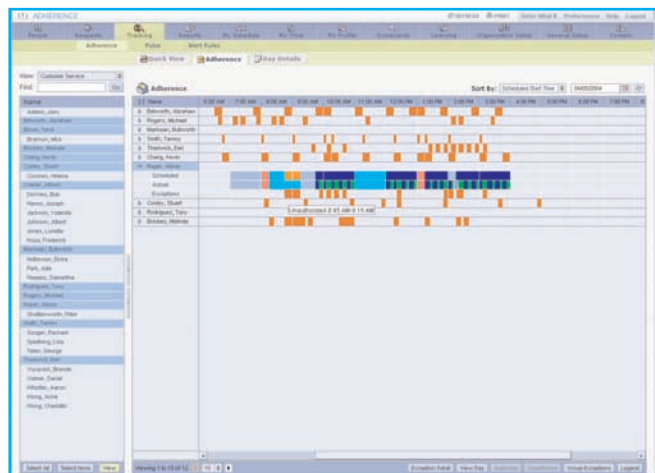
With Witness Systems Workforce Management, you can:

- Schedule single, multiple or virtual contact centers across time zones
- Accommodate a dedicated, blended or task-switching work environment
- Schedule meetings or training without impacting service levels
- Automate compliance with government and union regulations through a comprehensive set of work rules
- Create centralized forecasts and schedules with a single point of control over the entire network, or decentralized schedules that allow for decision-making at individual sites
- Create schedules based on skill priorities that align with your contact routing strategy
- Evaluate different “what if” scenarios, such as full-time versus part-time, to ensure that you have the right resources to meet expected demand
- Create and schedule teams as a unit to support training and accommodate employee logistics, such as carpooling or childcare arrangements

- View deviations of key contact center metrics in percentages or absolute numbers
- Assess trends and historical data
- Identify, understand and proactively resolve variations to plan, ensuring service goals are consistently met
- Provide agents with voluntary time off, or scheduled overtime, to correct for overstaffing or understaffing situations

Witness Systems Workforce Management provides a complete view of adherence, including all agent front and back office activities. Supervisors receive instant alerts for out-of-adherence status, enabling them to make adjustments and receive a true picture of contact center shrinkage.

Building on its strength of managing multi-site and virtual contact centers, Witness Systems Workforce Management can statically allocate contacts on a percentage basis to different sites, and accommodate centers’ operating structures, allowing for a single point of control over the entire network and decision making at individual sites. With multi-site management, you can roll up information to present a complete picture of your entire operation.



With adherence views, you can quickly compare your agents’ actual activities against their schedules, review a breakdown of adherence per activity and manage exceptions – which enables you to separate unplanned-approved from unplanned-unapproved schedule exceptions to minimize shrinkage in your center.

With Witness Systems Workforce Management, you can produce optimized schedules that balance cost, service level and agent preferences – and easily make “drag and drop” changes when needed.

PLANNING, ADHERENCE AND MANAGEMENT – To help continuously fine-tune your operations, Witness Systems Workforce Management monitors adherence to schedule, so you can make necessary adjustments. The intra-day “pulse” feature provides you with a real-time graphical view of forecasted, actual and predicted interaction volume, handle time, service level statistics, agent adherence levels and other critical information. You can configure alerts to notify users of deviations from plan and use trends to re-forecast, re-schedule and proactively take appropriate corrective action.

With intra-day management, you can:

- Leverage the software’s browser-based interface and most up to date ACD statistics to monitor and analyze key metrics for re-forecasting and re-scheduling
- Track and compare actual, forecasted and required statistics by individual or combined queue

WEB-BASED AGENT SELF-SERVICE – Witness Systems Workforce Management enables your agents to manage and contribute to their own schedules without impacting service levels. By bringing workforce management to the agent desktop, you can build staff morale and retention, while enabling your managers to focus on more critical areas, such as coaching and performance-related activities.

Using any Web browser, agents can securely:

- Request vacation and other types of time off, even down to portions of a day
- Set preferences for days off and start times; the software’s scheduling algorithm balances agent preferences and then develops a schedule that optimizes center and staff requirements
- Post, negotiate and request shift swaps via an online swap board; these are screened by the solution’s conflict checker and forwarded to managers for quick and easy processing
- View schedule and time-off information; with just a glance, your agents can get a summary of their schedules for the week and the status of their shift swap, time off and vacation requests

KPI AND AGENT SCORECARDS – The Witness Systems Workforce Management Solutions contain role-appropriate scorecards that display actual employee performance metrics. These scorecards include an extensive set of predefined key performance indicators (KPIs), enabling your contact center staff to see how they’re performing against their goals. This visibility into performance can motivate your staff to improve, while enabling managers to focus on identifying trends, addressing issues and capitalizing on opportunities.

ACTIONABLE LEARNING – To help your agents develop their skills and career paths, Witness Systems Workforce Management enables them to enter their e-learning student homepage directly from the workforce management interface. Online learning courses can be scheduled, minimizing the impact on service level, as well as the delay or cancellation of training. And adherence to schedule can be tracked to ensure e-learning sessions have been completed.

With our browser-based interface, your agents can take training right at their desktops or remotely. Your supervisors select the appropriate training sessions from a library of courseware, assign them to your

agents, monitor completion and track the effectiveness of training over time. A flexible system of access rights enables them to browse through course completion reports and subsequent performance records for individual agents, teams or contact centers as a whole. It's an efficient, consistent way to handle training across your enterprise.

OPTIONAL, ADD-ON FUNCTIONS – Optional functions are available as add-ons to the pre-packaged Witness Systems Workforce Management Solutions to help you address specific customer service issues. They include shift bidding, strategic planning, competency-based learning, custom KPI scorecards, application analysis and more.

RECEIVE GUIDANCE FROM WORLD-CLASS CONSULTANTS



The pre-packaged workforce management solutions from Witness Systems include implementation services to get you up and running quickly. We also offer business consulting services that can help you get the most from your investment. These services are delivered by Witness Systems' seasoned consultants, who have years of experience with contact centers of all sizes, types and industries around the globe. Our goal is to partner with you to provide world-class services that offer measurable results and a rapid return on investment. From implementation and consulting to technical support and training, you can be confident that Witness Systems services are delivered by professionals who understand business practices and contact center operations – and care about your success.



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