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Alvaria Workforce Back-Office Performance™

A great customer experience doesn't end with an agent interaction. It extends from the agent interaction to the back-office work it takes to deliver those customer expectations. There's no shortage of technology and strategy around front-end contact center improvement to drive exceptional customer experiences. However, exceptional back-office performance can create positive results for your contact center as well, including reducing repeat contacts and increasing customer loyalty.

As the world leader in workforce management, Alvaria Workforce™ includes the Back-Office Performance Module to help manage within the enterprise. The software's core forecasting, scheduling and tracking capabilities allow organizations to accurately project future staffing requirements to support customer demand and back-office task completion, create efficient single and multi-skill staffing plans, evaluate schedule efficiency, monitor staff performance and adjust resources to meet changing demand in real-time. Using this module, along with powerful work assignment features, workforce analysts can blend front office agents and back-office personnel to get the most from your total workforce.

KEY DIFFERENTIATORS FOR ALVARIA

Powerful Forecasting Capabilities

Access the same powerful forecasting capabilities available for front office agents for back-office employees with the ability to see forecasts vs. actual staffing even in "what if" scenarios.

Flexible Planning

The Alvaria Workforce Back-Office Performance Module is designed for both short and mid-term planning horizons.

Backlog & Outstanding Task Visibility

Backlog and outstanding task composition is visible for each planning period including the number of tasks and their age. Employees can also see the effects of changes in staffing on backlog over a planning period.

Tailored Back-Office Planning

Import the measured standard deviation around the baseline times to determine with a high degree of confidence how long it will take to complete work within a specific amount of time. Then, assign a multiple of the standard deviation associated with that confidence level.

Multiple Methods to Compute Staff or Work

Leverage four unique ways to compute the best way to distribute work and five methods to compute the staff required to meet deadlines that best meet business objectives.

Self-Contained

Make changes from within the module without exiting and manipulating scenarios or other settings.

Interactive

The Alvaria Workforce Back-Office Performance™ Module is fully interactive. When information is updated in one part of the module, this information immediately updates the rest of the statistics.

Rapid Response

Even with complex configurations, respond quickly to changes and user input.

KEY COMPONENTS

Strategic Planning and Forecasting

Evaluate multiple staffing scenarios to determine optimal resource deployment based on projected demand and resource pool characteristics for both short-term and mid-term planning. Plan for any situation by leveraging forecasts for volume, staffing, budgets, service analysis, and workload. Using an exponentially weighted moving average tailored to each forecast group, the forecasting model merges historical data with current data providing the most accurate forecasts possible. Contact center planners can:

- Quickly evaluate trade-offs between service level objectives and staffing numbers
- Determine the impact of scheduling training and meetings on service level objectives
- Understand impact of service level objectives, resource availability and demand patterns on budget

"What-if" Analysis

Test multiple demand and staffing models and plan for unexpected events such as staff absences, the effect of holidays or weather or other seasonal factors. Create multiple scenarios leveraging historical demand and staff patterns with the ability to adjust and include custom data that fits your business needs. Be confident that long-term, short-term and intraday staffing adjustments will have the right business impact.

Apportionment Support

Develop optimal forecasts for blended front end and back-office personnel. For front office employees or agents, we refer to this process of routing different kinds of work in a blended fashion to different staffing groups as "multi-skill." However, for back-office employees in multi-skill environments, we call this process "apportionment." Our apportionment process determines what percentage of work will be sent to a specific staffing group or multiple staffing groups and can also be used to model current routing practices or calculate a better way to route work based on available staff and other factors. Apportionment methods can be manual – in which the work being routed is manually entered. Additionally, apportionment can be determined through calculated methods based on:

- Routing set priorities
- Proportional to scheduled or target (forecasted required) schedule capacity
- Lowest handle time
- Largest schedule or target capacity
- Target schedule or target staff

Through apportionment, get insights into how work could be distributed between multi-skilled groups of staff, as well as how much each group of multi-skilled staff contributes to the total amount of work items. Ultimately, calculating apportionment creates a better way to route back-office work items.
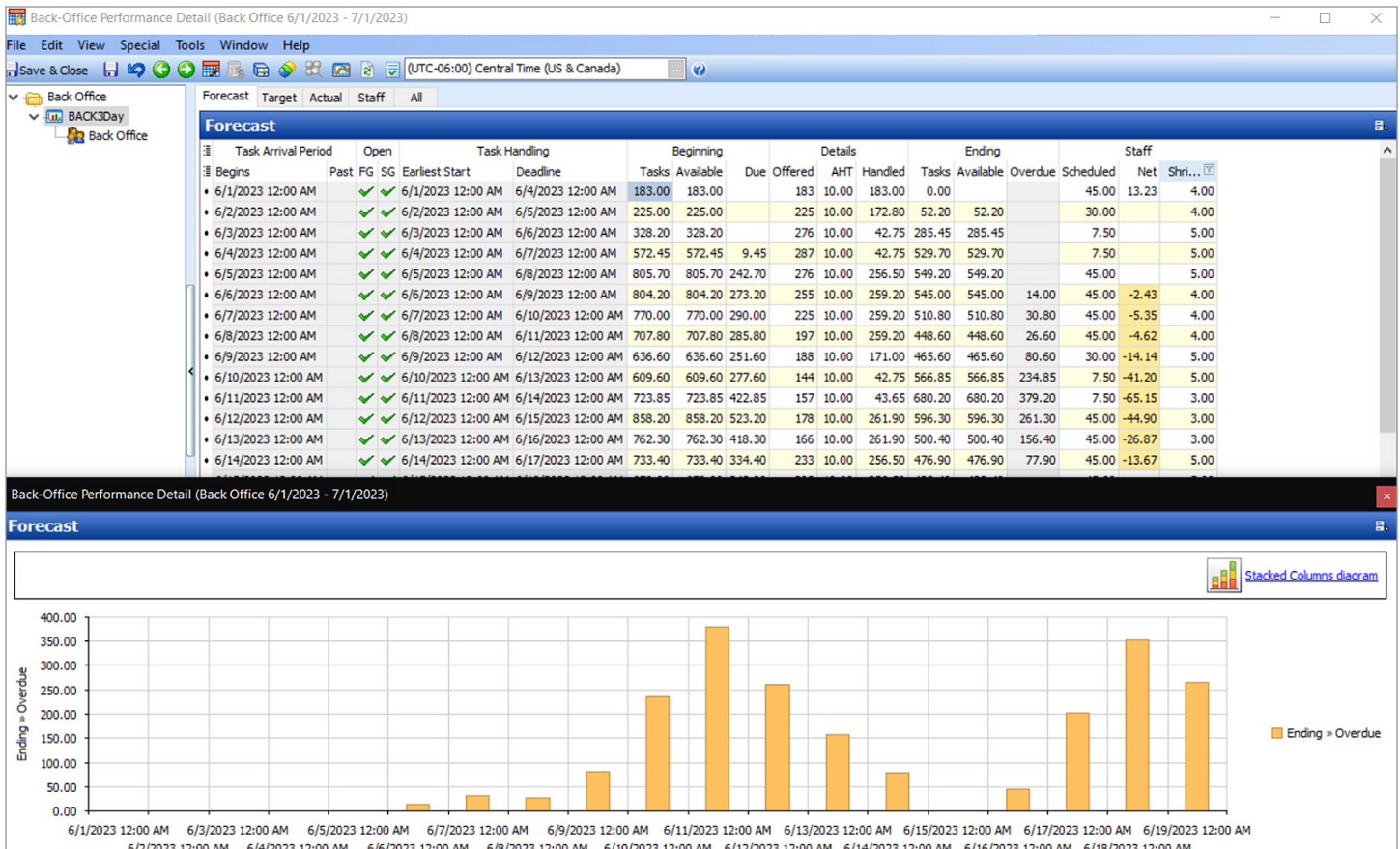
At-a-glance Alvaria Back-Office Performance™ Forecasting

Flexible Scheduling

Create detailed employee schedules based on demand and resource availability, employee preferences, work and equity rules, union, or other contractual schedule restrictions, or leverage a combined approach. Choose from a two-step process where multiple trial schedules are generated that optimize against all parameters and select the schedule that best fits your organization's needs.

Alternatively, a one-step process, based on employee preference, automatically assigns employees as the schedule is generated. Create more accurate schedules using the modern web-based calendar to perform drag-and-drop editing, preview possible schedule changes before they go live and view daily, weekly and monthly schedules.

Intraday Tracking

Display statistics about the organization's performance while still having time to make changes. Compare actual vs. forecasted contact and staffing statistics for both inbound and outbound resources in 15 or 30-minute intervals to take the real-time corrective change to keep staff on track. Backlog and outstanding task composition is visible for each planning period including the number of tasks and their age. Employees can also see the effects of changes in staffing on backlog over a planning period to confidently say that a certain amount of work will be completed in a specific amount of time, for example. In the web UI, use an at a glance view of employees' schedules to determine what activities have been scheduled or how many employees are scheduled for a specific activity to easily identify utilization gaps and the resources available for assignments.

Employee Self-Service

Give employees more scheduling flexibility while ensuring service level achievement for in-house, home-based or remote employees. Empower employees with powerful, web-based self-service and free supervisors from routine approvals and schedule exception management. Alvaria allows for time-off requests, viewing and updating schedule

preferences, vacation balance checking and more for the employee in an intuitive interface. Give employees access to important schedule information on the go in the format that mimics the look and feel of the desktop application, all from a mobile browser.

ADDITIONAL ALVARIA CAPABILITIES

Robotic Process Automation

With so many processes in the back-office done through disparate systems, it can be difficult to track how long it takes for tasks to be completed. Use Alvaria Automate™ - Attended along with key back-office metrics for a 360° operational view of back-office processes. Easily capture what employees are doing within and across their applications. Drill into which application, the duration, frequency, the number of employees, screens, forms, fields, and selections. Additionally, leverage manual inputs to capture important events. Measure how long applications are used and how long it takes for specific application-level tasks to be completed. Access important process performance data like average time to complete a particular task or completed today vs historical. Use this performance data to improve back-office processes with reporting and alerts. Learn about employee variability and deviation from trained or standard processes. Improve how tasks are performed through automation and re-engineering. Create automated workflows based on the information gathered from process performance reporting. Generate automated data entry and validation as well as task wrap up to create more efficiency in the back-office.
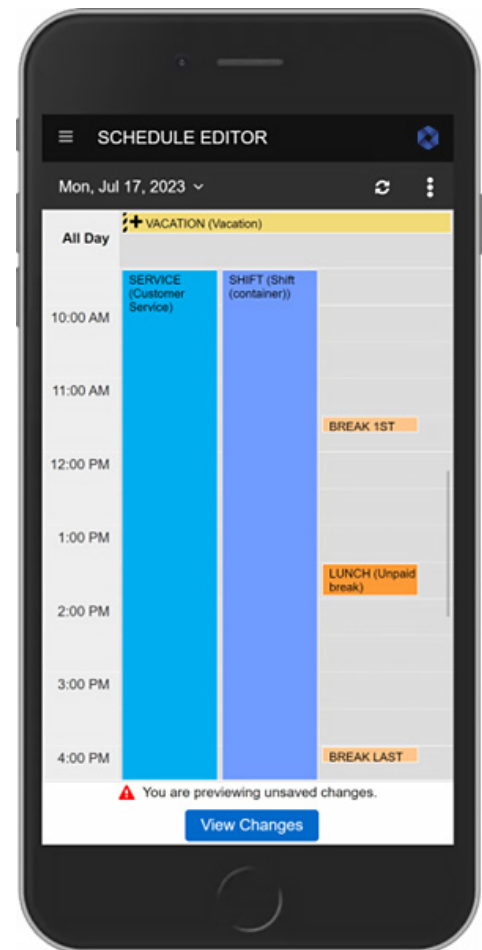
Integrated Performance Management

Utilize KPI-based reporting on the full breadth and depth of workforce metrics such as schedule adherence, shrinkage, service level and more with over 150 pre-packaged reports. This includes the ability to source additional relevant data from enterprise systems and to create alerts and trigger workflows based on KPI thresholds.

Employees can request time off from their mobile devices

Workforce Analytics

Benefit from centralized access to all employee-centered metrics captured within workforce management such as group assignment, schedule preference, skills, seat reservations and more. Plus, the ability to extend the view with additional performance and quality metrics from the full Alvaria WEM solution. Create custom reports that zero-in on employees and schedules to better understand the workforce environment. Target management decisions such as training and reassignment, based on selection made by the planner.

Channel Balancing

Intelligently determine — and direct — each employee's activity to maximize productivity and engagement and produce immediate results. When managing both front and back-office employees, leverage Alvaria to practice balancing channels. Depending on call volume, easily move front office employees to back-office work where and when appropriate.

ALVARIA®

WORKFORCE MANAGEMENT INCLUDING BACK-OFFICE PERFORMANCE

Empowers Enterprises to:

- Staff the right number and type of people at the right time to improve sales-per-hour ratios, dollars collected, customer retention and many other important KPIs
- Improve productivity in the back office with savings typically ranging from 20 – 40%
- Optimally staff agents for all contact center channels
- Evaluate multiple staffing scenarios with powerful strategic "what-if" analysis
- Utilize unique multi-skill forecasting and scheduling to determine optimal skill combinations
- Create schedules based on employee preferences, shift templates, work/equity rules or a combination
- Make accurate intraday adjustments to improve list penetration and effectiveness rates
- Optimize meetings, training and other off-phone activities
- Maximize occupancy and minimize over and under resource utilization
- Cut staffing costs while maintaining or even improving response times
- Reduce the complexity in your contact center with an integrated, total solution
- Easily integrate third-party software with WFM using a rich set of APIs

Key Features

- Modern web-based calendar for drag-and-drop editing, previewing possible schedule changes before they go live and viewing daily, weekly and monthly schedules
- Intraday, short-term, and medium-term business planning with limitless "what-if" scenarios
- Sophisticated forecasting algorithms that leverage full breadth of historical and intraday shrinkage data and support multiple business objectives
- Forecasting, planning and scheduling for a multi-skill workforce
- Accurate forecasting across both front and back-office staffing resources
- Scheduling based on business requirements, employee preference or both
- Centralized visibility into employee characteristics, preferences, schedules and performance
- Real-time intraday performance and agent adherence tracking
- Store, analyze and report on real-time alarms generated by rules that are easily and centrally configured
- Browser-based agent self-service including schedule trades, sequential shift bidding and schedule trades bulletin board
- Simplified management of workforces across multiple sites and outsourced locations
- Automated seat planning and assignment tools
- Compatible with virtually any interaction management/ACD environment
- Available in English, French, German, Spanish, Portuguese, Chinese (Simplified), Chinese (Traditional), Japanese, Russian and Korean
- Compatible with Microsoft Office 365

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