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Alvaria Workforce Mobile™

Alvaria Workforce Mobile provides immediate access for your agents and management to your Alvaria Workforce™ system directly from their mobile devices. Empower agents to self-manage their schedules remotely, and provide supervisors with the tools they need to track schedules, agent requests and intraday performance from smartphones and tablet devices while they are "on-the-go".

Contact center personnel can access critical information, send real-time notifications and access timely schedule updates at any time, from any location, directly from their mobile devices. Keep Alvaria Workforce up-to-date easily by the individuals closest to daily personnel changes. Allow the system to produce the most accurate intraday schedules possible, decreasing internal costs while increasing managers' productivity.

KEY DIFFERENTIATORS FOR ALVARIA

Integrated Security

Specialized mobile access for your staff and contact center management is enabled through authenticated sign on.

Empower Agents

Supervisors and agents can see the status of their schedules and change requests online without having to call in, ask supervisors or access their desktop to view the status of their requests.

Supervisor Efficiency

Provide supervisors improved efficiency in monitoring key contact center metrics, by eliminating manual intervention, reducing the administrative workload and allowing them to focus on other business needs, which results in improved overall contact center performance.

Real-time Scheduling Updates

Once an agent's request is approved, requests are directly incorporated into the system for real-time use without further manual intervention, saving time and reducing errors.

Flexibility

Mobile access is functional across various mobile platforms, including: iPhone, Android, and tablets.

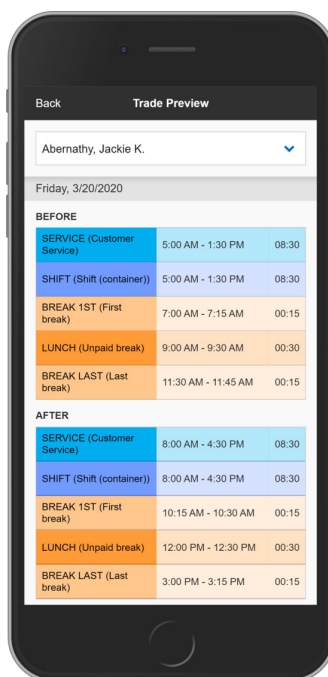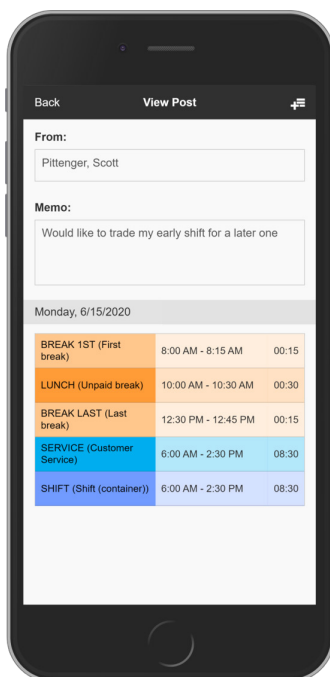### Timely Notifications, Responsive Management

The system constantly checks for conditions in which the contact center is out of adherence and automatically sends mobile notifications to appropriate employees based on configured business rules, keeping your staff up-to-date and informed.

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KEY COMPONENTS

Today's on-the-go lifestyle does not stop once you punch-in on a time clock and work continues even when you walk out the office door. Mobile capabilities benefit both contact center management and staff. When integrating Alvaria Workforce Mobile™ with Alvaria Workforce™ you have the added functionality to manage your staff while at the same time managing productivity by having access to the most accurate intraday schedules no matter where you are located. The benefits are significant. You will be able to:

- **Empower your staff to manage their schedules effectively and increase their overall engagement and job satisfaction. Specifically, agents can:**
  - View, add, edit agent schedule segment (PTO, sick, etc.)
  - View and update schedule preferences
  - View agent performance statistics (ACD activities, compliance, etc.)
  - Create, accept & decline schedule trades (full or partial day)
  - View and interact with Schedule Bulletin Board
  - View group allowance balances
  - View intraday staffing balances
  - View schedule requests
  - View personal account balances
  - Receive web notifications and emails on mobile for overtime, PTO status of requests and other types of notifications

- **Give managers the power to manage remotely. Specifically, managers can:**
  - View intraday performance information and metrics
  - View schedule summary
  - Edit schedules
  - Manage requests
  - View balances (Group, Personal, Intraday)
  - Send, receive and remove web notifications

- Decrease internal expenses dramatically by requiring less manual intervention for processing scheduling requests
- Reduce costs by providing Alvaria Workforce critical updates to ensure accurate, efficient, intraday scheduling
- Provide greater flexibility to your management team by giving them easy access to information they need when on the floor, at their desk, or at home
- Allow management to notify one team or the entire contact center with easy-to-use real-time notifications ensuring responsiveness by providing current information

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Below are example screens for agents and administrators:

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