# EARTHBEND360 ASCEND WORKFORCE MANAGEMENT

EARTHBEND 360

# WE CAN HELP YOU CREATE A MORE AGILE AGENT WORKFORCE.

## EARTHBEND360 ASCEND WORKFORCE MANAGEMENT SUPPORTS TODAY'S MODERN, MULTI-CHANNEL MOBILE WORLD.

In today's globally connected world, customers demand quick, effortless and multi-channel access to their service providers. In order to exceed customer expectations and deliver consistent service while controlling costs, contact centers must be equipped to quickly adapt their workforce by accurately anticipating, planning and responding to the ever-changing dynamics of customer behaviors.

EarthBend360 Ascend Workforce Management (WFM), powered by CommunityWFM, eclipses the benefits traditionally delivered by legacy workforce technologies by tightly integrating an innovative multi-channel notification framework. The configurable notification channels are browser-neutral and designed to unite contact center personnel in the common interest of customer service and operational efficiency.

Ascend WFM's customizable desktop portals are designed by industry experts, specifically for agents, supervisors, schedulers and administrators. This functionality enables organizations to maximize resource productivity and deliver a more consistent customer service experience while also controlling payroll-related expenses.

A refined modern interface coupled with wizard-driven processes provides an intuitive approach to accurately forecasting demand and headcount and optimizing agent schedules. Intelligent intraday dashboards and automatic reforecasting, based on current trends, provide analysts with advanced opportunities to mitigate risks by foreshadowing over- and under-staffed conditions.

This framework allows for heightened employee engagement and collaboration by providing agents with unprecedented visibility into their schedules, pending requests, upcoming scheduled events, offers for over- and under-time and much more.
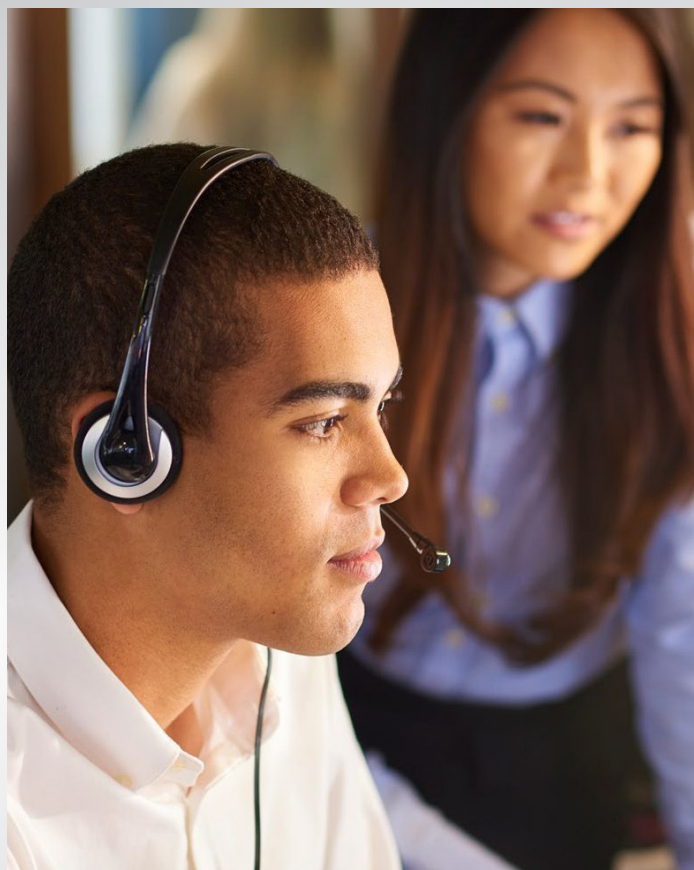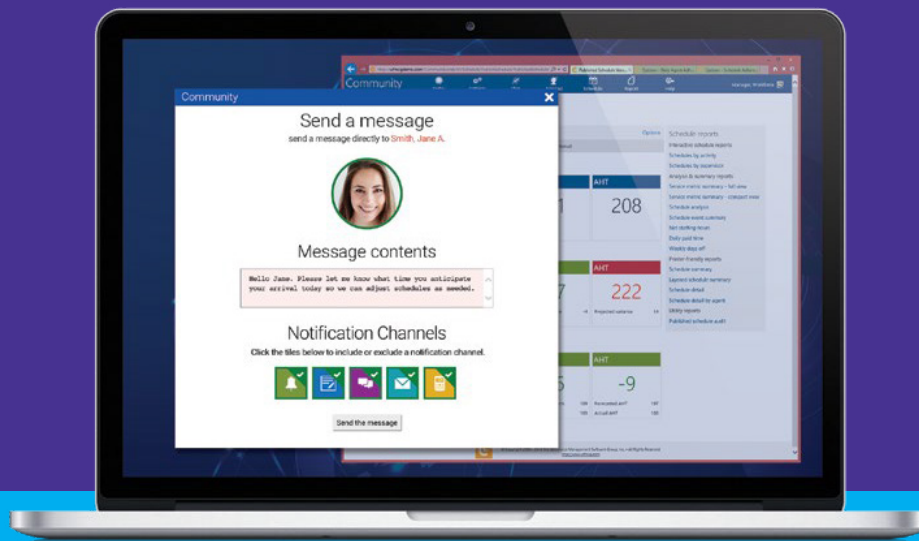
# ASCEND WFM DELIVERS A POWERFUL COMMUNICATION FRAMEWORK.

## TRANSFORM LEGACY WORKFORCE MANAGEMENT PRINCIPLES INTO AN AGILE, DYNAMIC AND COLLABORATIVE ENVIRONMENT.

Ascend WFM is enabled by a powerful messaging framework integrated into its core DNA. Users can interact with staff across five distinct bi-directional communications channels. No other workforce management tool offers the breadth of communication options and enables the same quick access for staff to use email, text messaging, a mobile app, internal memos, pop-up alerts and streaming messages. Via any of the Ascend WFM communication options, supervisors and schedulers can perform functions such as:

> Sending ad-hoc information and notifications to a specific group or individual
> Delivering reminders about upcoming schedule events
> Soliciting agents for opt-in shift adjustments
> Notifying agents of schedule changes and processed requests

Ascend WFM's innovative mobile app connects and empowers your agents on-the-go by providing visibility to schedules, schedule change notifications, opt-in offers, reminders, adherence KPIs and much more. While away from their desktop, any agent can:

> View their schedules, adherence and attendance
> Receive reminders, notifications and accept or decline offers for over- and under-time
> Notify management of tardiness or absence due to illness
> Submit time-off requests
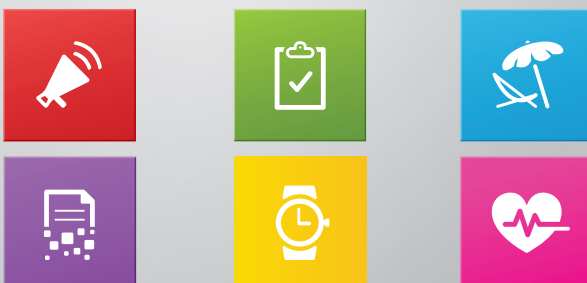
# ROBUST, WIZARD-BASED FORECASTING AND SCHEDULING FUNCTIONALITY.

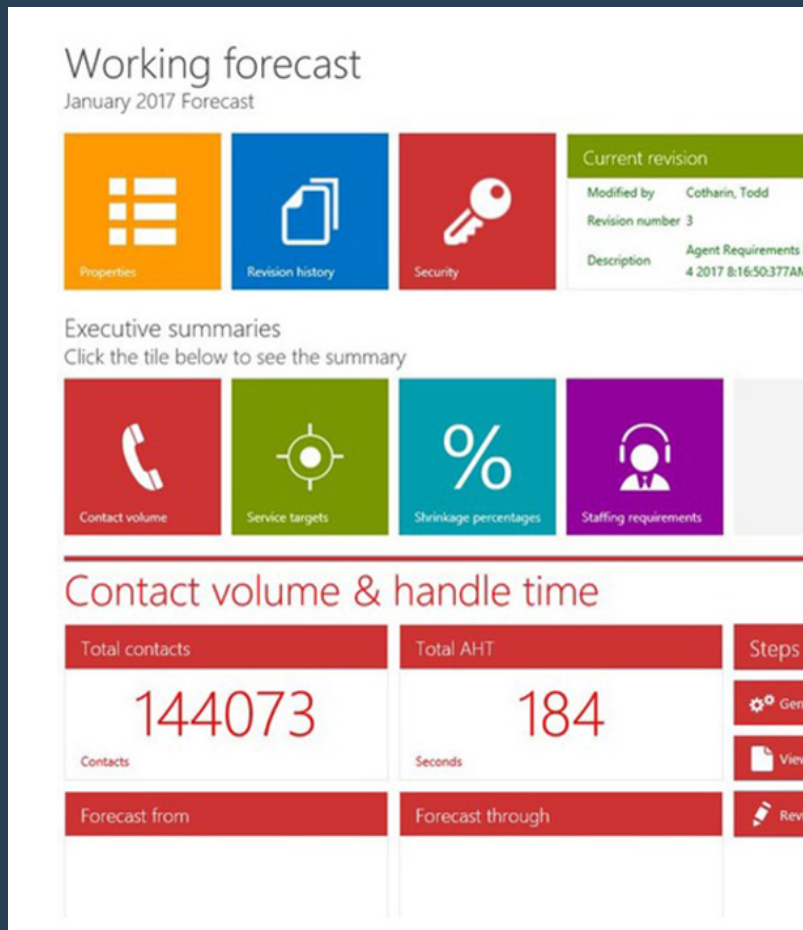## CONSISTENTLY MEET CONTACT CENTER DEMAND AND ELEVATE YOUR CUSTOMER SERVICE TO THE NEXT LEVEL.

Ascend WFM's wizard-based forecasting and scheduling tools intuitively walk users through processes that promote operational efficiency and controlled costs. Users can run advanced "what-if" analyses by varying demand, service level and overhead values to accurately forecast staffing levels. Step-by-step, administrators build a working forecast model derived from historic contact volume and handle time, service objectives and shrinkage percentages. They can then routinely produce an unlimited number of optimized schedules against any of an unlimited number of forecasts or staff plans.

### Forecasting

> Omni-channel staff planning
> Multiple service metrics for omni-channel contact centers
> Five selectable modeling engines
> Time of day and day of week sensitive targets and shrinkage parameters
> Unlimited "what-if" analysis and version control

### Scheduling

> Wizard-driven schedule optimization and bidding
> Algorithm bias control – lowest cost or maximize coverage
> Schedule efficiency measurement
> Detailed cost of schedules
> One-click publish schedule notification





## Working forecast
January 2017 Forecast

Properties | Revision history | Security

**Current revision**
Modified by    Cotharin, Todd
Revision number  3
Description    Agent Requirements Fo
4 2017 8:16:50:377AM

## Executive summaries
Click the tile below to see the summary

Contact volume | Service targets | Shrinkage percentages | Staffing requirements

## Contact volume & handle time

| Total contacts | Total AHT | Steps t |
|---|---|---|
| **144073** | **184** | Gene |
| Contacts | Seconds | View |
| Forecast from | Forecast through | Revis |

| Smith, Jane | | Rogers, Bill | | Michaels, Beth | | Franklin, Martha | | Brown, Andrew | |
|---|---|---|---|---|---|---|---|---|---|
| Not checked in | | Not checked in | | Checked in | | Checked in | | Not checked in | |
| Start time | 08:15 am | Start time | 08:15 am | Start time | 08:15 am | Start time | 08:15 am | Start time | 08:15 am |
| Check in time | N/A | Check in time | N/A | Check in time | 08:17 am | Check in time | 08:20 am | Check in time | N/A |
| Event type | Phone | Event type | Phone | Event type | Phone | Event type | Phone | Event type | Phone |

| Thomas, Tim | | Garcia, Reginald | | Samson, Phillis | | Ford, Mary | | Washington, Daniel | |
|---|---|---|---|---|---|---|---|---|---|
| Not checked in | | Checked in | | Not checked in | | Checked in | | Not checked in | |
| Start time | 08:15 am | Start time | 08:15 am | Start time | 08:15 am | Start time | 08:15 am | Start time | 08:15 am |
| Check in time | N/A | Check in time | 08:11 am | Check in time | N/A | Check in time | 08:15 am | Check in time | N/A |
| Event type | Phone | Event type | Phone | Event type | Phone | Event type | Phone | Event type | Phone |

**? Expected arrivals**
These people are scheduled for work but have not yet checked in

**Manually check-in people**
Drag a person's tile here to manually check that person in for the shift

**Mark people as late**
Drag a person's tile here to indicate that the person is late

**Mark people as out**
Drag a person's tile here to indicate that the person out for the day

# EXPERIENCE THE POWER, SIMPLICITY AND CONVENIENCE OF AUTOMATED SCHEDULE ADJUSTMENT PLANS.

## Automated Schedule Attendance Monitor (ASAM)

Managing attendance has never been easier. ASAM, integrated with the phone system and the agent mobile app, provides an automated and streamlined approach to tracking agent arrival and attendance. The Attendance Monitor in ASAM allows supervisors to view agents as they arrive by specific time intervals. Additionally, the Arrival Detail Console provides a dashboard of an agent's status, including expected arrival time, check-in status and late-for-shift, while also streamlining the process of managing exceptions.

## Automated Schedule Adjustment Plans (ASAP)

Imagine having the ability to refine work schedules and immediately inform agents across their chosen channels. Ascend WFM provides a unique toolkit that enables analysts to create, save and re-use an unlimited number of customizable strategies. This on-demand feature allows analysts to increase, decrease or refine staffing levels, virtually eliminating tedious and time-consuming schedule modification processes.

# IMPROVE AGENT EFFICIENCY WITH ADVANCED ADHERENCE REPORTING.

## ASCEND WFM'S ADHERENCE REPORTING TOOLS AND AGENT EVENT REMINDERS HELP DRIVE CONTACT CENTER PERFORMANCE.

Schedule adherence reporting tracks how well an agent complies with their scheduled activities. Effective measurement and management of schedule adherence can help a contact center to:

> Gain visibility for assessing projected coverage needs and guiding intraday decision-making
> Drive operational efficiency, increase productivity, reduce agent occupancy, lower average wait times and improve customer satisfaction
> Plan for future staffing needs more effectively by analyzing the historical use of agent resources

Ascend WFM seamlessly integrates three levels of adherence reporting for supervisors, schedulers and agents. You can instantly view real-time alerts, monitor daily or weekly performance and access historical adherence reports. Adherence reporting tools and agent event reminders are powerful drivers of ROI for any contact center, and have been shown to provide an increase of 10 – 30% in captured productivity hours.

Ascend WFM's robust interface merges adherence performance alongside daily schedules for intraday schedule management. You can access real-time adherence alerts detailing performance metrics by team or at the agent level. Key feature functionality offered by the solution includes:

> Photo-based reporting and real-time alerts
> Quick view of contact center threshold value and individual agent status
> Adherence summaries by event, skill or phone state
> One-click adherence reconciliation

## EarthBend360

2904 West 10th Street
Sioux Falls, SD 57104
Tel: 605.777.7005
Email: eb360@earthbend.com
Web: www.earthbend.com