

# Mitel Workforce Management

Increase customer satisfaction, agent involvement and profitability with Mitel WFM



Ensures you have the right number of agents with the right skills, in the right place, at the right time.

## **OPTIMIZE RESOURCES. INCREASE PROFITABILITY.**

Today's contact center is as much about profitability as it is about customer service. But lacking a solution that supports these objectives AND one that keeps your agents happy is often the cause of major headaches for many contact center managers worldwide. Mitel WFM balances these three areas carefully, with industry-leading forecasting/scheduling functionality at its core.

An ultra easy-to-use solution, it works across multiple sites in multiple time zones. Unique features facilitate employee lifestyles and provide world-class support while at the same time, guaranteeing you get the absolute most out of your investment.



## ON-SITE OR CLOUD-BASED?

Mitel customers range in size from tens to thousands of agents – in over 90 countries. No matter which industry or contact center size, the challenge remains the same: accurate forecasting/scheduling and adherence assurance. Whatever your preferred deployment (on-site or cloud-based), Mitel WFM scales to your needs.

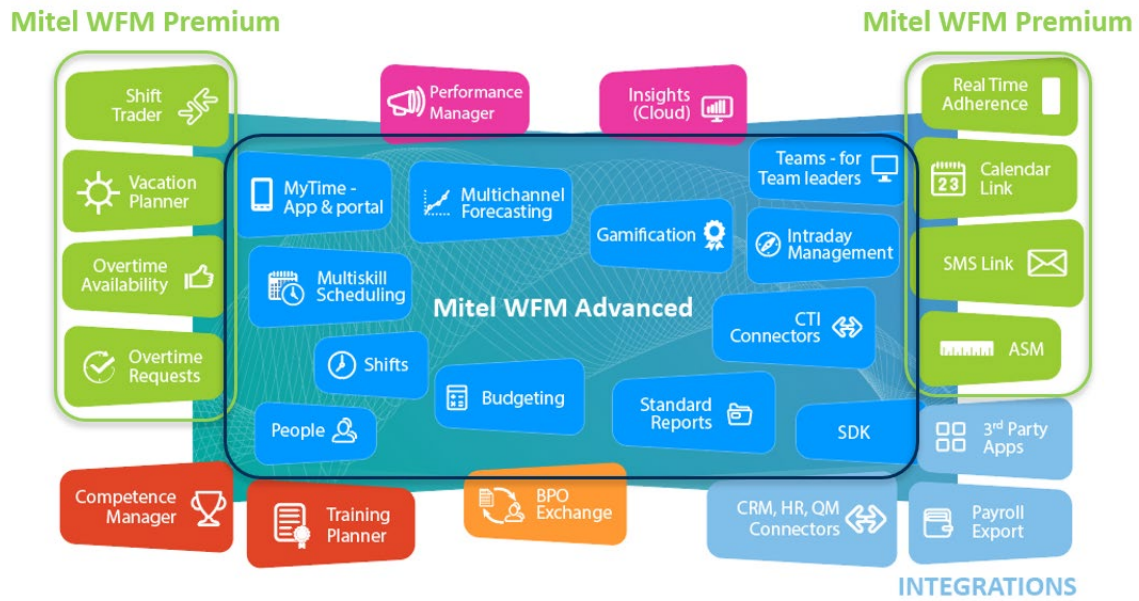
## START WITH A SOUND FOUNDATION!

How do you plan for a future that's uncertain? The answer? Mitel WFM is the most powerful forecasting tool on the market – working across all customer contact channels including phone (inbound and outbound), chat, e-mail and social media. Offering easy integration with any technology platform, it analyzes your history taking into account seasonality, trend analysis and campaigns to predict the future. By being able to create forecasts for any time interval (i.e. tomorrow or next year) and make instant changes in planning, you're prepared to meet the future head-on.



*Contact center software must be able to collect, assess, and analyze data from agent-customer interactions meaningfully so that intelligent action can be taken.*

# Mitel WFM Solution



*Mitel WFM consists of Advanced and Premium licensing levels with optional add-on modules/packages, easily adaptable and expandable to your needs. Get the most feature-rich solution on the market that's always at the forefront of innovation!*

## SCHEDULING AND OPTIMIZATION

This is where the magic begins: based on accurate forecasting, the scheduler can now assign individual agent shifts optimally. Are you multi-site, multi-skilled? Do you work across time zones? No problem; Mitel WFM can optimize your schedules. Whatever your particular set of rules (e.g. national labor regulations, contract specifications, agent preferences), automated scheduling can take all of these into consideration. Mitel WFM allows you to schedule for any length of time interval and thus helps ensure that at your highest peak periods, you will be able to reach your desired Service Level.

## INVOLVE AGENTS IN THE PROCESS

Mitel WFM understands that agents are your most vital asset. A MUST then is supplying a tool accessible on any modern device that allows them to check their work schedules, view messages, make shift trades, request vacation, state preferences and add overtime availability – all of which lower attrition rates and raise schedule adherence. Even better, gamification and self-assessment features engage agents and help improve their overall performance.

## FOLLOW UP AND IMPROVE

Contact centers are one of the most dynamic areas in many organizations. Mitel WFM supports this dynamic nature, offering full intraday capabilities and real-time adherence functionality. Make changes with a click of your mouse. Follow up on any of the many reports available, or create your own reports, dashboards and scorecards in just seconds. Measuring allows you to pinpoint areas for improvement. What gets measured gets done, and you now have time left over to create and implement the improvements!

## OPEN DATA AND INTEGRATIONS

Make use of any or all of your system data by using the Mitel WFM Software Development Kit (SDK) to construct customized applications and integrations on top of the Mitel WFM framework. For example, integrating Mitel WFM with your Data Warehouse or ERP tools creates richer data intelligence.

## RICH IN FEATURES

Get the most feature-rich solution available, consisting of Advanced and Premium licensing levels along with optional add-on modules/packages, giving you exactly the functionality you need. In addition to being feature-rich, Mitel Workforce Management is the most user-friendly WFM solution on the market.

✓ Multi-skill, multi-site, long-term and intra-day forecasting	✓ Competence management
✓ Multichannel support (including social media and chat)	✓ Standard reporting
✓ Back-office forecasting, scheduling and optimization	✓ Performance management, dashboards and scorecards
✓ Outbound forecasting, scheduling and optimization	✓ Agent self-service with automated time-off requests and shift trades
✓ Full contract support, including all major labor laws	✓ Team leader portal, with quick overview and change capability
✓ Intraday management	✓ Support in over 30 languages
✓ Scheduling – down to one-minute intervals	✓ Agent SMS updates
✓ Real-time adherence	✓ Vacation planning
✓ Outlook calendar integration	✓ Budgeting and what-if scenario analysis
✓ Meeting planner	✓ Integration with any Mitel Contact Center platform
✓ Desktop analytics	✓ Payroll management
✓ Availability in the cloud	✓ Smartphone and tablet support
✓ Single sign-on	✓ Gamification features

**And much more!**

