

# Workforce Management

## Staffing Forecasts & Schedules

**Noble® Workforce Management** is a comprehensive workforce planning system that can accurately forecast call volumes, leverage flexible scheduling processes, integrate with other corporate systems, and produce reports that measure agent and center performance. **Noble® WM** provides a powerful, robust, and affordable solution that is easy to deploy for centers of all sizes, dynamic features and world-class technology that automates every facet of the workforce management experience, giving you the tools you need to succeed in an increasingly complex environment.

### Create Forecasts and Optimize Staffing Schedules

Gain visibility into your data and make more proactive and knowledgeable scheduling decisions. The system analyzes agent work history data from your *Noble ACD* (or other system) to calculate an accurate forecast for future inbound call volumes, outbound calling lists, agent requirements, and average handling and call times for any time interval of the day. The built-in *Simulator* engine generates staffing schedules based on all call types and routing rules. Schedules are created using a range of factors, including agent availability, work rules, skills, holidays, breaks, service level goals, and budgets. Agent rankings are adjusted dynamically for on-going performance to help you staff the best agents at critical times.

### Manage Schedules More Efficiently

View staffing schedules quickly and easily with the graphical agent roster. Drag and drop breaks, lunches, meetings, and other changes to agent schedules and updates are made instantly in real-time. You can also track agent status and compare planned versus actual activities throughout the day to see who is adhering to their schedules. Alerts let you know when an agent is out of adherence, helping you reduce shrinkage. The fully integrated exception planner simplifies scheduling time-off, meetings, and training sessions with a color-coded availability calendar, helping managers handle requests while ensuring that the center is staffed to meet service levels.

### Improve Communication Between Agents & Managers

Take advantage of the web-based portal to allow agents to instantly check their schedules and communicate with supervisors to streamline scheduling. Agents can take charge of their work and time off by viewing, bidding and requesting schedule changes online. Supervisors receive the information and can run reports to see what effect the changes will make on staffing and forecasting to make quick decisions, saving them time so they can focus on more critical tasks. Agents are automatically notified when their requests are approved or denied.

### Capture & Analyze Critical Contact Center Data

Track activities and performance in all areas of the contact center to make informed decisions regarding operational changes that can have a profound impact on your business. You can generate reports on all agent activities, including adherence to schedules and key performance indicators, and monitor center-level performance to see how the center is handling call volume, achieving inbound service level and outbound contacts goals, and managing costs and revenue. *Noble WFM* automatically gathers information on your *Noble* agents for use in scheduling, including agent information, skills, and rankings, as well as sharing historical data for forecasting.

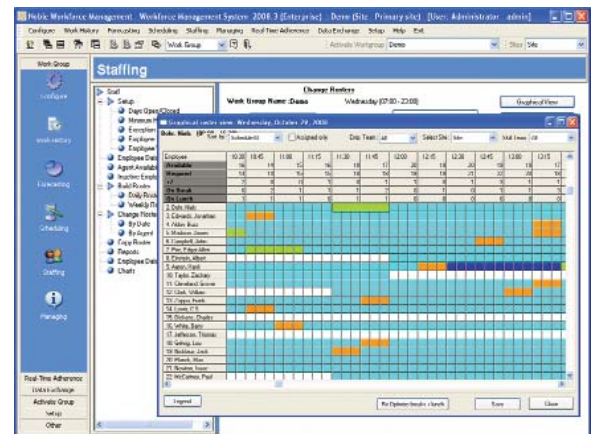
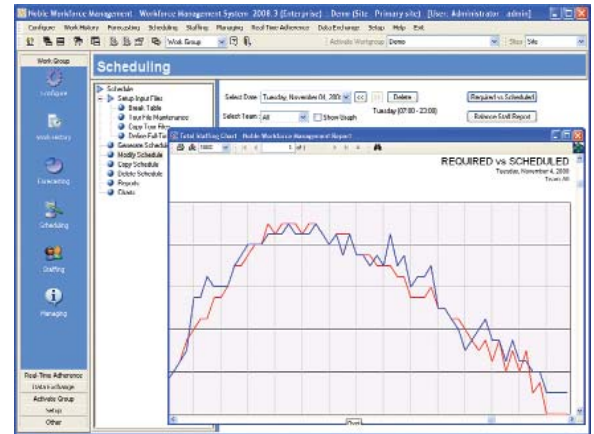
- > Outbound & Inbound Schedule Management & Forecasting for Blended Environments
- > Real-time Schedule Adherence Reporting & Intra-day Updates
- > 'What if' Scenarios
- > Online Agent Portal for Submitting & Approving Schedule Requests
- > Integration to Noble & to 3rd-Party PBXs

**“ We have reduced administrative hours by 75%; we used to spend 20 hours a week tracking agent activity and call volume trends; now, we spend only 5 hours. We reduced costs in a matter of days and can produce budgets with costing of all forecasted agent shifts. This has increased profitability by 20% in just a few months. ”**

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- > Accurate Forecasting : future call volume, agent requirements, average handling time, at any time interval
  - Predict future metrics using historical data from Noble or other ACD
  - Inbound Forecasting to predict call volumes, including “Valleys” to identify periods of low INB volumes to schedule OUTB campaigns
  - Outbound Forecasting for Agents (schedule agents based upon records to call) and Calling Lists (determine resources needed to exhaust a list or to spread calls evenly across a time period)
  - Support multiple sites, complex routing rules, & multi-skilled agents, as well as ‘normal’ /‘distinctive’ days
  - Simulator Forecasting Engine for scheduling, budgeting & planning
  - What-if Scenarios explore affects of volume/service level changes
  - Automatic Intraday Forecast Updates
- > Schedule Optimization : using agent availability, skills, expected call volume, holidays, breaks, service levels, budgets, and more
  - Skills-based Scheduling & Routing, Automated Agent Ranking
  - Work Group Setup for splits, agent groups, multiple sites & time zones
  - Graphical Agent Rosters to drag/drop breaks, lunches & other changes to agent schedules with instant schedule updates
  - Dynamic Agent Rankings based on actual performance
- > Exception Planning : schedule meetings, training & time-off
  - Personal, vacation, sick, or holiday time, plus meetings and training
  - Real-time, color-coded summary of agent time off
  - Graphical Availability Calendar to see affects of exceptions
  - Setup Rules to match skills with shift availability
  - Point-and-click to add or remove agents from meetings
- > Real-Time Schedule Adherence
  - Agent Status Monitoring + Instant Alerts for out-of-adherence states
  - Forecasted versus Actual Center Statistics
- > Reporting & Performance Management
  - Reporting for scheduled vs actual, adherence & KPI performance
  - Reporting on overall efficiency, volume, service levels, skill staffing, etc.
  - Graphical Reports for true visibility into your operation & workforce
- > Agent-Supervisor Collaboration : web-based employee & supervisor access to view, bid, request or change schedules
- > Data sharing with Noble Composer, Maestro and CCS for historical data, call volumes, agent details, skills, and more
- > Quick Deployment, Highly-Configurable for System Integration



*\*Some features are in development. Ask your Account Manager for information on availability .*

**“ We have been able to target and maintain unrelenting accuracy for forecasting call volumes. As a result, we have better optimized the staffing & scheduling of our agents. ”**

### ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at 4,000+ client installations worldwide conduct business using the award-winning Noble platform for inbound/outbound/blended communications. The scalable, integrated Noble solutions include advanced ACD and predictive dialing; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting and workflow, workforce management, and real-time reporting and management tools. Call 1.888.8.NOBLE.8 or visit Noble Systems online at [www.noblesys.com](http://www.noblesys.com).

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