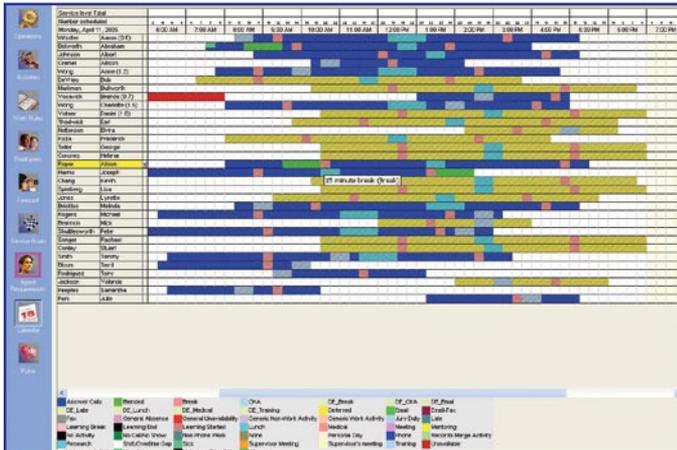# IMPACT 360® Express
Workforce Management

With Impact 360 Express Workforce Management, you can produce optimized schedules that balance cost, service level, and employee preferences.

Smaller contact centers face many of the same issues as larger centers, along with some extra challenges, such as forecasting and scheduling in an environment in which a single agent can affect service levels. Creating accurate forecasts, building efficient schedules, and delivering cost-effective, high-quality service can be a complex task for smaller centers — one that's well beyond manual methods or spreadsheets.

At Verint® Witness Actionable Solutions®, we understand the needs of smaller contact centers. With hundreds of small and mid-sized contact center customers, we know that the right workforce forecasting and scheduling solution can make a crucial difference in your center's operations. That's why we offer **Impact 360® Express Workforce Management.** Designed specifically for centers with up to 150 seats, it combines many of the workforce management capabilities used by large contact centers into a prepackaged, affordable solution that's easy to use and fast to deploy.

Impact 360 Express Workforce Management can help reduce overstaffing and overtime, provide employees with the schedules they actually prefer, identify time-off opportunities, and reduce shrinkage. What's more, it can automate routine administrative tasks, freeing your supervisors to coach their staff.

With Impact 360 Express Workforce Management, your smaller contact center can simplify and automate the complex task of forecasting and scheduling, enhance agent morale, and increase productivity. It's a smart solution that can deliver a return on investment quickly.

Now You Can:

- Benefit from a workforce management solution designed specifically for contact centers with up to 150 seats.
- Accurately forecast using historical data, with the ability to model recurring events.
- View and fine tune contact center operations in real time.
- Create optimal schedules to help meet service levels consistently and cost effectively while accommodating employee skills, proficiencies, and preferences.
- Monitor staff adherence to schedule and manage adherence exceptions efficiently.
- Increase productivity by automating routine administrative tasks.

VERINT®
WITNESS ACTIONABLE SOLUTIONS®

Gain the Benefits of Workforce Management

- **Forecasting and Scheduling** — Impact 360 Express Workforce Management integrates with your ACD and uploads historical data directly from its database. You can use this data to forecast future contact volume and handle times for daily or weekly projections. You also can set up profiles to model contact volume behavior for recurring events and circumstances.

  Impact 360 Express Workforce Management helps you produce optimal schedules down to the quarter hour by balancing defined shift rules, work patterns, breaks, off-phone times, targeted service-level goal, and agent skills, proficiencies, and preferences. By better aligning staffing levels with contact volumes, it can help drive down costs.

- **Planning, Adherence, and Management** — Impact 360 Express Workforce Management tracks key operational metrics so you can take corrective action right away. This intra-day functionality provides a real-time, graphical view of forecasted, actual, and predicted contact volume, handle time, service-level statistics, and other critical information. You can configure email alerts to notify users of deviations from plan and adjust your staffing accordingly.

  What's more, Impact 360 Express Workforce Management can provide a complete picture of adherence. You can simultaneously compare your agents' actual activities against their schedules, review a breakdown of adherence per activity, and manage exceptions, helping minimize shrinkage in your center. Supervisors can receive instant alerts for out-of-adherence states, helping them correct problems right away. An advanced adherence exception management function shows employee exceptions graphically across the entire day in real time, allowing supervisors to approve or deny them in one-minute increments.

  Better still, Impact 360 Express Workforce Management can enable you to perform what-if analyses to assess different staffing strategies, such as full time versus part time. This can help you make informed decisions using data that would be very difficult — if not impossible — to evaluate using spreadsheets.

- **Agent Self-Service** — Agents can easily manage and contribute to their own schedules without impacting service levels. They can request preferences for start times (by day), overtime, and days off in the week, and view published schedules using their browser-based interface. They can also post, negotiate, and request full or partial-day shift swaps via an online swap board — which is monitored by an automatic conflict checker and forwarded to managers for quick and easy processing. This can build morale and retention while allowing your managers to focus on coaching.

- **Reporting** — Impact 360 Express Workforce Management includes out-of-the-box reports on center activity, adherence, performance, staffing, time off, and more. It also provides audit trail functionality that shows system administrators the changes made to the system, such as modifications to schedules, roles, permissions, forecasts, employee attributes, and more.

- **Shift Bidding** — This optional functionality introduces greater fairness in awarding shifts by automatically factoring in seniority, rank, and unique "tie-breaking" bonus points to assign shifts. Supervisors can allocate bonus points to staff to recognize extra effort, and employees can choose to use them to elevate their position in the bid. The system also immediately informs agents of the chances of getting their shifts, setting expectations ahead of time.

- **Time-off Manager** — Using this optional functionality, you can streamline routine tasks associated with time-off requests. Agents can request, be wait-listed, withdraw, and view the status of their time-off requests. Requests can be routed for approval by managers or automatically processed based on rules you define.

Receive Guidance from World-class Consultants

Verint Impact Services can help you get the most from your investment. From implementation, customer support, application consulting, and training to performance management and business impact consulting, you can be confident that our experienced teams understand your business practices and operations — and are committed to your success.

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions® is the leader in analytics-driven workforce optimization software and services. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience across contact center, branch, and back-office operations.

Verint. Powering Actionable Intelligence.®

Verint Systems Inc. is a leading provider of Actionable Intelligence® solutions for an optimized enterprise and a safer world. More than 10,000 organizations in over 150 countries rely on Verint solutions to perform more effectively, build competitive advantage, and enhance the security of people, facilities, and infrastructure.

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