



Three Ways to Leverage Workforce Management and Drive ROI

Ben Willmott of Teleopti explains how to leverage the latest workforce management solutions and make quick-and-easy wins to maximize your return on investment

HENLEY-ON-THAMES, OXFORDSHIRE, UNITED KINGDOM, July 11, 2018 /EINPresswire.com/ -- Teleopti has developed an online Savings Calculator that uses data captured from real customers to estimate the potential savings from a given start point. When this calculator was used for Sparkly Boots Ltd, a fictitious example of a typical medium-sized contact center, the results were startling. With 250 agents each costing £1,950 a month, sickness rates running at 6% and an annual attrition rate of 23%, it is expected to take just eight months from initial development to achieve a return on the WFM technology along with several staggering improvements in time and cost savings:

- Total cost savings of £66,628
- Estimated annual time savings of 5,653 hours, nearly 500 hours every month!
- Anticipated savings of around 4% on sickness and staff attrition rates year-on-year.

So, what's the secret behind Sparkly Boots Ltd's impressive payback on its investment in WFM and how can you achieve similar successes?

3 ways to leverage your WFM and drive ROI

1. Bring the workforce with you on the journey

The majority of savings and benefits that a WFM platform can deliver will be directly linked to your agents' work life. For example, introduction of more flexible scheduling will almost certainly improve your ability to meet customer demand efficiently and minimize periods of overstaffing and understaffing, but this needs to be managed carefully in order to ensure agent engagement.

Offering benefits such as holiday bookings and automation, preference entry and shift trading to give more control over future schedules and access through a mobile app can help to ensure that your agents are with you as you start the WFM journey, rather than against you. Seeking to gain insight and communicating clearly with all stakeholders from early on in the project is key. Most Teleopti customers see a reduction in shrinkage and attrition after implementing Teleopti WFM which reduces recruitment and training costs and can also reduce overall headcount requirements.

2. Ensure your forecasting is as accurate as possible

Understanding your customer demand is key to meeting service levels and keeping your customers happy. A schedule perfectly tailored to an incorrect forecast will not do the job! Make sure that external factors are considered in your long and short-term forecasts, including strategic plans and ad hoc events. Make sure your marketing team and other departments that directly impact your contact center volumes and handle times let you know when they undertake activities such as mailing campaigns, so you can build this into your forecast plans and optimize your schedule accordingly. Keep an eye on your forecast vs. actual results from a long-term and intraday perspective to ensure

that you can react to any trends that threaten to impact your schedule performance without resorting to expensive options such as last minute overtime or agency staff. A balanced and consistent workload makes for happy agents as well as satisfied customers.

3. Focus on the quick and easy wins that matter

Shaving excess from the payroll is a sure-fire way of saving money, boosting efficiencies and keeping your CFO happy. This could take the form of reducing overtime, better annual leave planning, removing the need to pay out for untaken leave or introducing more flexibility into agent contracts.

Let's assume that everyone in your 100-agent contact center works a 40-hour week. How often do you actually need all of your agents working all 40 hours every week? What if you were to set up your WFM solution to give a range of hours between 38 and 40 hours? Shaving a mere two hours a week across half of your agents quickly turns into significant payroll savings: 2 hours per week x 50% of your agents x £15/hour x 52 weeks = £78,000 of payroll savings per year. I'm sure you'll agree this is one simple but very effective way to make incredible financial savings!

Now, look at your own contact center –follow this three-pronged approach and check out Teleopti's free online Savings Calculator to reveal more about the savings you could achieve in your own contact center through leveraging WFM or visit www.teleopti.com

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