CYTRACK

CyCX WFM
Workforce Management

Workforce Management

Forecast, schedule and monitor your workforce in real time

Improve your service levels and reducing staffing costs by closely matching staffing levels to workload with accurate forecasts, intelligent real-time monitoring & reporting.

Increase quality and speed of service, the efficiency of your staffing schedules and lower operating costs by reducing wage expenses. Workforce Management uses self adjusting algorithms to continuously increase it's forecast accuracy. The intraday management dashboard allows real time monitoring of your workforce, schedule adherence and workload.

> **❝ All the features you'll need to optimise your workforce.**

Track the accuracy of forecast in real-time, allowing you to quickly identify any deviations or emerging trends and making immediate adjustments accordingly. Workforce Management provides instant alerts for deviations to schedule adherence allowing you to make corrections and stay on target.
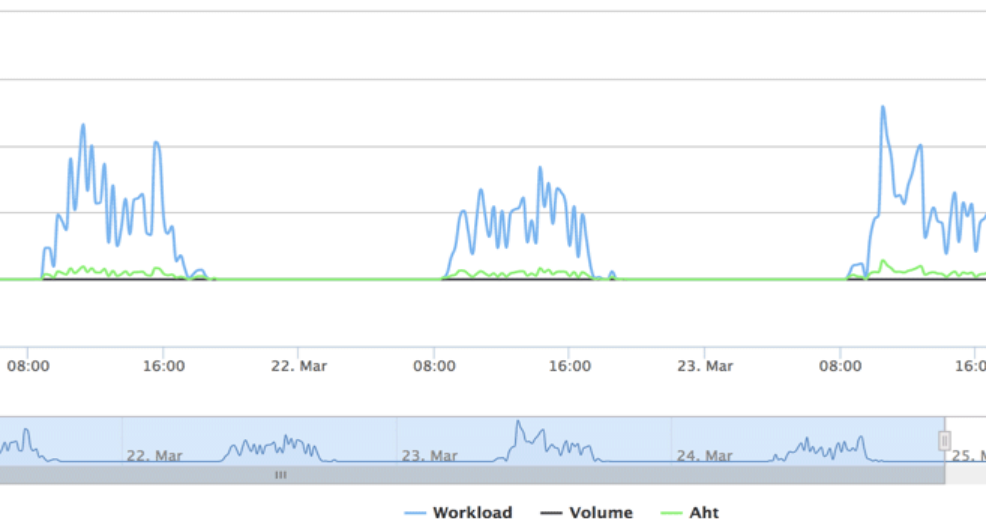
With Workforce Management your organisation can achieve:

- Reduced staffing costs
  Lower overheads while improving response times and service level achievement.

- Lower Capital & Ongoing Costs
  Minimal initial outlay and reduced operating costs compared to traditional premise-based hardware and software

- Cloud accessibility
  Cloud technology removes barriers that make existing enterprise-level system capabilities inaccessible to many businesses.

- Efficiency
  Accurately forecast workload for any workstream.

- Empowerment and Insight
  Enable decision-making in real time.

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Description:

Volumes

08:00   16:00   22. Mar   08:00   16:00   23. Mar   08:00   16:0

22. Mar   23. Mar   24. Mar   25. M

— Workload   — Volume   — Aht

Forecasting

- Workforce Management accepts data in real time and uses a number of self-adjusting algorithms to continuously increase the accuracy of its forecasts.

- Accurately forecast for future volume of any type of work: Calls, emails, tickets or customers waiting in a line.

- The API allows for any type of workstream data to be fed into the system in real time, such as web chat or SMS.

- Allows you to take control of your recruiting cycle and forecast employee or skill shortages well in advance.

- Forecasts can be viewed, analysed and put to work from the macro scale to the individual workstream sub-tasks.

- The system allows you to analyse forecasts for company wide data and KPI achievement down to individual teams and agents.
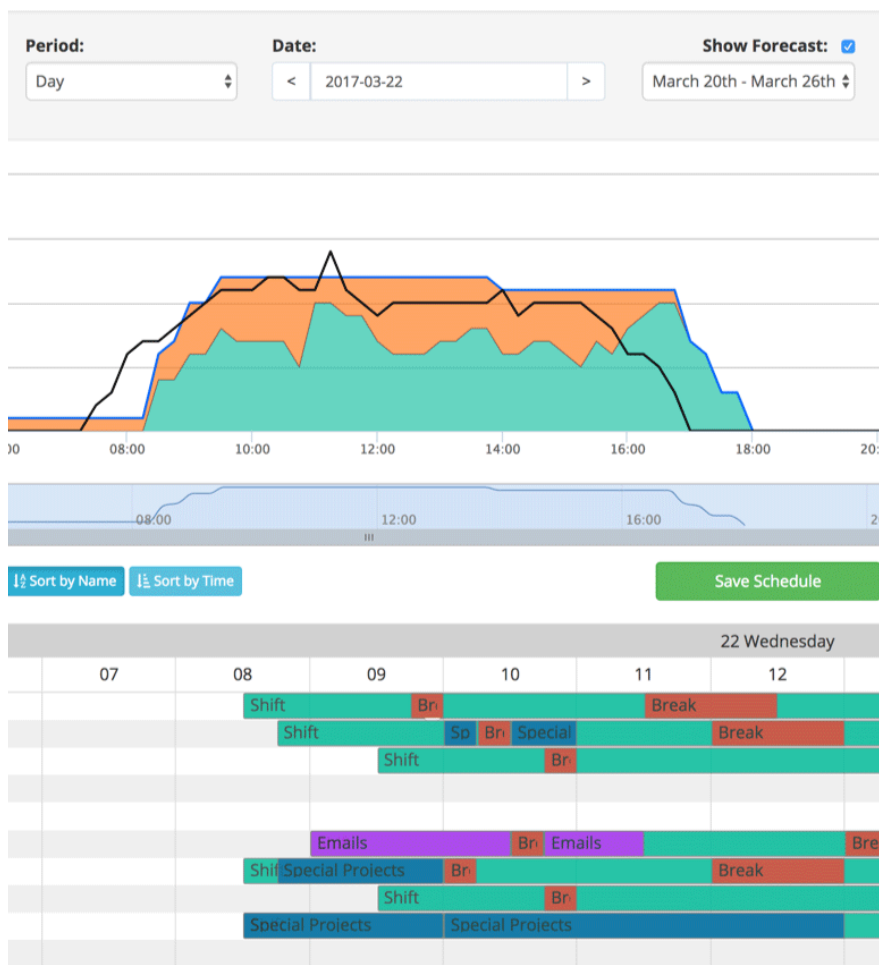
Scheduling and schedule optimisation

When scheduling, Workforce Management will take into account any number of KPIs, business requirements, grade of service agreements and goals to create the most efficient schedule for your needs.

Workforce Management can automatically create smart and efficient schedules that can simply be approved and released or you can dynamically edit schedules and see the results instantly in the schedule optimiser. Workforce Management will alert you of any schedule shortcomings that have the potential to affect business performance and goal achievement.

> 66 Workforce Management uses queuing theory, algorithms and business rules to create the most efficient schedules, enabling you to achieve business objectives and reduce staffing costs

Staffing is one of the largest expenses for any business. Through accurate forecasting and scheduling, you can greatly reduce staffing costs.

Period:	Date:			Show Forecast: ☑
Day ⇕	<	2017-03-22	>	March 20th - March 26th ⇕

00   08:00   10:00   12:00   14:00   16:00   18:00   20:

08:00   12:00   16:00   2

⇅ Sort by Name   ⇅ Sort by Time   **Save Schedule**

22 Wednesday

07	08	09	10	11	12

Roster

Team [Inbound ▼] [<] [2017-06-22] [>] **Select Roster**

Total Hours: 401.5		**Total Cost: $0**			

EMPLOYEE	MON, 19TH JUN	TUE, 20TH JUN	WED, 21ST JUN	THU, 22ND JUN	FRI, 23RD JUN
Alan Tongue	9:15 - 17:45	9:15 - 17:45	9:15 - 17:45	9:15 - 17:45	9:15 - 17:45
Andrea Mason	9:00 - 13:00	9:00 - 13:00	9:00 - 13:00	9:00 - 13:00	9:30 - 13:00
Kate Swaffer	13:00 - 17:00	13:00 - 17:00	13:00 - 17:00	13:00 - 17:00	13:00 - 17:00
Stasia Dabrowski	17:00 - 18:00				
Paris Aristotle	9:30 - 18:00	9:30 - 18:00	9:30 - 18:00	9:30 - 18:00	9:30 - 18:00
Rosalie Martin	8:30 - 17:00	8:30 - 17:00	8:30 - 17:00	8:30 - 17:00	8:30 - 17:00
Alan Mackay-Sim					
Abdullahi Alim	8:30 - 17:00	8:30 - 17:00	8:30 - 17:00	8:30 - 17:00	8:30 - 17:00
Arthur Alla	8:30 - 17:00	8:30 - 17:00	8:30 - 17:00	8:30 - 17:00	8:30 - 17:00
Bridie Duggan	9:30 - 18:00	9:30 - 18:00	9:30 - 18:00	9:30 - 18:00	9:30 - 18:00
Heidi Prowse	8:00 - 18:00	8:30 - 17:00	8:00 - 18:00	11:30 - 18:00	8:30 - 17:00
Jason Ball	9:30 - 18:00	9:30 - 18:00	9:30 - 18:00	9:30 - 18:00	9:30 - 18:00

Rostering

Give managers, team leaders and staff the ability to view their rosters anywhere at any time.

Rosters can be accessed on employees mobile devices, tablets and computers, no matter what they use.

Team leaders can manage staff availabilities and leave requests within Workforce Management and the system will provide intelligent suggestions and alerts when staff availabilities or leave requests could cause potential shortages.

Timesheets and employee time tracking

Workforce Management allows you to manage employee timesheets and export to payroll systems.

> 66 Real time tracking allows you to automatically complete and submit timesheets or easily compare staff submitted timesheets to actual hours worked.

Sending timesheets to payroll systems can significantly reduce data entry and administration time spent on payroll. Workforce Management will send alerts for staff no-shows allowing you to quickly react and ensure business performance is not affected. If Workforce Management isn't already integrated with your payroll system our API makes it easy!

Submit Timesheet

[<] [2017-07-15] [>] **Select Timesheet**

DATE	START/END TIMES		T
Mon, 10th Jul	9:00	17:00	
Tue, 11th Jul	9:00	17:00	
Wed, 12th Jul	9:00	17:00	
Thu, 13th Jul	9:00	17:00	
Fri, 14th Jul	9:00	17:00	
Sat, 15th Jul			
Sun, 16th Jul			

☐ **I did not work during this period**

Reports
‹ Punctuality
Shift Start Compliance
Workstreams
Tasks
Adherence
Occupancy
AHT
Volume
Service Levels
Forecast Accuracy

Reporting

Workforce Management includes a suite of standard reports covering most needs of your contact centre. Reports feature drill-down functionality and can be exported to Excel.

Standard reports cover Punctuality, Shift Start Compliance, Workstreams, Tasks, Adherence, Occupancy, Volume, Service Levels and Forecast Accuracy.

Punctuality

Generate

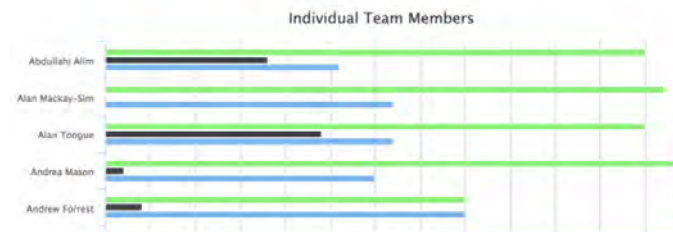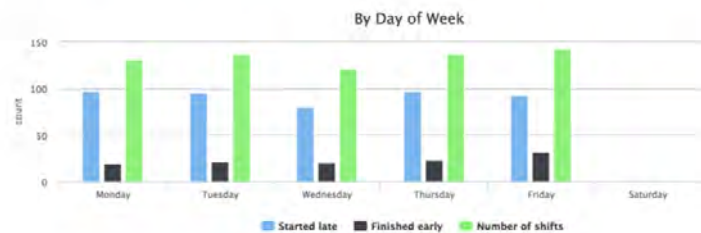| Team | | Start Date | 2017-05-01 | End Date | 2017-0 |

Lenience 0

Total Shifts Started Late: 463   **Total Shifts Ended Early: 115**

By Day of Week

Started late   Finished early   Number of shifts

Individual Team Members

Abdullahi Alim
Alan Mackay-Sim
Alan Tongue
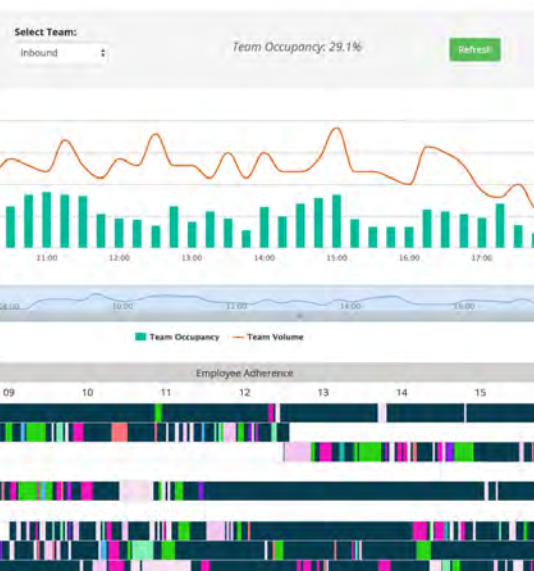Andrea Mason
Andrew Forrest

Real time intra-day management

The intraday management dashboard allows real time monitoring of your workforce.

Workforce Management lets you monitor employee schedule adherence in real time to ensure you always have scheduled number of staff available and will provide alerts when adherence falls below the acceptable threshold, so you can take corrective action.

Workforce Management allows you to view your workforce in real time from the macro company level down to individual agents, continually providing accurate real time data helping you make the right decisions.

Workforce Management will track actual workload in real time compared to the forecast and provide early warnings and automated schedule adjustment suggestions if the volume is abnormally low or high, ensuring you meet targets and maintain an efficient roster.

Select Team:
Inbound

Team Occupancy: 29.1%   Refresh

Team Occupancy   — Team Volume

Employee Adherence

Mobile and tablet for agents & managers

Managers, team leaders and staff the ability to view information anywhere at any time.

Workstreams

Time Per Workstream (% of total workstream time)

A modular suite of customer experience applications tailored to your business

CyTrack technology is a modular range of customer experience applications enabling you to pick and choose what works for you. These can be delivered individually or integrated together for a complete business solution.

CYDESK — Unified Communications & CTI

Desktop call control with CRM applications and business process integration. Our web browser based application includes Presence, IM and full call control, also integrates with Outlook contacts and calendar, Skype for Business and more, send SMS by adding CySMS™ and connects to CyReport™ & CyRecord™ for powerful business solutions

CYREPORT — Reporting, Dashboards & analytics

Entry Level SMDR CyReport™ includes over 130 prepared reports, as well as a powerful configurable browser-based dashboard for analytics and alerts. Upgrade to CyReport Plus for Real-Time ACD & ring group reporting on supported PBX systems. CyReport connects to CyCX-Connect for contact centre reporting, and CyRecord for voice recording search and playback.

CYRECORD — Voice & Screen recording

ISDN, Analogue and SIP Recording. Meet PCI Compliance with AES algorithm capable of using cryptographic keys of 128, 192, and 256 bits to encrypt and decrypt data in blocks of 128 bits. Integrates to CyReport for powerful search and replay Integrates to CRM via CyDesk

CYRECORD INSIGHT — Speech Analytics

Evaluate and categorise calls at scale to measure compliance, build scorecards, rate customer sentiment. CyRecord Speech Analytics can transcribe and analyze 100 percent of your recorded calls to automatically analyze words, phrases, categories and sentiment during calls to reveal areas of opportunity or concern.

CYCALL — Telemarketing & Pro-active engagement

Beyond telemarketing with proactive opportunity creation. Speak to more customers and prospects with CyCall omni-channel outbound & telemarketing contact centre.

CYCX CONNECT — Omni Channel Contact Centre

CyCX-Connect omni-channel provides the ability for your customers to communicate however they want, anywhere, anyhow via telephone, web-chat, SMS, web-callback, callback in queue, email and social media with the list growing every day.


CYSMS — SMS Messaging

Add CySMS to CyDesk for desktop SMS messaging send and receive. A wide range of competitive SMS plans for all customer sizes.

CYCHAT — Web Chat Messaging

Web Chat is fast becoming a channel of choice for customer service and is the perfect complement to our CyCX-Connect Omni Channel Contact Centre solution.

CYSOCIAL — Social Media integration

Connect with your customers with social media integration for your CyTrack applications.

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CyCX AI
Artificial Intelligence
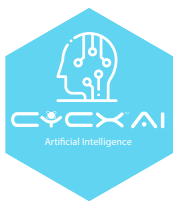
Combine virtual and real support with a live chat solution that is defining industry best practice. With CyCX AI, companies are empowered to deliver a fully integrated support experience by combining self-service virtual agents and human-assisted live chat.

CyLive
IVR & Self Service

CyLive is a powerful Interactive Voice Response (IVR solution) Engine and Management Module designed to offer very sophisticated automation and self service features with a user configurable interface that uniquely provides an IVR designer tool in a flow chart design.

CyLive Speech
Speech Cognitive Services & AI

Convert audio to text, perform speech translation and text-to-speech with CyTrack unified Speech services together with AI technology for combining self-service options and human-assisted delivery

CyCoach
Evaluation & Assessment

Agent evaluation & training management, build skills, confidence and performance of your team. CyCoach leverages voice recording to deliver a sophisticated agent evaluation, feedback and training management process

CySurvey
Customer Satisfaction & Survey

CySurvey allows you to design and create your own surveys. With CySurvey you measure your customer's satisfaction with your business and gain the 'voice of the customer'.

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CyPulse
Services Monitoring

CyPulse application & services monitoring solution. Catch and resolve issues before users notice them

Microsoft Partner
Gold Application Development
Gold Application Integration
Silver Cloud Platform
Microsoft

MAPA 2016
Microsoft Australia Partner Awards
Celebrating Excellence | **Winner**
Excellence in Industry and Platform Innovation

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