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Envision Workforce Management

Elevate contact center performance with Envision Workforce Management™, a sophisticated but easy-to-use scheduling, forecasting and staffing adherence solution designed to simplify the complexities of managing contact center personnel and activities. Envision Workforce Management provides the necessary tools for enhancing customer service while minimizing operational costs; enabling centers to plan and maintain an optimal balance of scheduled agents at the right times with the appropriate skills, reducing costs from over—and under—staffing.

Empower Agents

Envision Workforce Management facilitates personal interaction with staff. Keep a finger on the pulse of the contact center with agent surveys, community memos and streaming messages. Allow agents to take a proactive role with access to schedules and personal screen appearance themes. With configurable menus, you decide what agents have access to, as well as their ability to request time off, review requested and approved hours, trade schedules with other agents and request schedule changes.

100% Web-Based

Envision Workforce Management enables a paper free scheduling environment. Agents have access to 100% of the system functionality from a Web browser window. Configurable menus empower you to personalize restriction settings to determine what functionality agents are able to use, including menu options to other applications and web links.

Powerful Features Meet Ease of Use

Envision Workforce Management incorporates the key best-of-breed WFM features, while maintaining an extremely simple, intuitive and dynamic user experience. With drag and drop schedule interfaces, powerful what-if analysis capabilities, and customizable menus for each role, managing contact center staff is easier than ever.

With Envision Workforce Management:

- Generate an optimized schedule based on agent skills, work habits, multiple channels and custom work hours in a paper free scheduling environment

- Track real time adherence and make updates as needed to approve time off, add meetings, and implement training sessions

- Run what-if analyses to determine the impacts of various staffing scenarios

- Facilitate a collaborative communications infrastructure that insures every member of the contact center team is on the same page all day, every day

Envision Workforce Management—a Dynamic and Vital Component of Contact Center Workforce Optimization

Envision Workforce Management begins with highly accurate forecasting capabilities that are based on each contact center's historical activity data, unique service objectives and specific environmental statistics that impact staffing. It then determines the most efficient schedules based on all internal and external criteria, such as traffic volumes and trends, service level standards and requirements, cost estimates and agent information, including holidays, breaks, lunches, scheduled coaching/training, shifts, skill sets, channels, seniority and time off.

With Envision Workforce Management, you can easily generate, distribute and review reports on actual and forecasted call volumes, service-level adherence and staffing levels, as well as proactively and wisely manage personnel and coverage as unexpected spikes or events occur.

Envision Workforce Management resides on the Envision Centricity® contact center technology platform, which unifies Envision's core Workforce Optimization (WFO) solutions under one robust, Web-based technology platform. In addition to reducing total cost of ownership and optimizing functional integration and usability, Envision's thin-client platform delivers a flexible, user-defined dashboard

for monitoring, managing and analyzing customer interactions in a single, easy-to-use console. This includes vital and relevant information integrated from other related contact center and enterprise systems (i.e., quality monitoring, performance analytics, CRM, etc.) to provide a complete picture of meaningful, actionable and timely information to decision-makers in the center and throughout the enterprise.
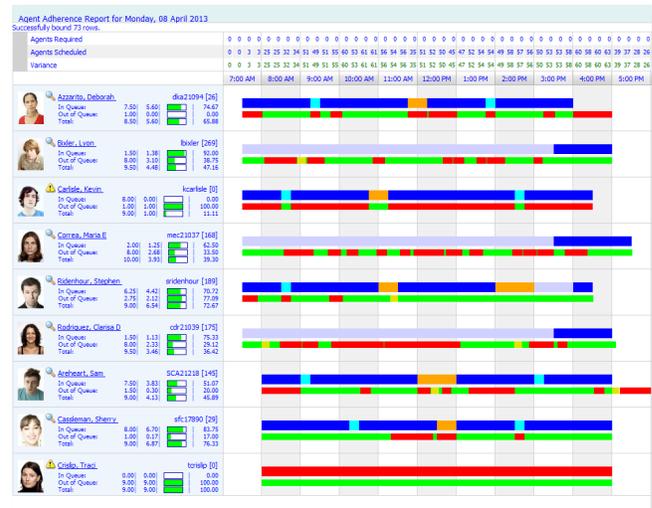
Customizable supervisor portal to manage communication, training, agent transactions and schedules using drag-and-drop functionality.

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Envision—Contact Center Performance Assured.
Envision helps companies better align and integrate the people, processes and technologies within the contact center to drive exceptional customer service. Our belief is that continuous agent improvement helps maximize every contact with customers, which ultimately drives increased contact center and enterprise performance. Envision Centricity is a complete Workforce Optimization suite to aggregate, monitor and analyze data and performance at the agent, contact center and enterprise levels. It is comprised of multiple applications including Envision Workforce Management™ for scheduling, forecasting and staffing, with applications for quality monitoring, identity protection and compliance, and analytics; and the industry-renowned Envision Click2Coach® for fully integrated quality monitoring and management, e-learning, automated coaching, robust analytics and performance management capabilities. Visit envisioninc.com, email info@envisioninc.com or call 206.225.0800 ext. 500 for more information.