Workforce Optimization for talkdesk

Envision Workforce Optimization and Talkdesk can make a lasting impact on agent engagement and customer experience
The contact center is the epicenter of customer experience in the modern-day organization.

Within its parameters lies immense potential for businesses to make a lasting impact on customers.

This has not escaped the notice of decision makers who are eager to utilize these business units for revenue gain. Consider that according to Deloitte’s Global Contact Center Survey, 96 percent of organizations expect to grow their contact centers in both size and “strategic importance” over the next two years in order to successfully capitalize on new business initiatives and better meet diversifying customer needs.

This means the majority of companies are planning to utilize their contact centers to competitively differentiate their brands. This will involve contact center managers working tirelessly to make improvements within many different areas, such as:

- Enhance customer satisfaction
- Increase customer acquisition and retention
- Reduce workforce attrition while increasing agent engagement
- Identify innovative areas for growth and revenue generation
- Continually train and motivate agents

Indeed, all of these objectives are high priorities within the contact center and it is well known that workforce optimization solutions can help meet these objectives. However, as many contact center managers are finding, their 10+ year old workforce optimization solution is not only expensive to maintain, it is becoming antiquated if not obsolete and the features available today just aren’t available without expensive upgrades or a forklift replacement. There must be a better way.

This is where the right technology—specifically, cloud workforce optimization (WFO)—can enable managers to make a positive impact within the contact center that can be realized both internally and, of course, externally by customers. All while guaranteeing a lower cost path to upgrades and new features faster than ever before.

Cloud Workforce Optimization for Talkdesk

Envision WFO in the cloud integrates directly with a customer’s Talkdesk ACD platform. The features available to Talkdesk customers are full stack with workforce management, interaction recording, quality monitoring, analytics, eLearning and coaching. New features and value are built and offered as routinely as every 8-12 weeks. Here are some of the basic WFO applications and how the cloud has made them better.
Omni-channel Interaction Recording

The foundation of any WFO approach is to record the interactions between agents and customers. With a tightly integrated cloud based WFO solution, not only are interactions recorded, but relevant data for the interactions is stored for easy searching and analytics. Data such as ANI, DNIS, customer account number, etc. can be appended to the interaction automatically. Furthermore, the cloud provides customers with cost effective scalable storage, customer defined retention and long term archival options, automatic backups of recorded data amongst other benefits.

AI Based Quality Monitoring

Recording interactions is the first step in any agent quality monitoring program. However, given the enormous amount of data being captured through interactions, having a process that leverages AI to identify important calls and interactions to review is becoming a best in class practice. For example, using AI, calls can be categorized based on average handle time (AHT), amount of silence, whether the call was placed on hold or transferred, etc. This information will help quality supervisors and managers identify calls where the customer experience or agent effectiveness may need to be improved.

Performance Analytics

Identifying agents who are performing at high levels and understanding why allows you to leverage those best practices to improve agent effectiveness and performance across your Talkdesk contact center. Using performance analytics, you’re able to see who has the best call times, who is doing better with cross selling and up-selling, who delivers the highest level of customer satisfaction, who needs additional coaching, etc.

Coaching and eLearning

Once you’ve identified which agents need improvement and where, you can provide the feedback to individual agents or groups of agents to improve performance. This can take the form of a coaching package where the initial interaction and evaluation are sent to the agent, or leverage a library of targeted eLearning clips easily built by you for your Talkdesk contact center.

Share a best in class example of an interaction that an agent had with a difficult customer or one that made a terrific customer save or sale so other agents may learn. Agents receive coaching in their seats and can be improving on the very next call.
There are no additional costs for software maintenance of Envision's cloud WFO solution; it is all provided for one low monthly fee!
Speech Analytics

Speech analytics is used in helping identify trends, calls to evaluate and coach on, understanding why customers are calling and speed up evaluation time. Using the results of speech analytics, you can spot trends that can give insight, as well as, improve efficiency for supervisors in finding and evaluating calls by reviewing the transcription and score of the call. With Envision integrated WFO on Talkdesk, speech analytics processing is handled virtually real-time in the cloud and results distributed quickly back to managers and supervisors for quick action.

Workforce Management

The ability to intuitively forecast the skills and number of agents needed for your contact center is critical to control costs, as well as, to meet SLAs and agents with flexibility. Historical call traffic patterns can be used and adjusted to forecast future needs. A schedule with predictable costs and fairness to agents can easily be created. Agents have the ability to request shift changes, vacation time, all leading to more engaged agents.

Key Benefits to Envision WFO in the Cloud

The cloud has proven to be extremely secure and valuable to many industries and is now available to Talkdesk contact centers that are looking for the next generation of WFO solutions. When you’re looking at Envision Cloud WFO for Talkdesk, you’re exploring a solution that will be better, faster and smarter to operate and maintain.

Here are a few areas where Envision WFO delivers on this promise:

Simplicity

A cloud based WFO architecture is simpler than an on premise solution. Cloud will not require a on premise hardware footprint, SQL servers, third party licensing, ACD vendor services and licensing, integration, internal IT resources, extensive project management, professional services, etc. All of these are required for on premise solution, and the costs and complexity add up quickly. Further, a cloud based solution is architected for the cloud which means it is new generation, multi-tenant, easier to learn and use, and the application will be upgraded for you automatically without having to wait for an internal project or patch to occur.

Cost Savings

CFOs will appreciate that most cloud based WFO solutions analyzed over a 5 year period will be cheaper than on premise systems. In fact, most solutions are accounted for as an operational expense not a capital expense since most cloud WFO solutions are billed monthly under an annual contract. No longer does a project require a capital budget in the hundreds of thousands of dollars for a 200 seat contact center, the project can be budgeted for a monthly per user subscription fee. There are no additional costs for software maintenance of a cloud WFO solution it is all provided for one low monthly fee! This also makes a integrated cloud WFO solution available to smaller contact centers or business units that couldn’t afford the infrastructure and costs of an on premise system.

Automatic Upgrades

No longer do you need to wait for an upgrade to the latest and greatest features with your WFO solution. Internal IT resource constraints, IT freezes, capital budgeting, seasonal lockout dates, etc. are a thing of the past. You have access to the latest features the next time you login to your WFO solution in the cloud without engaging any internal resources.
Flexibility
Cloud allows for extreme flexibility, including access to your cloud WFO solution using a secure login from anywhere you have connectivity, whether that be mobile, at home or at the office. Further, because cloud WFO is subscription based, users and functionality can be added and removed with greater flexibility and ease. Contact centers that may be seasonal agents or those that are growing and need to scale quickly without long implementation cycles can rest assured that cloud based WFO and software as a service subscriptions give the flexibility to operate your contact center.

Security
When choosing a WFO cloud provider, security of your data and access are critical. Look for a solution that is running in a secure environment that delivers these capabilities at a minimum:

- Multi-tenant model to ensure application upgrades occur regularly
- Interaction data separated by customer and able to be located in your country if the law requires it
- Automatic backup of your data
- Geo-redundancy options to ensure high availability where needed
- Ongoing monitoring for malware and other threats
- Data encrypted with 256-bit encryption at rest and in transit using a secure encrypted protocol, such as, HTTPS

Envision Cloud WFO for Talkdesk: A Must-Have

Envision WFO is a fully functional workforce optimization solution and includes Click2Coach®, an award winning quality monitoring, eLearning and coaching solution in addition to workforce management, speech and data analytics. All of these capabilities integrate with the Talkdesk platform to provide the simplest to learn and use, yet extremely powerful, WFO solution on Talkdesk.

Cloud WFO is not a future nice to have, it is here today as a must-have technology that can effectively increase your level of customer excellence and, subsequently, growth and profitability.

The cloud-based contact center market is estimated to be worth $10.9 billion in 2019, compared to $4.15 billion in 2014, according to MarketsandMarkets Research. What’s more, SaaS-based solutions are expected to fuel the most growth in the contact center technology market, according to Deloitte. Research shows that the coming years may be the most exciting yet for the cloud-based contact center space. Forward-thinking and successful managers will want to be perfectly positioned to ride this quickly gaining cloud momentum toward success.

To learn more about how Talkdesk and Envision can help you in your search for the perfect solution, visit us at www.talkdesk.com or www.envisioninc.com. To learn more now click here.
Since 1994, Envision has been providing solutions to optimize organizations by turning data from customer communications into action, which makes an intelligent impact on your business and leads to exceptional customer experiences. Data from phone, e-mail, chat and social media interactions can help quickly identify patterns and trends, optimize operations and transform customer relationships. Envision delivers innovative software solutions to optimize your workforce with our integrated, web-based solution, which includes voice of the customer analysis, performance management, desktop analytics, speech analytics, compliance recording, quality management, workforce management and coaching and eLearning.

Visit envisioninc.com, email info@envisioninc.com or call 206.225.0800 for more information.

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