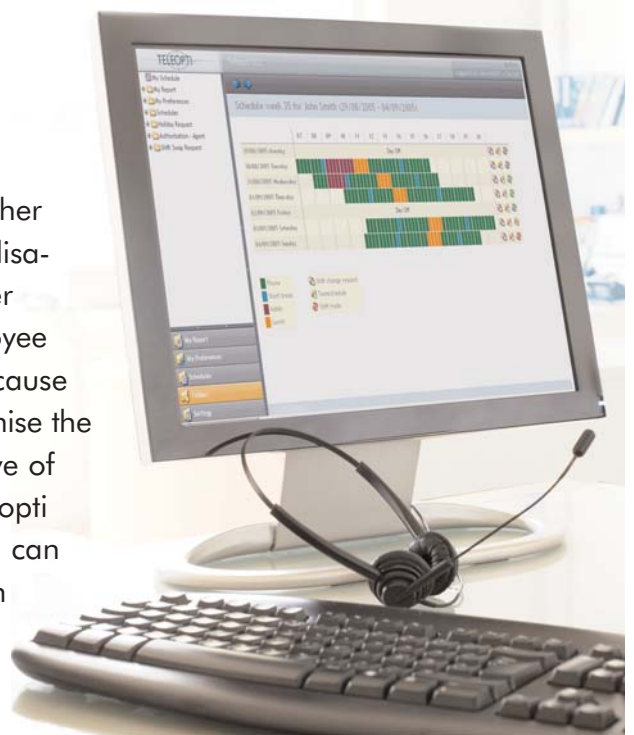


Teleopti CCC – Complete solutions for optimal Workforce Management



Manage ➤ Involve ➤ Improve

Teleopti CCC is a superior-quality management solution for contact centres; a powerful yet uniquely easy-to-use solution. It enables you to immediately create forecasts for the next few days and much further ahead. This means you rapidly attain an optimal utilisation of your contact centre's resources and gain better balance in your staffing. It also contributes to employee satisfaction and helps reduce staff turnover. And because the scheduling is optimised automatically, you minimise the risk of both overstaffing and understaffing, irrespective of changes in service demands. At an early stage, Teleopti CCC provides you with forecasts that show how you can greatly diminish costs. Or in other words, how much money you can save while dramatically improving customer service or raising sales targets.



THE THREE GUIDELINES OF SUCCESSFUL contact centre management are: target formulation, a well-defined strategy and the best supporting systems. The same principles apply to workforce management. What it comes down to, time and time again, is the continual management of various planning phases, their implementation and eventual fine-tuning.

The key to success is in regarding workforce management as an on-going process, not an interchangeable product. It is a process without fixed limits. Effective workforce management has no 'use by' date – in short, it takes constant development. The objective is to continually create high cost-efficiency while maintaining strong staff commitment.

Like all successful operational changes, it is about reviewing organisational and working procedures. Essentially those responsible for the overall financial health of a company must be involved. Together you can reach agreement about the scale of change and formulate your targets, after weighing up and prioritising parameters such as a customer satisfaction index, staff requirements and the company's profitability.

Teleopti CCC allows you to satisfy many different demands and requirements.

Pro-active planning keeps you on top, now and in the future

Teleopti CCC provides the same powerful support to all sorts of contact centres: from the very simplest to the most advanced virtual centre, from the smallest to the largest global customer services provider. And thanks to Teleopti CCC's modular and dynamic structure, they can expand whenever necessary without any limitations.

Teleopti CCC effectively takes parameters such as skills, opening hours, customer requirements, specifications and contact channels, and combines them into one single, strong

service operation. And that applies no matter which contact channels your contact centre holds open. You can easily forecast and schedule your workforce, also taking into consideration new contact channels like e-mail and chat. Quite simply, you are provided with a tool that enables your contact centre to adapt to future requirements and changes – even before they become a fact. The key word is 'proactive' which means a more cost-effective contact centre.

Forecasts that won't leave you guessing

The behaviour patterns of customers and your own response targets are just two of many parameters that can direct your staffing requirements. Enter as many parameters as you like; Teleopti CCC automatically optimises the scheduling and provides you with long-term forecasts, helping you to budget and analyse the effects of coming changes and demands.

Peak season, campaign periods, low season, emerging trends, periods with a risk of overstaffing and understaffing – thanks to the forecasting tool your contact centre is always optimally manned. Furthermore, Teleopti CCC automatically optimises scheduling taking into consideration the agents' skills, contact channels, agents' preferences concerning working hours, local labour laws and your company's staff policy.

Planning is easy, no matter whether it be days, weeks, months or even years in advance. You always have costs under control, not just those arising but future costs too. Therefore Teleopti CCC provides you with a basis for making accurate budgets and you can meet profitability targets without worry.

Agent skills – keep up-to-date and available

Teleopti CCC contains a registry function where you can place each agent's skills. The registry is date guided meaning you can define future skill changes and quickly review your over-

all needs. The registry also answers your questions regarding future training and the skill development of each individual agent, as well as highlighting the possible need to recruit particular skills.

Thus Teleopti CCC provides you with the opportunity of creating optimised planning for dynamic contact centres, so your service levels will not be negatively impacted by sudden changes in skills or working-hour regulations.

Fairness the key to greater agent satisfaction

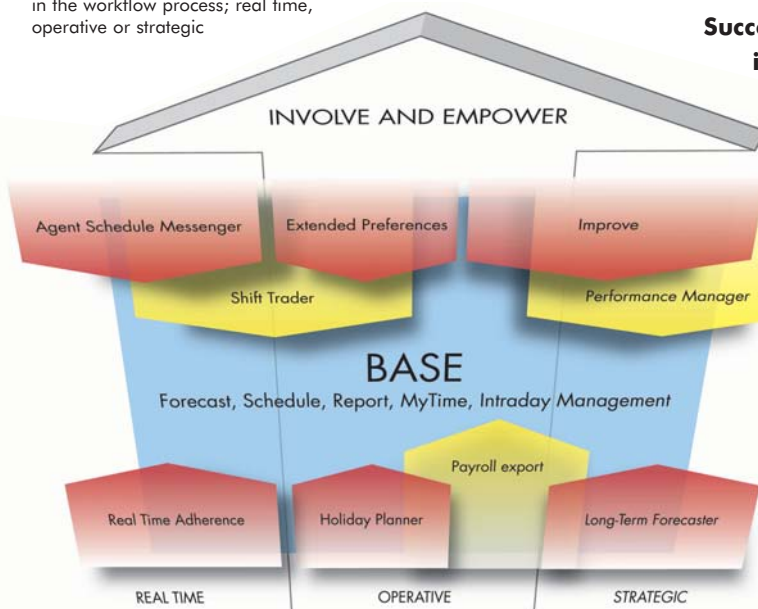
Teleopti CCC allows unique consideration of each local market's labour laws and its functions can support the appropriate regulations and policies.

In addition, your contact centre agents get their own Teleopti CCC web portal: MyTime. This shows their schedule, makes shift changes automatically and allows vacation days to be booked/requested. They can evaluate their work on a regular basis and this helps improve their own performance. Furthermore they can be involved in the making of schedules by providing their own preferences for working hours. Certain 'sensitive' information (e.g. doctor's appointments) can be concealed so only the administrator and individual agent see it on the schedule.

When determining the schedule, Teleopti CCC takes into consideration everyone's preferences and tries to satisfy these as much as possible in relation to current service demands. When preferences cannot be fulfilled without compromising service levels then the 'fairness' function is engaged. It fairly distributes unpopular working shifts among the agents.

In general, preference fulfilment is between 80 – 90 % which means less revision of the final schedule. It also assures a more satisfied and therefore more committed workforce, which always means lower staff turnover.

Teleopti CCC: BASE functionality and optional modules as well as their respective position in the workflow process; real time, operative or strategic



A basis for decision making at all levels

What effect will changes in service targets have? How should we staff in order to attain the desired result of a marketing action? How should skills be allocated and developed? How much is it going to cost?

Teleopti CCC contains analysis tools that help you see the effects of internal and external factors, as well as allowing you to simulate different scenarios. You can easily twist and turn statistics in all dimensions; you can compare key performance indicators (KPI) between different areas of the organisation, 'mine' the data and find reasons for deviations. You decide which key performance indicators interest you most!

The web portal allows you to distribute reports and basic data to all levels of the organisation. Thus areas of improvement are identified faster and targets are easier to follow-up. Because the portal is web-based the current information is always accessible, no matter where you happen to be.

Success comes from motivation, improvements and leadership

Teleopti CCC is a vital tool that helps you manage the difficult balancing act between increased profitability, improved customer service and more satisfied staff. But it is only a tool. Success requires people who are involved and committed, working together to achieve a common objective. Our consultants are there to help you formulate targets for your contact centre and give you the support you need to achieve them. Along with the Teleopti CCC tool, the results will be a positive upswing with continual improvements in staffing and service levels – and raised profitability. Teleopti provides you with the tools, methods and support to succeed all the way.



KEY FEATURES:

- Dynamic multi-skill forecasting and scheduling
- Superior long-term forecasting
- Virtual contact centre planning
- Dynamic multi-channel support
- Superior flexibility taking into account labour legislation
- Scheduling of all contact centre activities including back-office
- Intraday re-scheduling
- Extensive web-enabled analysis tools
- Simulation and cost benefit analysis
- Industry-leading work time preferences

KEY BENEFITS:

- Improve revenues with optimal resource management
- Involve all levels of the organisation
- Improve your customer service while reducing staff costs
- Boost agent satisfaction and motivation through preference and performance tools
- Allow management to focus more on strategy and less on day-to-day tasks
- Choose your language
- Maximise return on investment in advanced multi-skill, multi-site contact centre solutions by utilising industry-leading workforce management tools



Teleopti has won the contact center industry's top award for Best Workforce Management Solution in Europe in the 2005 ContactCenterWorld.com Members' Choice Awards. These awards are unique as users vote for the winners and there are no judging panels.



Teleopti provides world-leading solutions for strategic workforce management and tele-administration. Teleopti contributes to the creation of greater cost-efficiency and productive telephony by providing advanced and customer-unique solutions, renowned for user friendliness, covering tele-administration and workforce management.

Hundreds of enterprises in Europe already use Teleopti's solutions to attain optimal efficiency and provide the highest levels of service. The solutions are available from Teleopti offices in Stockholm, Oslo, London, New Delhi and Bangalore as well as a comprehensive partner network.

www.teleopti.com info@teleopti.com Phone HQ +46 8 544 90 540 Phone UK +44 20 8610 6024