NICE®

IEX Workforce Management Group

Insight from Interactions™

12 Secrets to Finding the Right Workforce Management System

Paul Leamon, Director of Product Marketing and Strategy for the IEX Workforce Management Group

White Paper

Evaluating workforce management systems? Seeminlgy small differences in the functionality of different products can have a major impact on the relative success of the contact center operation. This paper offers insight inot the 12 secrets to finding the right system—one that's designed to help contact centers ensure the workforce management solution they choose will meet all their requirements today and long into the future.

12 Secrets to Fingding the Right Workforce Management System

The contact center is the frontline of an organization. Customers turn to it to relove issues and conswquetly form opinions about the company based on their experience. Those experiences directly impact the bottom-line.

For many, workforce management is often their first line of defense. These systems offer dramatic iperational improvements – raising service quality while reducing costs. Although justifying the need for an automated workforce management system is simple, making an optimal purchasing decision can be tough. Seemingly small differences in the functionality of different products can have a major impact on the relative success of the contact center operations

This article outlines a structured decision making process. One that's designed to help contact centers ensure the workforce management system they choose will meet all their requirements today and long into the future.

1. Establish an Evaluation Team

Establish a cross-departmental evaluation team that includes a representative from each department likely impacted by the technology. This includes contact center management, forecasting and scheduling staff, as well as IT training, and human resources. Having an evaluation team in place ensures decisions are carefully weighed and measured while building consensus among the group.

2. Define Expected Results

Once the evaluation team is in place, the group should clearly define what it expects to achieve. The center may expect to reduce personnel costs, improve service delivery, or gain the ability to plan an manage a complex environment. Once expectations are set, examine current business processes to see if changes are required. Knowing what the center wants up-front will help gain buy-in front internal stakeholders and define measureable goals.

3. Develop Evaluation Questions

In order to meet the group's expectations, build a list of vendor evaluation questions, the new product should streamline tasks within each user group and provide a pathway for adding new features and functions as departments grow. Questions should focus on "how" the system performs different functions, such as skills-based scheduling. Again, seemingly small differences in functionality from different vendors can make a huge difference.

4. Get a Live Demonstration

It is not enough to just see a PowerPoint presentation. The team will want to spend at least 4 hours going over the actual product to assess how it meets the center's operational requirements. Once the team has seen live demonstrations, the next logical step is to submit a request for proposal (RFP

RFP Components

- A complete description of the operation, and the top issues it must address
- Feature questions and technical specifications
- Training, consulting, and support services
- Implementation process
- Cost
- References

Source: The Call Center School

When submitting an RFP, be sure to allow enough response time. AS a rule of thumb, 3 to 4 weeks is usually sufficient. Here's a suggested time line: Week 1, deadline for the vendor to submit questions about the RFP in writing. Week 2, deadline for center to answer the vendor's questions, Week 3 or 4, (depending on the complexity) deadline for the vendor to complete and submit the RFP. This structure will allow enough time for an information exchange between the center and the vendor to ensure all RFP responses are through and accurate.

5. Check References

The vendor should supply a list of customer references with its RFP response. Ideally, these references will have the same size of operation, ACD, and contact types. In addition to relying on the customer references supplied by the vendor, it may be prudent to call customer references they didn't provide.

6. Evaluate All the Costs

The cost of a workforce management system is more than just hardware and software. It's important to understand all the initial costs and ongoing expenses. There may be additional staff costs associated, ACD upgrades required and much more (See Sidebar C). Keeping these things in mind will ensure the organization has budgeted for everything and is fully prepared for implementation.

About the Author

Paul Leamon, is responsible for product marketing for workforce management products. During his 19-years at IEX and NICE Systems, he has consistently and successfully helped translate customer needs into real-world solutions. Leamon is an inventor and co-inventor on several noteworthy workforce management patents granted and pending. He holds a Bachelor of Science degree in Electrical Engineering from the University of Texas at Austin, specializing in Computer Engineering and he has presented contact center best practices at conferences around the world. Leamon has been published in several contact center and customer service magazines and newsletters.

About NICE Systems and the IEX Workforce Management Group

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™ solutions and value-added services, powered by advanced analytics of unstructured multimedia content. NICE addresses the needs of the enterprise and security markets, enabling organizations to improve operational efficiency, enhance customer insight, manage compliance and risk and ensure safety and security. NICE has over 24,000 customers in more than 150 countries, including approximately 85 of the Fortune 100 companies.

The IEX Workforce Management Group at NICE Systems provides feature-rich, scalable workforce and performance management solutions that improve planning and scheduling, enhance performance and streamline tasks. The IEX TotalView Workforce Management and IEX Performance Management systems are part of the NICE Enterprise portfolio that also includes compliance recording, quality management, interaction analytics and customer feedback. More information is available at www.nice.com/iex.

NICE

Disclaimer

Americas
2425 North Central Expressway
Richardson, Texas 75080
Phone +1 972 301 1300
Toll Free 1 800 433 7692

EMEA
Kaap Hoorndreef 30
3563 AT Utrecht
The Netherlands
Phone +31 30 707 1300

APAC
16/F Allied Kajima Building
138 Gloucester Road
Wanchai, Hong Kong
Phone +852 2598 3838

IEX Workforce Management Group at NICE Systems

www.nice.com/iex