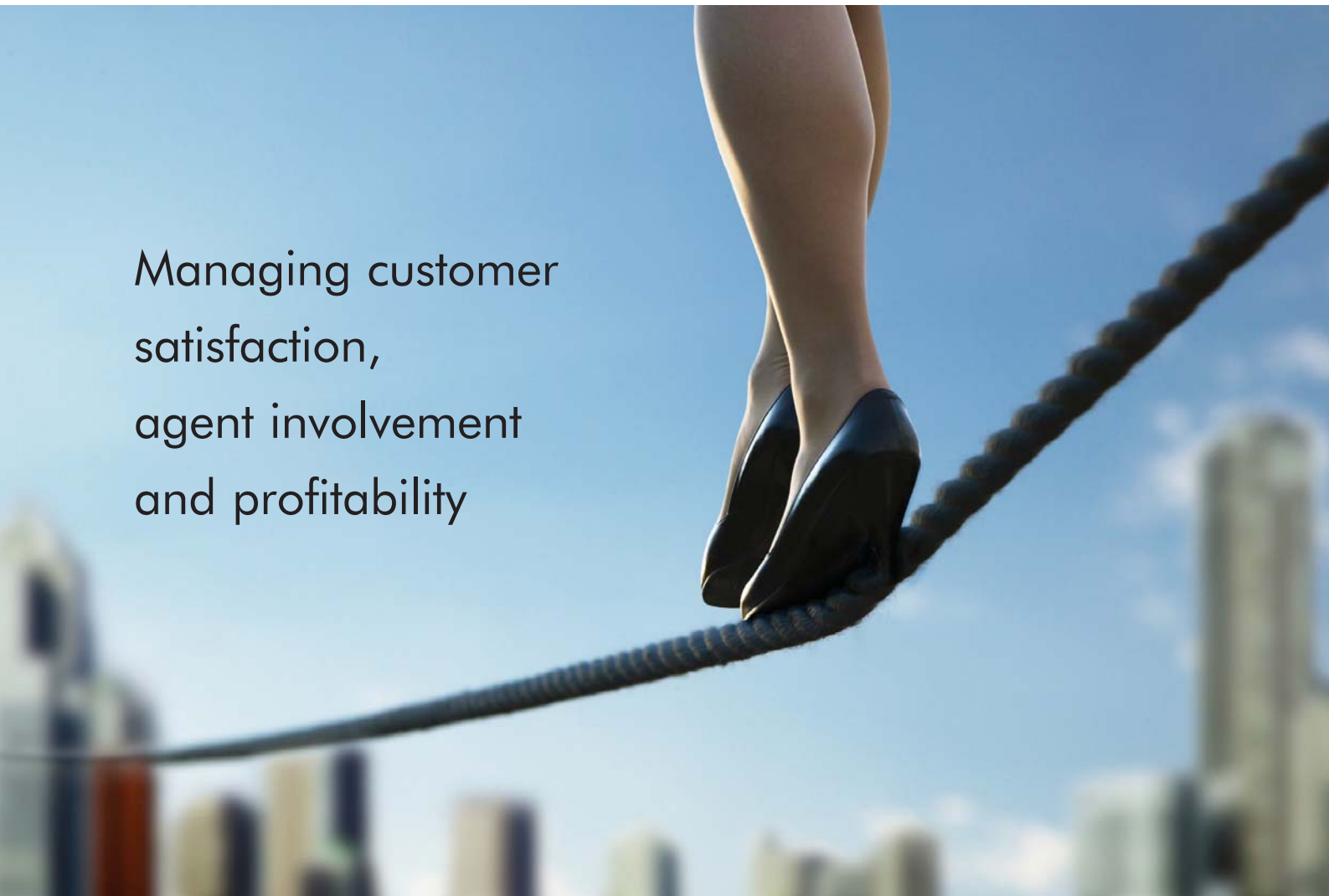




TELEOPTI CCC

## Workforce and Performance Management

Managing customer  
satisfaction,  
agent involvement  
and profitability



# TELEOPTI CCC – Optimise your resources, increase your profit



## Optimised contact centre resources

### Forecasts on your terms

TELEOPTI CCC offers you one of the most powerful forecasting tools on the market. You choose the timescale. Whether you want to know what is needed over the next few hours or next year – you'll receive an accurate, well-informed answer. That means you can take seasonal variations, market trends, campaign periods and other long-range factors into consideration in your planning.

And it's just as easy to optimise the next five-minute period. TELEOPTI CCC operates together with your contact centre solution to provide you with historical data broken down into appropriate interval lengths, e.g. telephone calls, e-mails and chat sessions, as well as face-to-face interaction.

### More adaptable optimisation

The forecast data is then used in the optimisation process. TELEOPTI CCC also takes into consideration agents' individual skill profiles, work schedules, and their preferences regarding working hours.

You'll also find that the optimisation function has unique features. No other solution on the market considers all your variables as efficiently as part of the scheduling process. As a result your schedules will consistently meet your customer's demand. Optimisation remains accurate whether you are scheduling for a short interval on the same day or for longer periods weeks or months in advance.

IMAGINE A CONTACT centre with exactly the right level of staffing needed to offer customers short response times. No more, no less than needed.

Furthermore, imagine being able to maintain this optimal staffing for not only a little while, but for any time period you want to plan for: next month, next quarter, or next year.

You are envisioning how things will be when you use TELEOPTI CCC.

If the unexpected does arise, like an agent suddenly can't work their scheduled hours, TELEOPTI CCC takes the new circumstances into consideration automatically and immediately provides you with a new optimisation.

### Involve agents in the process

A tool makes it easy for agents to trade shifts and enter holiday requests. Each agent can also request a personal work schedule, that suits their lifestyle.

When optimising, TELEOPTI CCC takes the agents' preferences into consideration wherever possible within the framework of target service levels set by you. If everyone's preferences cannot be accommodated, the less popular shifts are distributed fairly among the agents.

This gives the agents a sense of participating in the process and that they are better able to balance their work with their private life. It leads to greater involvement, fewer sick days, and lower staff turnover.

### Enhanced profitability

With its unique features, TELEOPTI CCC will have a significant impact on your financial results.

Meeting service goals becomes easy, which leads to satisfied customers and increased sales. You can also analyse which service targets are best suited to different customer segments. You'll also save costs by not overstaffing. And finally, staff turnover will go down due to higher job satisfaction among the agents.

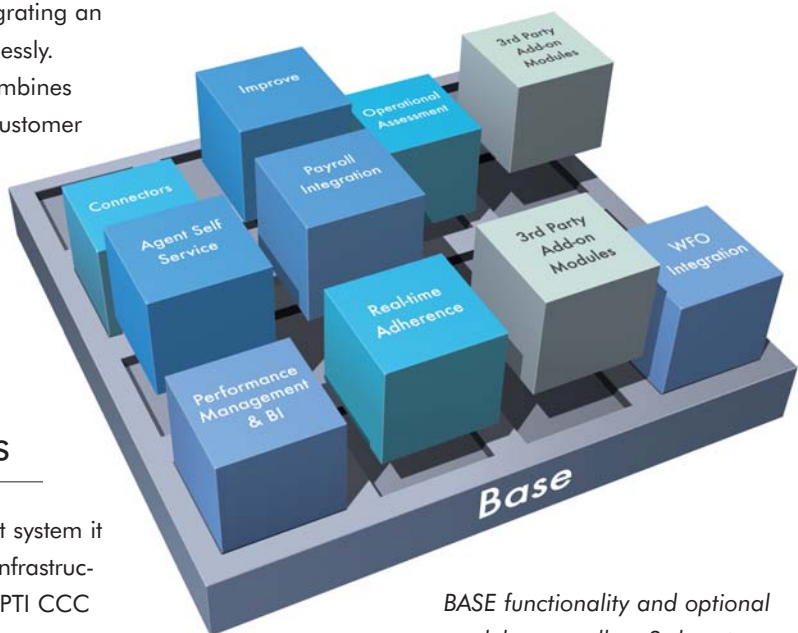


## Suitable for all types of operations

It doesn't matter whether you have a small, single-site simple centre or a large multi-site multi-channel one. TELEOPTI CCC creates significant advantage regardless of the context. Its scalability and modular construction enables TELEOPTI CCC to grow with your operation. Optimising a contact centre that is divided into different units or operates across multiple sites is easy. Integrating an outsourced contact centre can also be done seamlessly.

Regardless of the structure, TELEOPTI CCC combines all the parameters such as skills, opening hours, customer demand, business rules and contact channels together to deliver a single, powerful plan and view of the organisation. You can adapt your contact centre as changes occur in the organisation or the market, whilst ensuring that staffing is always optimised.

fer data on how time is used in the contact centre to your payroll system. If you already have a centralised agent register, it can be linked to TELEOPTI CCC to avoid double handling data-entry and maintain data-integrity. Because TELEOPTI CCC is so flexible, you get even more out of solutions that are already in place. This helps to extend the life of these solutions and thereby increase the return on previous IT investment.



## Integrate with other solutions

To realise the benefits of a workforce management system it is essential that it can fit easily into your existing IT infrastructure. We have therefore designed and built TELEOPTI CCC so that it integrates easily with other platforms.

Included as standard is a development tool which allows you to integrate TELEOPTI CCC into almost any IT environment. For example you could automatically trans-

*BASE functionality and optional modules as well as 3rd party Add-on modules vouches for a flexible and powerful Workforce Management solution*

# Good to know about TELEOPTI CCC



## FEATURES

- Dynamic multi-skill forecasting and optimisation for all contact channels
- Industry-leading optimisation for whatever time interval you choose – not just week-to-week sub-optimisation
- Planning of virtual contact centres with forecast distribution for different work sites and full support for geographical time zones
- Industry-leading support for all labour law regulations
- Available in any language, date and time format. Even for multi-byte languages like Russian, Chinese and with right-to-left screen orientation for Arabic.
- Schedule optimisation for all types of activities, back-office included
- Flexible, industry-leading management of agent preferences with a fairness and rating system
- Performance management with business intelligence, including management dashboards and agent scorecards

## BENEFITS

- Consistent, good customer service through optimised staffing – both short- and long-range
- Lower staff turnover and higher productivity through participation and involvement from all parts of the business
- Improved customer service and reduced staffing costs
- Focus on leadership and coaching instead of day-to-day schedule adjustments
- Higher job satisfaction and motivation through co-operation, agent-input and fairness
- More effective change management with union involvement through full support for European labour laws, different types of employment and annual hours of work
- Better utilisation of investments already made in current technical platforms
- Increased productivity and efficiency through the use of individual scorecards for each co-worker
- Easy to produce well-founded budgets to meet profitability requirements

Improve today. Optimise tomorrow



**Teleopti** is the leading provider of solutions for strategic Workforce and Performance Management as well as Telecom Expense Management. Hundreds of enterprises around the world rely on solutions from Teleopti to attain optimal operational efficiency and provide the highest levels of service.

Teleopti, established in Stockholm, Sweden in 1992 operates through a comprehensive network of partners.

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