

Workforce Management for the Modern Contact Center

Introduction

Whether it is managing routine activities or ensuring an effective business continuity plan, a contact center needs to invest in an efficacious workforce management solution. Ensuring the availability of an accurate number of employees at all times is the key to balancing operational costs and maintaining the expected level of customer experience.

At Fluid Contact Center (FluidCC), we help enterprises achieve this with our unique frameworks and industry partnerships.

Why HCLTech?

We're a global reseller and system integration partner for Vonage Contact Center and Vonage Business Communications solutions. FluidCC practice, that governs the partnership within HCLTech's Digital Foundation business, combines Vonage's legacy as a reliable cloud communications provider. HCLTech has unique experience in serving transformation, managed services and consulting needs of multi-location and multi-technology setups of large enterprises across the globe. Being one of the key offerings of HCLTech CloudSmart, Contact Center Transformation is a prime focus area for all organizations due to its impact on customer experience.



HCLTech-Vonage Offerings

FluidCC practice offers consulting, transformation and managed services for contact centers. Apart from providing professional services for setting up cloud contact center using Vonage's CCaaS offerings such as 'Conversational Analyzer' for speech analytics, HCLTech also offers its Fluid CCI product. This is developed using Vonage API and Amazon Lex capabilities. You can find more information on [Fluid CCI here](#).



Vonage Contact Center for Salesforce and Verint Monet WFM

Solving the cost control vs service level dilemma

It's a fine line that you, as management, must tread. Overstaffing incurs an extra cost for the contact center but guarantees short queue times. On the other hand, understaffing helps with budget cuts but results in reduced service levels, as customers have to queue to speak to someone.

Many business operations are struggling to find a solution that works for them as using spreadsheets and legacy on-premise solutions are not adequate for their schedules. Spreadsheets are time-consuming and prone to errors, whereas on-premise workforce management solutions are usually complex to maintain with costly upgrades.

So how Can You Balance This Equation Easily?

Together, Verint Monet WFM and Vonage Contact Center for Salesforce allow you to have the right number of people, doing the right thing at the right time.

Elevate Your Customer Experience with Easy, Effective Workforce Management

Combine the Vonage Contact Center for Salesforce platform and Verint® Monet Workforce Management™ (WFM) to take positive steps toward balancing the cost vs. service dilemma using the most accurate data source possible: your contact center data.

Your agents are your most valuable resource as they are highly skilled, adept at dealing with customer contact, and account for up to 70 percent of a contact center's cost.

Workforce Management for the Modern Contact Center

Workforce Management (WFM) solutions relay the data you have available and use it to improve the accuracy of your forecasts and create schedules that are just right for your organization and service-level goals. Traditionally, WFM solutions meant large upfront costs and ongoing maintenance, but now there is a better option. Vonage Contact Center for Salesforce and Verint Monet's cloud-based workforce management solution work together to remove upfront costs and burden on IT resources and make the implementation and everyday use far simpler for you.

With Verint Monet's WFM solution for contact centers and help desks, you can use your historical activity and apply it to the future. Verint Monet WFM analyses omni-channel data from both your contact center infrastructure and Salesforce to create accurate forecasts and develop effective call center schedules, so you always have the optimum number of agents to meet your SLA. With intraday tracking of trends, you can immediately adjust your schedules to meet your changing needs, or respond to the unexpected.

A Solution that Empowers Success

With Vonage, Verint Monet and Salesforce, you can develop an effortless customer experience and excellent agent efficiency. You can also use the insight that Vonage Contact Center for Salesforce provides to ensure that agents with the required skill are available at the right time.

Key Features

Forecasting



Achieve desired timeframes in the future through automated omni-channel forecasting (phone, case, email & chat) with agent requirements.

Scheduling



Generate optimal staffing schedules that consider agent availability, work rules, skills, holidays, breaks and service levels.

Intraday management



Track your contact center operation in real-time, compare it to your original forecast and easily modify agent requirements/staffing needs.

Performance management



Align people processes and systems to your goals and objectives and transform your contact center performance from a reactive to a proactive approach.

Exception planning



Simplify scheduling of agent exceptions such as holidays using the integrated exception calendar.

Real-time adherence



Compare planned agent activity to actual activity throughout the day, making sure your agents adhere to their schedules.

Key Benefits

Optimize omni-channel support

Fuse contact center infrastructure voice channel with Salesforce digital channels to optimize omni-channel support.

Resource to meet your service level goals

Provide the right number of agents, with the right skills to handle predicted call volumes to achieve designed SLAs.

A single vendor advantage

There's also the added benefit of purchasing a complete solution from a single vendor – easier purchasing, simpler supplier management, and support model.



Improve forecasting and staffing requirements

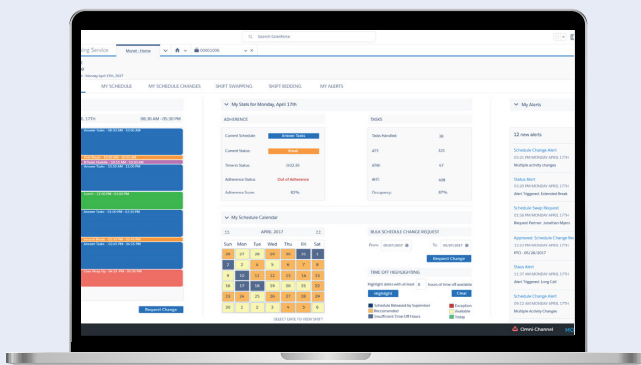
Use your historical contact center data to create accurate forecasts and optimal agent schedules.

Act in real-time

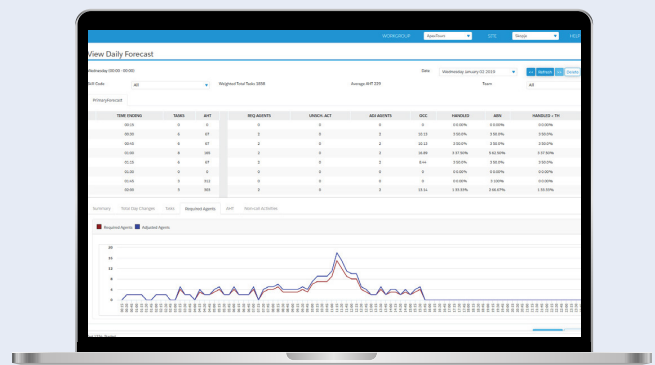
Use real-time agent adherence statistics to effectively manage your teams, which provides the best opportunity to meet service levels.

Start anywhere

Whether your business is just starting to mature beyond the capabilities of a spreadsheet, or if you are a large global company with multiple locations and sophisticated needs in customer engagement, Verint can deliver the solution that fits your needs. Through the combination of Verint and Monet, you now have the ability to start anywhere, and we will grow with you and your evolving business needs.



Agent portal in Salesforce



Daily forecast view

For more information write to us at Contact.FluidCC@hcl.com

HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of \$11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit hcltech.com.

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