

PRODUCT SHEET

QMax™ Workforce Management

The UK's trusted and proven workforce management solution.

Contact centres remain a people business. Ensuring the right agents with the right skills are available at the right time to meet demand is at the heart of contact centre operations. People are the biggest cost. Mistakes are expensive and savings can be high.

Highly skilled agents are valuable. Your investment includes recruitment, training and staff retention costs.

So if people are your most expensive and valuable asset, using a trusted, proven workforce management solution is essential.

QMax does much more than forecasting and capacity planning. It provides highly efficient schedules, giving large savings for a relatively small investment. Staff management is easy. QMax will schedule meetings, breaks, training, shifts and rotas. It will take into account demand, preferences and planned absences. It keeps track of hours worked, sickness, holidays and overtime and automatically updates HR and payroll systems.

For 25 years, QMax has been trusted by the UK's leading contact centres. It delivers efficient performance and helps maintain a motivated workforce.

Key BENEFITS:

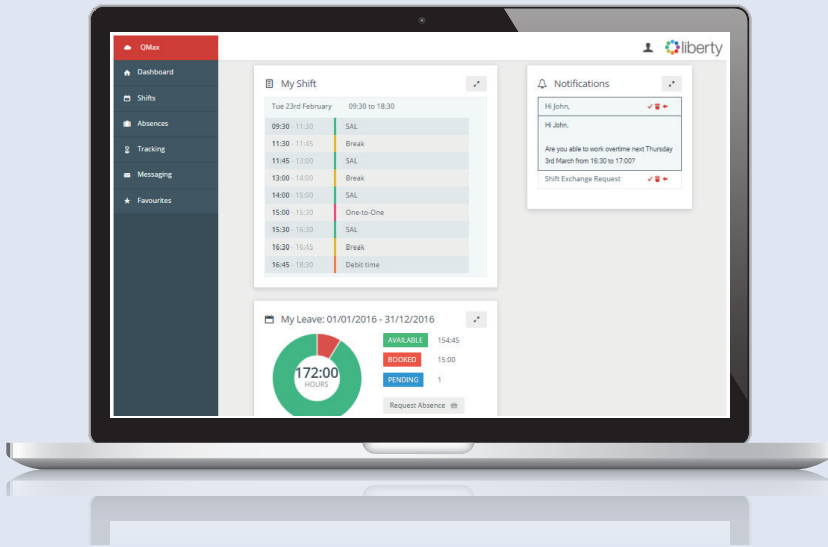
- **Rapid return on investment**
Achieve ROI in just 2 minutes per agent per day.
- **Increase efficiency**
Design efficient shifts and schedules to deliver service quality with fewer staff. Use quiet periods for non-demand work and reduce overtime.
- **Forecast accurately**
Forecasting tools perfected by decades of experience.
- **Make workforce management simple**
Keep track of hours worked, absences, holidays and overtime.
- **Keep your agents loyal**
Make it easy for staff to swap shifts and request time off.
- **Quickly respond to intra-day changes**
Track and adapt schedules based upon on-the-day performance.



Key FEATURES:

- **Rich forecasting and planning tools**
Maintain accurate demand and agent forecasts for each period of the day.
- **Service Optimiser**
Quickly reschedule to accommodate intra-day changes.
- **Shift Optimiser**
Design shifts optimised for performance and best practice.
- **Long range simulation**
Carry out complex "what if" planning and analysis.
- **Agent and Supervisor Desktops**
Easily track performance and communicate with agents. Empower agents to manage their shifts and absences.
- **Analyse, alert and report**
Real-time performance tracking, graphical dashboards and automatic alerts.
- **Optional Agent Adherence**
Manage agent performance against schedule in real-time.

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Agent self-service increases motivation and loyalty

The web based agent dashboard enables agents to manage their time and attendance preferences from any device.

- Agents can view and manage shifts, exchange and absence requests
- Built-in messaging for fast communication
- Fully responsive UI for desktop, mobile and tablet.

A solution tailored to your needs

Easy to integrate into your contact centre

- Integrate with over 40 ACD, HR, Payroll and MIS systems for real-time automation
- Optional Generic Extraction Module, provides data access for bespoke systems
- Scalable from the smallest to the largest contact centre.

Implementation and training for fast, effective results

- Set-up includes installation, training and workable process management tailored to your specific needs
- All QMax trainers are experienced contact centre managers, able to offer meaningful advice and recommendations.

Works in harmony with QueueBuster

- QueueBuster can be integrated into your workforce management plan
- Smooth out demand peaks with a fully automated call back solution.

Flexible Pricing models

- Choose from capex and opex pricing to fit your financial preferences.

Customer care

- Experienced UK based help and support.

> Netcall Liberty Platform

Netcall QMax Workforce Management is a module of Liberty, our next-generation customer engagement platform.

Liberty unifies contact centre channels to create an end-to-end customer engagement hub.

It gives users full control over the contact centre and allows them to manage contacts, content and data.

Each Liberty module can also be deployed as a standalone solution to enhance the capabilities of legacy systems.

Learn more about Liberty
netcall.com/liberty-platform.

> About Netcall

Netcall is a leading provider of end-to-end customer engagement solutions.

Our mission is to transform the way our clients interact with customers. We help them deliver a seamless and exceptional customer experience across all channels. Using our solutions they work smarter, gain competitive advantage and lower costs.

All of our solutions are secure, flexible and best-in-class. They're easy to implement and simple to use.

> At a glance

- 700+ customers
- Over 20 years' experience transforming customer engagement
- We deliver specialist solutions for the public, healthcare and private sectors
- We serve 70% of the NHS Acute Health Trusts
- We support over 300 contact centres.



Take a deeper dive

Contact us today for a **demo** visit netcall.com/wfo
 Or call us on **033 0333 6100** and say "Transforming Engagement"