Shifts and Rotas

Right agent, right time, right skills.

Engage your team. Improve customer satisfaction with shift planning and sensible rotas.

When you are able to create effective shifts, you'll meet customer demand, reduce overtime costs, and improve team engagement. It's about balancing business, and your customer and colleague needs, in a fast and convenient way.

Liberty Converse brings you all the resource functionality you need at your fingertips. All in the same user interface, at the click of a button.

When to automate

Our Liberty Converse shifts and rotas functionality allows you to:

- plan, check and report on your agent's schedules
- ensure that the advisors with the right skills are available throughout the day
- check the real-time balance of demand and adherence
- plan ongoing future rotas, making work/life balance easier for teams
- reporting which makes planning faster and more accurate

No more spreadsheets

It's common practice to use spreadsheets to manage team shifts and rotas in small to medium contact centres. With Converse shifts and rotas, you loose the spreadsheets and there's no need for a separate WFM solution.

Designed with the supervisor in mind

This tightly integrated Converse functionality is simple and easy to use, utilising the same busy codes and skills.

Setting up regular rotas and then making changes is easy and fast. The graphical interface allows you to drag-and drop rotas for flexible planning.

You can filter on skills and groups as you balance the schedule. And, its accurate to minute intervals.

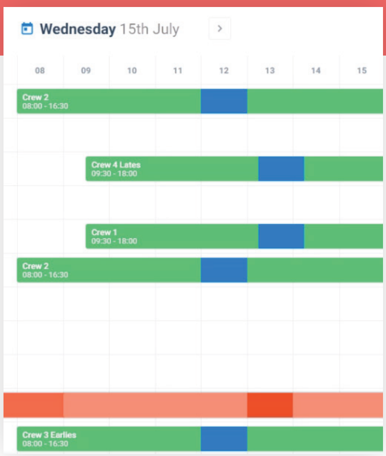
The total working hours means you see the patterns before you finalise.

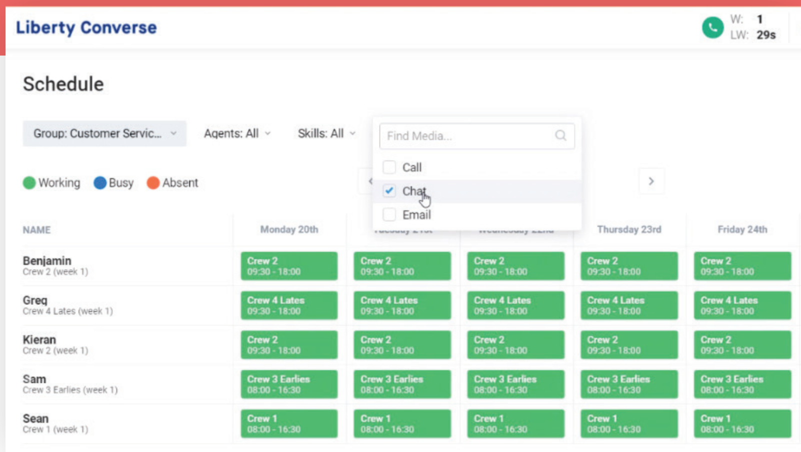
Features at a glance:

- Easy to use drag-and-drop interface on a trusted platform
- All activity codes are common across Converse meaning it's fast and easy to understand
- Apply bulk actions across a team or design by agent
- Schedule view gives you instant and easy visual control
- Various shift options including ad-hoc and split shifts
- Drill-down on the dashboard using filters and date pickers
- Plan rotas including multiple rotas, rotating breaks, term time versus holidays or times of year
- Easy for the agent to view their daily schedule and advance planning
- Pop up alerts to help agents know when to log in

Benefits at a glance:

- Combined customer demand and staff availability data gives management a real-time 360 view
- Team performance is highly visible supporting agent compliance
- Dashboards provide real-time uniform reports for all SLAs
- Easy and cost effective for team leaders to use
- Improved clarity and accountability as everyone works from one record
- Eliminate manual or paper workarounds
- Build capacity with marginal adherence gains and improve customer support
- Motivate agents, by adding visible capacity to supporting customer service goals



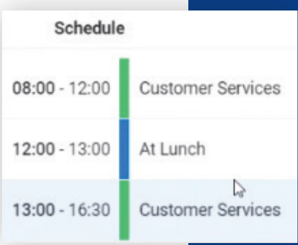


Getting ahead of pinch points

Our goal is to help you identify and avoid any issues, fast. The R&D for Converse shifts and rotas draws from our considerable workforce management experience.

The system shows in advance any skill that is not staffed at a particular time. The supervisor can then make changes to avoid the pinch point. Plus, you can see where the staff cover falls below your user defined threshold. Thresholds can be adapted to meet cyclical demand. So, you'll always be aware and able to make the necessary staffing decisions.

Dashboards and real-time reporting



Converse provides flexible dashboards that you tailor to meet your exact information needs. This applies to shifts and rotas too.

You can add widgets of any class and size to report the information that you need such as 'who's about to go on break'. Or what's the team availability by skill. You can select time range, intervals and presentation.

Agent view

An easy to read dashboard drops down with today's work summary. It highlights the current activity and shows all work and breaks. Agents can view the week ahead at a glance and know which colleagues with which skills are on hand assisting them to effectively support customers.

Improve employee engagement

Happy teams feel that their shift assignments are fair, see a transparent process and can ask for choices as situations change. Help your agents with easy to use dashboards.

Admin

Permissions based access give everyone from team leaders to management a view of resource planning.

Rotas across months

Rotas allow you to define a pattern of shifts that you can assign to an agent. For example, a week of early starts followed by a week of later starts.

Any rota pattern can be supported, as can multiple rotas. For example, where agents work the same shift but rotate breaks week on week, or transition between different rotas at different times of the year, such as term time and school holidays.

Build and then publish

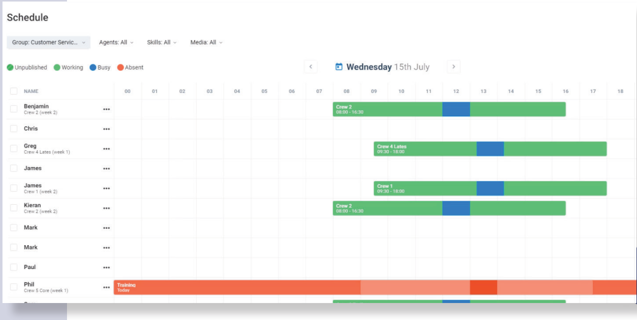
Once the supervisors are comfortable with a final schedule, it's a click of the 'publish' button' and then agents can see them.

Any calculations and reports will use these published shifts as baseline. However, shifts can be edited and then republished to take these changes into account.

Who's on, who's away?

Agent Adherence. What does it measure? You will be able to see whether your agent is handling interactions when they are meant to be working. This absence monitoring functionality is designed to support smooth operations.

Your existing HR solutions will continue with their activities, such as tracking or reporting on annual leave allowances.



How does it work?

You simply configure the absence types that you need to support. Then you add them to the agent – such as a day's holiday next week. This information is then reflected within the shift and you see the impact on your operational capacity. You'll be able to plan team support for unmanned skills queues fast. In the same way, you can mark an agent off sick part way through a shift and sign them off for the rest of the week.

Forewarned is prepared

Using adherence together with your other reports enables you to see capacity pinch-points in advance – where skills are short or, most importantly not covered. Then you can fix any issue even before it happens.

Setting you free and motivating your team

These useful features will set you free from manual spreadsheet administration and time-consuming and annoying errors. Your customer demand and staff availability are visible in one place. This single source of data and reporting will help you to make necessary changes fast.

You'll be encouraged at the way the data transparency fosters positive team behaviours. Star performers will shine and help others to recognise the power they have to deliver a quality customer experience.

Adherence for agents

The agent will see a new schedule alert icon on their dashboard. It will tell them when they are not working as scheduled.

Adherence reporting

The reports show in real-time and historically, how accurately agents adhere to their shifts:

- Are they working the correct hours?
- Do they, as far as is practical, take their breaks etc at the correct time.

The power of each agent to make your contact centre operation a success is easily demonstrated.

Some may not understand why an extra two minutes here and there makes a difference. The reports and dashboards will objectively show how capacity dips when the shift pattern is broken. Then, with this data, you can recognise and reward star performers.

See the full picture

See for yourself how easy it is to schedule the right agent, with the right skills, at the right time. Book a demo to let us show you more.

Talk to us.

Contact us today for a demo visit netcall.com

Or call us on 0330 333 6100 and say "Transforming Engagement"

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