Challenges Managing Workforce Staffing

It can be difficult to optimize staffing when work volume varies across days and weeks. Small variations in staffing levels can seriously impact customer service for small to medium call centers, but overstaffing is cost-prohibitive and wasteful.

To effectively manage call center staffing, companies need a workforce management system that can be rapidly deployed, is easy to use, and can automate forecasting workload and scheduling agent needs based on real time situation, prior history and conditional scenarios

Manage Forecasts and Schedules on Force.com

Improve productivity and service level by ensuring appropriate staffing levels and skillsets when and where they're needed to service your customer.

Automate workforce management across call centers with intuitive cloud-based application that requires no training on Force.com.

Provide Social Service by enabling collaboration via social media through chatter at time of heavy customer load.

Simulate service levels and schedule through drag and drop interface. Run what if scenarios for different call patterns such as seasonal variance, new product introduction, daily variance.

Key Features

Calculate a precise forecast for agent requirements based on Erlang C method for 30 minute time interval from predicted volume of call history from ACD, average handling time and service level goals.

Easily import call volume history from ACD into the application with the click of a button.

Compare planned work load, average handle time with actual work load to better plan future forecasts.

Reports that display gaps in actual and predicted service levels or surplus and shortages of agents for each time interval

Features	Brillio WFM	Current Solutions
Ease of Use	+	-
Ease of report ing	+	-
Cloud - based	+	-
Integration with Support System	+	+/ -
Native Collaboration with Social Community	+	-
Speed of deployment	+	-
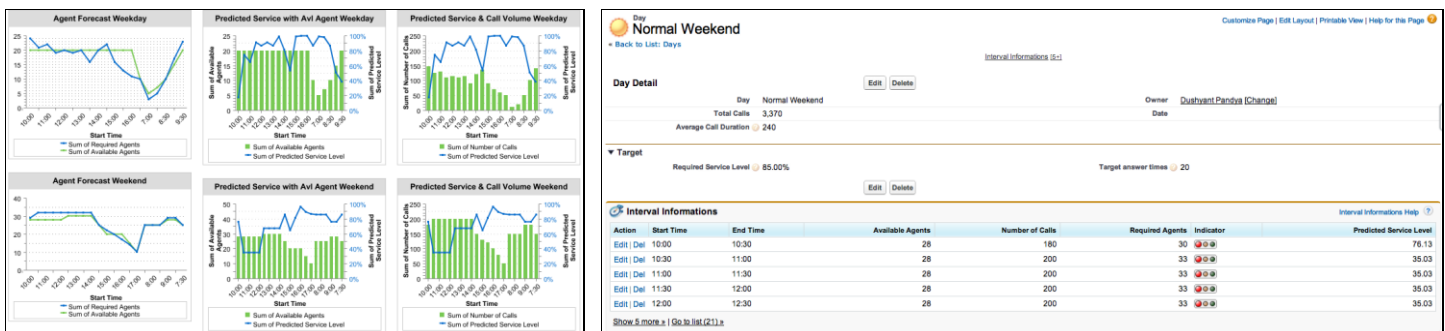
About Brillio:

Brillio is the leader in global digital business transformation, applying technology with a human touch. We help businesses define internal and external transformation objectives, and translate those objectives into actionable market strategies using proprietary technologies. With 2600+ experts and 10 offices worldwide, Brillio is the ideal partner for enterprises that want to quickly increase their core business productivity, and achieve a competitive edge, with the latest digital solutions.