

Q-Max Workforce Management

What You Get

Planning

- Automatically integrates with over 40 different ACD switches and MIS systems in use today for data collection
- Maintains an accurate forecast of customer demand and number of agents required for each 15 minute period of the contact centre's operations
- Flexible user intervention in forecasting to take care of unusual or unexpected events
- Tried and tested industry standard forecasting and Agent calculation algorithms that are easy to understand and use
- Designs optimum shift schedules in line with the contact centre's specific contracts of employment in seconds with full statistical analysis of levels of accuracy to determine best practice
- Manages Agent Rotas week on week with unique Dual Rota technology allowing seamless movement of Agents between sets of schedules at any future date
- Tracks Agent day-to-day absences with leave and sickness allowances analysed against budget
- Innovative Service Optimiser feature automatically reschedules Agent time during the day to compensate for unpredicted peaks in customer demand or staff absences. Service Optimiser easily manipulates up to eight scheduling strategies (you choose which) 'on the fly' to give instant recommendations on how to improve service – running the contact centre could not be simpler or more powerful

Communication

- Integrated e-mail client allows e-mail messages to be sent directly to the Agents Desktop advising them of future schedules or changes to their current shifts
- Graphical holiday planner with automatic assignment ensures quick and easy decisions on leave requests, deployment, authorisation and tracking against allowances
- Agent Desktop support allows Agents to see their own shift patterns and make holiday requests from their own desktops or nominated computers
- Skill Based Routing support to ensure the correct mix of Agent skill sets to respond to individual customer's specific needs

Reporting

- Provides summary reports for checking anticipated service levels and Agent hours in relation to costs and enables annualised hours' reconciliation against budget
- Generates real-time, colour graphical reports and shift pictograms on demand
- Web enabled reporting allows schedules and reports to be published directly onto company intranets and e-mailed to management as required in the industry standard HTML format
- Full support for the Working Time Directive (WTD), which is now law throughout Europe. All changes to shifts and Rotas can be analysed for WTD compliance. Q-Max allows users to modify the WTD rules in line with changes in the legislation and produce WTD compliance reports in a format acceptable to the Health and Safety Executive
- Integrated Long Range Forecaster provides tools for capacity planning and allows immediate cost analysis of any planned change to the Call Centre
- Incorporates workflow system to deal with non-call activity such as e-mail, clerical, administration, outbound calls and fulfilment to manage a complete Contact Centre
- Multi-Q Monitor enables continuous central graphical monitoring and resource scheduling from any desktop
- Agent Adherence monitoring with real-time graphical displays and comprehensive historic reporting. Agent Adherence is an additional module.



