

Is Your Contact Center Ready For A Workforce Optimization Solution?



Answer these questions to determine if a Workforce Optimization solution should be in your contact center's roadmap.

1

Can you easily identify top and lower performing agents?

Great customer service begins and ends with frontline contact center agents. Evaluate agent performance using a Quality Management application to truly ascertain agent performance.

2

Are you using pen and paper or Excel spreadsheets for quality Assurance?

Manual quality assurance processes can be time consuming, cumbersome and complex. Rid yourself of manual processes and fine-tune your quality assurance program leveraging an integrated quality assurance application.

3

Do you lack time to train or mentor agents?

An integrated coach and learn application will help you incorporate a continuous learning culture inside your contact center by delivering the right training to the right agent at the right time.

4

Are you concerned with the new agent onboarding process?

Onboarding new agents is not easy. Live monitoring applications enable you to listen to live agent calls and see the desktop screens they use when servicing customers so you can provide immediate feedback while the interaction is fresh in the agent's mind.

5

Can you easily identify top and lower performing agents?

Reduce risks and liabilities and comply industry rules and regulations by recording your voice and non-voice customer interactions.

6

Are you using pen and paper or Excel spreadsheets for quality Assurance?

Too many agents is a waste of valuable resources. Too few agents can be a detriment to customer experience. A Workforce Management application can help you accurately forecast and optimize a staffing plan across all interaction channels.

7

Do you really know how customers feel about your services, products and company?

If not, a post call survey application can help you tap into customer sentiment following their interactions with your contact center. Use this customer feedback to make continuous improvements.

8

Do you spend too much time preparing reports?

Throw away your spreadsheets. The right Workforce Optimization platform will compile performance management analytics, dashboards and scorecards so you can dedicate more energy towards improving service processes.

To learn more about Workforce Optimization, contact your Avaya Account Manager or Avaya Authorized Partner, or visit us at [avaya.com](https://www.avaya.com)

[Learn More](#)

1 Worldwide Unified Communications & Collaboration Forecast, 2017-2021 (IDC Doc #US42506917, May 2017)

2 2017 Predictions: Mobile workforce to drive further enterprise change in 2017, By Richard Esposito, GM Mobility Services, IBM Global Technology Services January 5, 2017

3 Delivering a UC Experience: The Migration vs Integration Approach Wainhouse Research June 2017

4 An End User Perspective on Navigating Digital Transformation, Global, 2017 K1E1-72 October 2017 Frost and Sullivan

5 Market Analysis Perspective for Avaya: Worldwide Unified Communications and Collaboration, 2017 IDC October 2017

6 The UC Journey: 7 Steps to Unifying the User Experience Wainhouse Research May 2017

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