



## Be There When Customers Call

Providing excellence in customer care requires coordination of contact center, web-site and enterprise activity to ensure that staff is always available to keep up with customer demand. This includes management of complex forecasting and scheduling activities including historic and projected business volume, managing vacation requests, last minute schedule changes and inbound as well as outbound workload. This can become a balancing act when support of both front and back office includes e-demands like live agent or voice chat, fax response and operations including warehouse, dispatch or retail operations.

RightForce web-based workforce optimization solutions provide accurate forecasting and scheduling of employees in support of all customer touchpoints. A menu drive solution includes skills-based staffing, interactive schedule bidding, event monitoring, messaging and more..

# Business in Balance



## RightForce - The Evolution

Contact centers have seen an increased demand for the effective control of expenses. To achieve cost savings, management must focus on resources; the organization's ability to efficiently match staffing requirements with workload demand. Having the right staff at the right time can significantly increase productivity resulting in higher customer service levels and improved bottom line.

Workforce Optimization has evolved from manual scheduling that was time consuming and involved many hours to process complex formulas. As technology advanced, computers and versatile operating systems replaced the need for manual calculation to process operations and workload formulas. Still the investment in computer platforms was cumbersome and the problem solving inadequate. For years, the PC based methodology remained the industry standard for workforce optimization.

RightForce is the most comprehensive workforce optimization software available today, combining legacy knowledge with today's technological innovation to deliver a state-of-the-art product. RightForce can be tailored to the enterprise needs through a variety of delivery methods including client/server, premises based installation or as an Internet hosted ASP solution.



## A Powerful Solution

RightForce is powerful enterprise-wide workforce optimization software designed to meet the staff scheduling needs of the contact center. It allows efficient response to diverse customer multi-media demand sources including inbound, outbound call center activity, e-mail, fax and web inquiries or many other demand sources.

RightForce models the workflow of the enterprise to create schedules relating to activities that can be deferred to a later time. The system is based upon Internet architecture resulting in lower cost of ownership, increased access to information, total scalability and the ability to create forecasts, schedules and reports from multiple sources and locations.

As the first system to provide an easy to use Windows driven, web-based interface, RightForce significantly reduces implementation and training time. In addition, the system utilizes Microsoft's ODBC compliant SQL Server for access to RightForce information from other applications. Its object oriented design provides a scalable product that manages small-to-large contact centers.



## Empowered Planning

*Enterprise Planning* - Planning functionality for effective deployment of resources to meet expected workload.

*Demand Analysis Forecasting* - Tool for forecasting demand up to 5 years in advance by week, day, 15 or 30 minute increments.

*Demand Analysis Staffing* - Tool for translation of specific demand into resource requirements. Flexible translation methods are inherent in the program to meet specified demand characteristics including multi-skill queuing models, throughput calculations and user created table lookup methods.

*Multimedia Scheduling* - Dynamic skills-based forecasting and scheduling to manage a multi-skilled workforce for inbound voice calls, outbound call campaigns, web chat, e-mail, fax and general correspondence. Advanced mathematical technologies are used to ensure the proper number of employees with the correct skills (i.e. Multi-lingual, technical proficiency) are available to handle total multimedia work demands.

*Planning Schedule* - The best possible schedule to meet required demand based upon user defined rules and constraints.

*Operations Schedule* - The best possible schedule for current employees including their skills, availability and known schedule exceptions.

*Budget Planning* - Analysis tool for developing and maintaining an user definable operational budget through access to available resource data.

*Vacation Administration* - A series of tools to manage Vacation and Holiday schedules.

*Exception Entry* - Future Event management and storage for events that impact employee schedules.

*Outbound Staff Planning* - Planning and Management for staffing requirements to fulfill one or more outbound calling programs that form part of an outbound demand source. Outbound telemarketing campaigns are blended with inbound demand.



## Excellence in Administration

*Administration* - Models the infrastructure of the enterprise by describing the basic components and rules of behavior and establishes the relationship between workload and workflow to schedule beyond the contact center. Demand types can be immediate or deferred, basic or derived from other 'parent' demand types such as the need for outbound response, fax-back, credit card transaction etc.



## Operational Control

**Schedule Adjustments** - Consolidated tool to manage day-to-day operations, including last minute schedule changes, reallocation of meetings or relief periods and other changes that impact operations. A comprehensive display of actual schedules make general staffing changes easy.

**Status Monitor** - A multi-level visual display of actual demand and available staff and how it compares to the original plan. Quick intra-day forecasting tool helps to project forecasted demand for the remainder of the day.

**Real-Time Schedule Adherence** - Individual employee work status provided in a display format as reported by the ACD in real-time. Employee deviations from original schedules are clearly visible in color-coded format for quick identification between planned and actual employee status.

**Employee Access** - Employee 'Empower Tools' provide web-based, password protected access for total schedule management. Employees can view, print, update availability and preferences and process schedule trades, bids or request days off based upon user definable rules. Employees enjoy more control over their time increasing job satisfaction and productivity.



## Expanded History

RightForce has the capability to import and collect information from many different sources including traditional telephone, e-mail, web requests, live agent web discussions and fax. It also can include simple spreadsheets as well as sophisticated interfaces with other systems that provide historical workload or employee information for automatic data entry.

**Demand History** - The database used to store and analyze historical workload information that is utilized as the basis for creation of 'Demand Analysis Forecasts' and 'Staffing.'

**Employee Activity History** - A comprehensive tool that records extensive information about employee activity into a centralized database. Reported data includes employee attendance, productivity and work history. Having this information in a centralized location allows the enterprise to report employee information for ranking and to compare employee productivity statistics based upon specific productivity indices. Employee Activity History is an invaluable tool when deploying motivational incentive programs or when trying to maintain or improve staff efficiencies.

	Callin	AHT	Emp Resp	% Sgd	ASR	% Occ
0000	25	294	6	65.82	19.94	62.39
0030	29	294	7	60.39	26.16	64.34
0100	40	294	9	60.10	23.87	68.54
0130	43	294	10	60.25	25.45	72.02
0150	45	294	10	60.4	23.19	70.88
0200	48	294	11	60.85	23.81	72.76
0230	54	294	12	60.4	22.89	74.13
0300	75	294	16	60.25	21.55	78.59
0330	83	294	17	60.29	19.33	77.59
0400	95	294	20	60.30	19.61	80.72
0430	111	294	22	60.	18.62	81.17
0500	132	294	24	60.29	17.8	82.83
0530	156	294	27	60.4	16.73	82.2
0600	188	294	21	60.28	17.88	78.89
0630	207	294	25	62.86	16.83	82.48
0700	211	294	22	60.22	16.88	80.84
0730	210	294	22	60.85	16.51	84.47
0800	200	294	21	60.39	17.86	79.99
0830	20	294	20	60.23	16.54	80.87
0900	103	294	30	61.43	17.57	80.79
0930	114	294	29	61.88	16.39	81.49
1000	110	294	25	60.38	16.81	81.8



## Efficient Communication

**MessageNet** - The communications messaging system for instant communication with employees. Managers create user-defined forms that appear on employee workstation desktops at scheduled times. Employees are required to respond within a user-defined time period. An example would be a general directive to all employees soliciting that they work on Saturday from 8:00 AM to 5:00 PM. MessageNet can also be used for general messaging to notify employees of an impacting event or for motivational purposes.



## More Than Call Center Technology

The innovative technology upon which RightForce was built is designed to support workforce optimization as an enterprise-wide resource that may include non-contact center applications. Employee resources such as warehousing, fulfillment and non-call center employees can all be scheduled using RightForce. This functionality provides corporate management with a total workforce solution that promoting enterprise-wide employee productivity.



## Its Never Been Easier

RightForce is the most robust and flexible workforce optimization system available today. Its design takes into into consideration unique company work rules and easily moves through the forecasting and scheduling reporting process. RightForce utilizes an 'explorer-style' Graphical User Interface (GUI) providing a feature rich functionality. Intuitive help screens and integrated on-line tutorials provide easy to use guides along the way. Workforce Optimization has never been easier.



# RightForce



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## WorkForce Optimization

Multichannel Forecasting & Scheduling

Web-Based

Inbound & Outbound

Agent Desktop 'Empower Tools'

Operational & Planning

Vacation Administration

Skills-Based