

Workforce Management (WFM) Health Check Consultation

Make sure your solution and scheduling models conform to best practices and are being used appropriately for your business

You've invested significant time and money in your WFM application. But are you really utilizing it as effectively as you could be?

The technology offered through your contact center's Workforce Management solution gives you a transparent view into the day-to-day workings of your business, allowing you to identify issues and act on them quickly and effectively. However, those decisions are only as good as the data being produced.

inContact's Business Consultants will partner with your team to perform a thorough health check on your WFM solution. Our consultants will help your team close knowledge gaps and utilize your WFM solution more effectively.

Our experts will help you by:

- Identifying key processes in your WFM procedures
- Reviewing your WFM solution's "current state" and identifying under-utilized functionality
- Validating your WFM model for efficiency and accuracy
- Identifying and closing knowledge gaps

Our consultants will spend two weeks reviewing your application configuration, meeting with key stakeholders and working with your WFM team to identify business objectives and goals. Included in this two-week engagement are **three days onsite** with your WFM team. In addition, you will receive up to four hours of remote assistance in the week following the onsite engagement.

Upon completion, we will deliver an executive summary to your team, detailing our findings and recommendations for improving utilization of your WFM solution.



Brief Overview:

Our Business Consultants can help you validate your WFM solution to improve your scheduling efficiency and overall utilization.

- Improve forecasting accuracy
- Utilize the application more effectively
- Enhance the scheduling process
- Identify and close knowledge gaps