

Workforce Management (WFM) Strategic Consulting

Optimize your WFM solution with targeted application assistance and process analysis

As a cutting-edge contact center, you are constantly working to reduce costs and improve your key performance indicators (KPIs). Although often overlooked, increasing schedule efficiencies and making critical changes in your WFM practices can net measurable improvements.

A solid WFM foundation enables you to utilize the technology to its fullest, ensuring that your business objectives are met—and exceeded.

inContact's Business Consultants will partner with your team to provide best practices and customized recommendations and guide your contact center to success with WFM.

Our experts will help you by:

- Analyzing your business and identifying key processes in your scheduling procedures
- Reviewing your contact center's "current state" and setting strategic goals for improvement
- Identifying and closing knowledge gaps
- Identifying key measures for your contact center to gauge progress and success

Your **dedicated consultant** will spend approximately four weeks with you and your team, working through four phases: Analysis, discovery, gap analysis and recommendations.

During the presentation of recommendations, our consultants will discuss their top findings and key recommendations, highlighting potential ROI, along with process and system utilization enhancements. You'll also receive customized WFM process flow diagrams and a final report detailing best-in-class recommendations as identified in the gap analysis. This playbook will provide a detailed analysis of where you are today and what you need to adjust to fully optimize your WFM processes.



Brief Overview:

Our Business Consultants will help optimize your WFM solution to enhance your service levels and reduce your costs.

- Align your scheduling practices with strategic business objectives
- Optimize scheduling processes
- Improve service levels
- Increase potential ROI
- Utilize the application more effectively
- Coach your WFM team in best practices
- Develop optimized WFM process flow diagrams

What will you get?

We follow a proven 4 phase methodology in order to achieve optimal success:

Phase 1: Analysis

- Key stakeholder discussions and interviews in order to gain an understanding of Business Objectives.
- Analysis of business processes, documentation, existing solution and technology, and contractual or business limitations.

Phase 2: On-Site Discovery

- WFM Team interviews and evaluation of current business practices.
- Comprehensive understanding of existing solution and scheduling experience, and gain a full understanding of company and organizational culture.
- Initiate development of your fully customized WFM Process Flow Diagrams

Phase 3: Gap Analysis

- Identify opportunities for optimization and perform current gap analysis
- Recognize areas for service level enhancement and cost savings
- Up to 20 hours of remote consultation for WFM Team and/or other key stakeholders
- Complete WFM Process Flow Diagrams and Final Report

Phase 4: Presentation of Recommendations

- Executive Presentation of process, analysis, and key recommendations
- Overview of your customized WFM Process Flow Diagrams
- Distribution of Final Report (soft copy)

At the conclusion of the engagement, your consultant will present their top recommendations which highlight potential ROI, process improvements and scheduling enhancements. You'll also receive customized WFM Process Flow Diagrams and Final Report detailing best-in-class recommendations discovered through on-site discovery and gap analysis.