



CallRex

Workforce Management

CallRex Workforce Management™

Streamline Staffing While Meeting Service Levels and Reducing Costs

CallRex Workforce Management software allows you to:

- Eliminate the manual approach to workforce management by automating the tedious process of forecasting call volumes and employee scheduling.
- Leverage historical data to make better-informed staffing decisions, reduce scheduling conflicts and improve morale.
- Minimize the time supervisors spend on reviewing agents' scheduling exceptions, freeing supervisors up to focus on more critical tasks such as training and performance monitoring.
- Improve productivity by ensuring that the right staff are in place when your customers need it.
- Achieve full workforce optimization at a fraction of the cost while increasing profitability.
- Easily manage your workforce across multiple locations, skill sets, and time zones.
- Streamline time-consuming administrative tasks, enhance performance, increase customer service levels, and significantly reduce overall costs.

Staffing can be one of the biggest challenges to managing a contact center, sales or support group. Controlling costs while providing the best service can be a struggle; striking the balance with staffing and service levels is the key to productivity and efficiency. A comprehensive workforce management system, like CallRex Workforce Management™ (WFM) software, can allow businesses to effectively manage their most important assets: their employees. CallRex Workforce Management software can accurately forecast call volumes, leverage flexible scheduling processes, and produce reports that measure agent and call center, sales and support team performance.

CallRex Workforce Management software puts a powerful and affordable management solution within reach for businesses of all sizes. The solution is flexible, leveraging world-class technology to automate the workforce management experience, providing the tools you need to optimize your contact center, sales or support operations.

Schedule Optimization

Accurate, automated scheduling processes greatly decrease your administrative burden, permitting you to make more proactive and knowledgeable

scheduling decisions. Based upon forecasted call volume, the software's simulator scheduling engine incorporates all call types and routing policies to generate staffing schedules that optimize a wide range of factors, including agent availability, work rules, skills, holidays and breaks, service levels, and call center budgets. Utilize what-if scenarios to determine the best schedules for your center's needs, as well as build schedules for planning and budgeting purposes.

Effective Decision-Making

Evaluate current and future workforce requirements using comprehensive forecasting features. Explore how a change in call volumes or service levels or goals during a given time period would affect your center using "what if" scenarios. Produce the most effective scheduling of resources using accurate forecasts with normal and distinctive day workloads.

CallRex Workforce Management's graphical agent roster lets you drag and drop breaks, lunches, and other changes to agent schedules. The system displays surpluses and shortages for each time period of the day, allowing you to make informed staffing and service level decisions.



Quickly generate accurate automatic forecasts for multiple sites, complex routing strategies, and multi-skilled agents.

Forecasting

Deliver on every forecasting challenge by analyzing agent work history data from ACD systems, calculating a forecast for future call volume, agent requirements, average handle time, and other key performance indicators (KPIs) for any interval of the day based upon service level goals. Use the forecast to calculate the number of agents needed for each time interval based upon predicted call volume.

CallRex Workforce Management software delivers an accurate forecast based on a combination of previous events and what will likely occur in the future. The system calculates forecasts based on what has already occurred to establish trends that will aid in proactive decision making. Accurate forecasts enable you to create optimized schedules that balance service levels, costs, agent requirements and accurate planning for long-term call center staffing needs.

Technical Requirements

There are two main components to the CallRex Workforce Management software solution:

CallRex WFM SQL Database: All CallRex WFM data is stored in a database running on Microsoft SQL Server.

CallRex WFM Client: The CallRex WFM client is installed directly on supervisor desktops running Microsoft Windows.

Server Requirements

Intel Core 2 Duo
1GB of RAM
80GB Hard drive
100Mbit Network Interface Card
Microsoft Windows 2000 Server* or later
Microsoft SQL Server
Microsoft .NET Framework 1.1

Actual hard disk usage by the CallRex WFM database is approximately 1MB per agent per year.

* A "Server" version or greater of Windows is required for a commercial version of Microsoft SQL Server.

About Telrex

Telrex provides IP call recording and call center optimization software designed specifically for small and medium sized businesses, such as:

- CallRex Call Recording™: Call recording and monitoring
- CallRex Computer Recording™: Desktop computer recording and monitoring
- CallRex Agent Evaluation™: Call scoring and agent coaching for call centers
- CallRex Workforce Management™: Forecasting, scheduling, and adherence monitoring
- CallRex Speech Analytics™: Automatic analysis of recorded calls
- CallRex API™: custom integration solution for CallRex call recording software

Telrex offers its award-winning CallRex suite of software through value added resellers worldwide. Contact Telrex at +1.425.827.6156 or learn more at www.telrex.com.