



# CallRex Workforce Management

FORECASTING AND SCHEDULING SOFTWARE



## PRODUCT SHEET

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™ 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, provide real time adherence data, 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.

### Effective Decision-Making

Evaluate current and future workforce requirements using comprehensive forecasting features. Produce the most effective scheduling of resources using accurate forecasts with normal and distinctive day workloads.

## 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 and real time 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 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.

CallRex Workforce Management's graphical user interface 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 multiple forecast calculation models 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 three main components to the CallRex Workforce Management software solution:

- **CallRex Workforce Management SQL Database:** All CallRex Workforce Management data is stored in a database running on Microsoft SQL Server or Microsoft SQL Server Express.
- **CallRex Workforce Management Server:** The CallRex Workforce Management Server connects to the contact center software system to collect historical call data and adherence events.
- **CallRex Workforce Management Client:** The CallRex Workforce Management client is installed directly on supervisor desktops running Microsoft Windows
  - Microsoft Excel 2007 or later is required to export reports.

## Minimum Server Requirements

- Single processor Intel compatible server
- Supported operating systems:
  - Windows 7
  - Windows Vista
  - Windows Server 2008
  - Windows Server 2003 with Service Pack 2 or later

- Windows XP with Service Pack 3 or later
- 1 GB RAM
- 20 GB of free disk space
- 100 MB Network Interface Card
- Microsoft Windows Server 2003 SP2 or later

## About CallRex Software

The CallRex software suite includes IP call recording and contact center optimization software designed specifically for small- and medium-sized businesses, such as:

**CallRex Quality Management Suite™**  
Contact center optimization software

**CallRex Call Recording™**  
Call recording and monitoring

**CallRex Computer Recording™**  
Desktop computer recording and monitoring

**CallRex Agent Evaluation™**  
Call scoring and agent coaching for contact centers

**CallRex Workforce Management™**  
Forecasting, scheduling, and adherence monitoring

**CallRex API™**  
Custom integration solution for CallRex Call Recording software

## About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.



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