

ice Contact Center with Calabrio Workforce Management

ice Contact Center with Calabrio Workforce Management (WFM) optimizes workforces. It delivers an outstanding contact center experience for all users by utilizing forecasting, scheduling, and other administrative capabilities.

By integrating ice with Calabrio WFM, end-users can utilize a wide range of tools to empower their entire organization, resulting in enhanced operations and engaged customers.



Benefits of integrating Calabrio with ice Contact Center



Reduce Customer Wait Times

Supervisors can utilize Calabrio WFM forecasting capabilities to look for seasonality and trends to achieve optimal agent coverage. Sufficient staffing ensures that customers don't have long wait times, ultimately improving the customer experience.



Save Money

Meet service levels and key performance indicators (KPIs) while ensuring the budget isn't wasted on overstaffing during non-peak times of the year. Calabrio WFM provides contact center managers and supervisors with a unified view of all agents' scheduled time off, including meetings, breaks, and vacation days, allowing organizations to create work schedules in advance and adjust accordingly.



Generate Agents' Schedules Instantly

Creating a schedule that considers agents' skills, availability, and queues can be a tedious process for supervisors. Fortunately, with Calabrio WFM, agent schedules can be automatically created based on forecast results, allowing supervisors to focus on contact center operations.



Avoid Agent Burnout

Employees are happiest when they are not overworked. An exception request lets agents set aside time, either retroactively or proactively, to work on other tasks while away from the queue without affecting the agent's adherence rating. With Calabrio WFM, agents can manage their schedule by requesting time off, trading shifts with other agents, or submitting exception requests to fit their workload better. As a result, agents are happier and able to provide better client experiences.

Ice Contact Center with Calabrio Features



Scheduling

With Calabrio WFM, contact center supervisors can instantly create agent schedules that combine forecast results and desired service levels. These schedules can determine optimal staffing needs to meet business demands. These schedules include breaks, lunches, meetings, and training sessions. Scheduling the right number of agents at the right time prepares contact centers for spikes or dips in interactions and ensures that service levels are met.



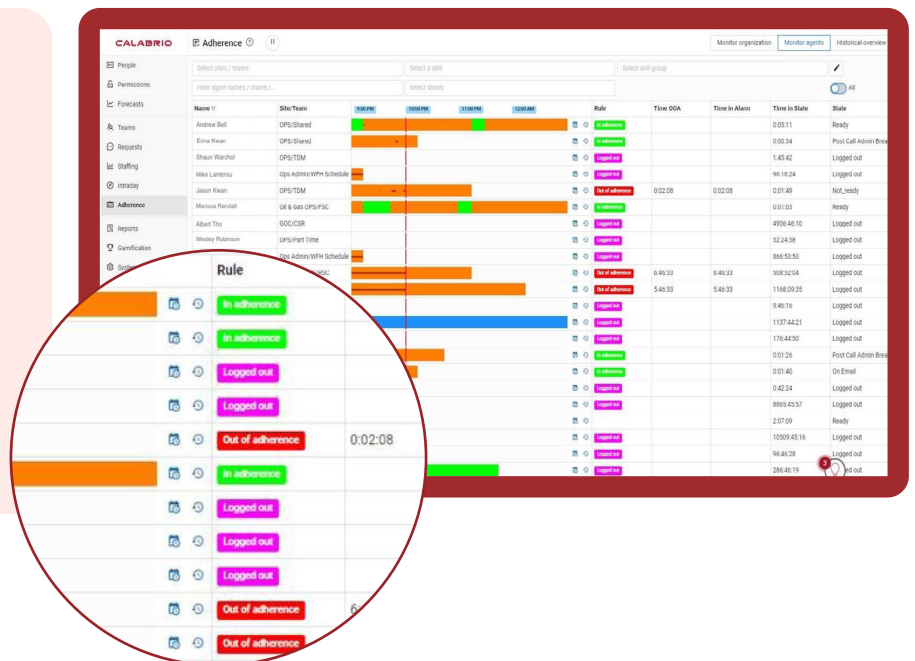
Forecasting

Forecasting helps identify certain times of the day or year when there is an increase or decrease in customer interactions. By analyzing historical data retrieved from ice, Calabrio WFM helps predict future interaction volumes and determine optimal staffing levels to generate immediate savings from overstaffing.



Real-Time Adherence

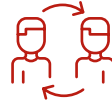
Measure whether agents are following their assigned schedules in real time, including breaks, lunches, and meetings. Tracking real-time adherence maintains service levels throughout the day by identifying and fixing problems immediately.





Conformance

Conformance compares the amount of time agents are scheduled to work on the service queue with the amount of time they actually spend on the service queue. Measuring conformance provides supervisors with the data to ensure agents are working their total assigned time.



Flexible Agent Schedules

Provide agents with the autonomy to adjust their schedules to fit their workload better and avoid burnout. Calabrio WFM allows agents to request time off, trade schedules with other agents, and submit exception requests.

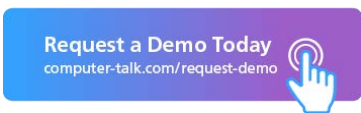
Predict and prepare for demand to meet all users' expectations by streamlining and optimizing your workforce management with ice Contact Center and Calabrio WFM solution. If you'd like to learn more about ice Contact Center and how it can enhance your organization, request a demo at www.computer-talk.com/demo-request.



About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.

For more information, visit us at computer-talk.com



1-800-410-1051
computer-talk.com
computer-talk.com/blogs

computer-talk.com/request-demo