

Workforce Management

Unlock peak performance in your contact center with TCN's Workforce Management (WFM). Optimize scheduling, empower agents and achieve operational excellence.

TCN's WFM empowers businesses to conquer staffing challenges. With advanced forecasting and automated scheduling, it optimizes resource allocation, reduces overtime and tackles seasonal work issues. Easily share schedules with your team on one platform.

Assess, evaluate and enhance agent performance

Forecasting Forecasting automatically generates skill profiles from data utilizing agent skills and call statistics to ensure precise forecasting and scheduling processes. These fields can be edited to enhance the precision of forecasts and schedules, enabling organizations to align resource allocation with specific business needs. You can manage historical data efficiently by identifying and adjusting anomalies to ensure that forecasts and schedules are based on reliable and accurate information and enhance the precision of workforce planning.

Scheduling with TCN allows you to visualize your schedule to quickly identify critical patterns and gaps to ensure adequate employee skill coverage throughout the day. The flexibility to zoom in on specific periods allows you to investigate anomalies and observe how scheduled breaks align for continuous coverage.



TCN's scheduling empowers you to adopt a more strategic approach to managing labor costs, which empowers data-driven decision-making, cost efficiency and the optimization of staffing levels tailored to your unique requirements.

Benefits

- Improve customer service with quicker response times and accurate skills
- Boost profit and cost management through FTE
- Balance employee workload
- Enhance visibility and control over work hours
- Plan holiday and peak seasons
- Prepare emergency response
- Allocate time for agent training and development

Features

- Automate forecasting
- Real-time management
- Automatic skills profiles
- Visualize agent schedules with breaks
- Easily zoom and pan to view weekly and daily data
- Schedule weekly or ad-hoc calendar events
- Create custom rules for activities
- Edit historical data, including ATAB, ASA, ACW, ATT, Abandoned and Total Calls
- Full-Time Equivalent scheduling

Use Cases

- Adjust records affected by an outage that resulted in an unusual surge in call volumes to the contact center.
- Develop skill-based schedules to guarantee coverage according to call types, prioritizing specialization over the total call volume.
- Ensure the right personnel are available at the most effective times due to precise scheduling.

