

# WORKFORCE MANAGEMENT FOR CONTACT CENTER



**ARGUS**  
WFM CC



**Save up to 30%  
on payroll!**



**Eliminate the  
routine!**



**Deliver better  
customer service!**



**Drive higher  
employee loyalty!**



In today's increasingly complex contact center your employees need a powerful combination of tools to meet rapidly growing customer expectations.

### How to keep your employees satisfaction level aligned with your customer engagement strategy and business profitability?

Use workforce management tools to deliver on all your business objectives, boosting the contact center efficiency and the quality of customer experience!

**ARGUS WorkForce Management** offers robustness and agility by combining the tools for forecasting, planning and scheduling, real-time performance tracking and analytics.

**The result is simple – you have the right number of people, with the right skills, in the right place, at the right moment – and you can use all this for providing the best service ever!**



#### Precise forecasting and planning in less time

Estimating future workloads is an essential, but extremely challenging part of contact center routine, which require lots of time and special skills. **ARGUS WFM CC** provides the set of handy tools for quick data processing, in order to create accurate forecasts, short- and long-term plans with accounting of all the essential factors, in several hours instead of weeks!

- ◆ Forecast modelling for voice and media channels
- ◆ Forecasts for any time frame (from over a year down to 5 minutes level)
- ◆ Seasonality and call volume trends accounting
- ◆ Adding knowledge about future campaigns (special offers, events, weather conditions), which influence on call volume
- ◆ Agent's shift schedule templates and work plans
- ◆ Maintaining the accordance with labour legislation and employment contract
- ◆ Vacation planning

#### Reduce costs with flexible scheduling

Intra-day activities scheduling in complex multi-skill and multi-channel environments can be very tricky. Automated scheduling processes, enabled by **ARGUS WFM CC**, afford to reduce over-staffing and overtime, which definitely lead to cutting budgets on payroll and save time for providing better service.

- ◆ Optimizing lunch time/breaks
- ◆ Training/meeting scheduling
- ◆ Multi-skill scheduling
- ◆ Rule-based scheduling
- ◆ Prompt schedule update in case of changes

#### Process the data from various sources in a single area

**ARGUS WFM CC** provides powerful integration opportunities. The system is ready-to-interact with a wide range of contact center platforms. Various product API allows interacting with several platforms simultaneously, aggregating and reconciling information from different sources.

## Take control over agents and contact center operations in a real-time mode

Get an overview of the current situation with the most up-to-date information on the flexible dashboards, which enable to monitor and balance the key contact center metrics.

- ◆ Configuring the dashboards according to your needs
- ◆ Monitoring forecast accuracy and service level
- ◆ Employee schedule adherence
- ◆ Supervisor and agents alerts with immediate proactive notifications
- ◆ Alert rules settings
- ◆ Flexible settings for each user

## Drive higher employee engagement

Empower agents with handy tools for entering their availability, shift preferences and other requests, to drive higher loyalty and help them to deliver better service for your customers.

- ◆ Schedule overview at any time and place
- ◆ Availability and shift preferences indication
- ◆ Shift trading
- ◆ Vacations requests and other ad-hoc absences
- ◆ Overtime work requests

## Improve operation in multiple time zones

Contact center operation in multiple time zones can add more challenges in planning, scheduling and everyday routine. **ARGUS WFM CC** tools help to centralize resource planning in geographically - distributed contact center sites in different regions.

- ◆ Grouping managers and agents, who operate in the same time zone
- ◆ Local time display at the agents' workspaces

## Support your decisions by powerful analytics

Take a step ahead, using **ARGUS WFM CC** analytical module to create not only standard reports, which are common for most contact centers, but also the customized ones. Report design tool allows producing non-typical reports according to your needs, without involving developers.

- ◆ Agent performance report + KPI (occupancy, utilisation, absenteeism)
- ◆ Payroll report
- ◆ Customized reports

## Enable business transparency

Low-transparency business processes flow sets hurdles in coordination between different departments, for example, when it comes to work plans or shift trading confirmations. **ARGUS WFM CC** is scalable to your needs and enables to optimize business processes and control operations by opportunity to configure the settings according to your requirements without involving developers.

- ◆ BPM support for contact center operations control
- ◆ Single Sign-On support for authentication control
- ◆ Integration with ERP-systems for calculating staff wage and/or bonuses



# ABOUT RTC ARGUS

**ARGUS Research and Technical Development Center** is an expert in workforce management solutions, based in Saint-Petersburg, Russian Federation. The company history dates back to 1999, and since that time we developed a wide range of software tools for automating operations and supporting basic business processes in telecommunications industry and contact centers. Customers choose **RTC ARGUS** for our ability to understand their needs and offer the best solution. Our overall experience, various integration opportunities, high expertise and ability to provide the system deployment as quickly as possible are committed to be our crucial competitor advantages. Furthermore, we fully support our solutions and provide warranty and post-warranty service.

Learn more: [www.eng.argus-wfmcc.ru](http://www.eng.argus-wfmcc.ru)



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