CONTACT

Kon-Tiki Business Space, Tower 2 Level 1,
55 Plaza Parade, Maroochydore CBD,
QLD 4558

07 5329 4785
info@maxcontact.com.au

CONNECT

www.maxcontact.com.au
in MaxcontactAustralia

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ACCURATLEY FORECAST YOUR EXACT WORKFORCE REQUIREMENTS

WORKFORCE MANAGEMENT

WORKFORCE MANAGEMENT

Scheduling staff shifts and work patterns is one of the most difficult jobs in a business. Holidays, rotas, workload, skill sets, contracted hours, SLA's and KPI's are just some of the many variables that need to be taken into account.

MaxContact WFM looks at all the interactions within your contact centre and business and uses statistical analysis to make sure that you have the right staff, with the right skills, in place to meet your goals. At the same time, it keeps staff levels and costs to a minimum.
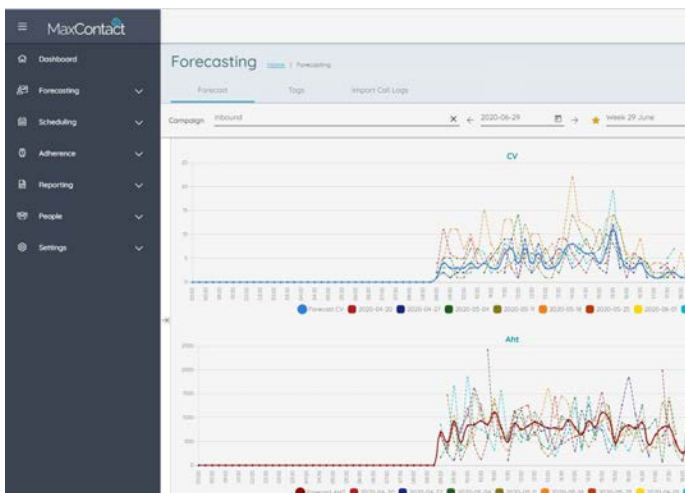
Workforce scheduling can be completed for the following interaction channels:

- Inbound calls
- SMS
- Web Chat
- Social Media
- Email
- Back Office Admin

KEY BENEFITS

Reduce Staff Costs

By making sure you have the right number of staff, with the right skills, to meet your day-to-day operational demands, you can reduce your workforce costs by up to 30% while continuing to meet your desired SLA'S.

Increase Forecast Accuracy

MaxContact WFM uses your statistics from the last 12 months which creates a highly accurate forecast based on your business, instead of similar businesses, guesswork or assumptions. This means we can provide a highly accurate, efficient and cost-effective workforce schedule.
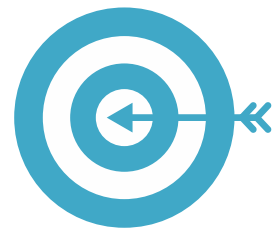
Consolidated Solution

MaxContact WFM provides a single solution for all of your business interactions which means a single access point for all statistical analysis and historical trends.
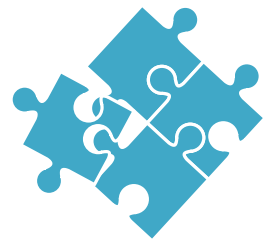
Automation

Labour intensive tasks such as shift creation are automated. This means that forecasts and schedules can be generated in minutes rather than the hours it takes other WFM solutions on the market. Forecasts can be communicated to staff via their agent portal which also allows for Shift Swaps and Holiday Requests .

KEY FEATURES

- Schedules shifts in minutes.

- Provides an agent web portal with shift swap and holiday request management included.

- Builds 'What If' scenarios, e.g:
  - What is the best possible performance I can get with my current resources?
  - What resources would I need to deliver X level of performance?

- Live Dashboard to show actual performance against the forecast

- Includes real-time adherence which helps identify forecast deviations before they can become problems.

- Adheres to labour laws and employment contract obligations.

- Empowers staff by allowing them to view shifts online and manage their own shifts, holidays and breaks with predefined rules.

- Provides real historical reporting on Adherence, Holidays, Shift with API to build custom reports.

INTEGRATION

MaxContact WFM can be integrated with all your partners, including, but not limited to:

- Phone System
- Contact Centre Software
- Email Software
- Web Chat Software

- Social Media Provider
- CRM
- Payroll
- HR Systems

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