

Puzzel Contact Centre Solution

Puzzel Workforce Management



The volume of interactions and work in modern contact centres can be moving targets, especially in larger organisations. Your forecasting and scheduling processes can grow very complex and become increasingly difficult to manage. Scheduling the right people with the right skills at the right times can be a daunting challenge.

Puzzel's Workforce Management (WFM) solution, powered by Verint, helps you solve these problems. With Puzzel WFM you can optimise your schedules and streamline your workforce management processes, reduce the risk of overstaffing, minimise overtime, increase employee satisfaction by providing them preferred schedules, and automate routine administrative tasks which frees your supervisors to focus on the more important and engaging parts of their jobs.



"Puzzel WFM streamlines daily planning operations and allows you to effectively forecast future requirements in your contact centre, based on previous interaction volumes. Puzzel WFM allows you to plan the requirements of your contact centre to maintain an effective operation without overstaffing or incurring unnecessary costs."

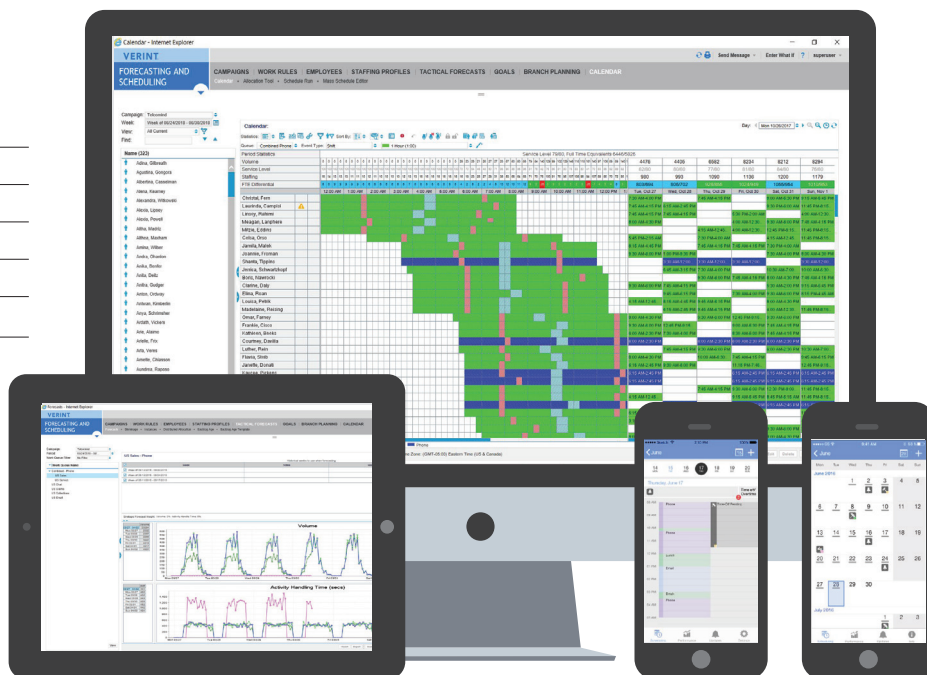


Pete Dempsey, WFO Consultant - Puzzel



Functionality

- Forecasting
- Service Level Goals
- Scheduling
- Adherence
- Request Management



Benefits of Puzzel WFM

- Provides you with an optimised schedule based on defined work rules, skills, employee preferences, and service level goals
- Schedule the right people with the right skills at the right time
- Schedule meetings and training without impacting service levels
- Leverage staff self-service, e.g. day-by-day start time preferences and shift trading, improving scheduling and increasing employee engagement without increasing managerial overhead
- Schedule based on skill priorities that align with your strategy
- Enables you to develop optimised, long-term plans for capacity, staffing, hiring, and holidays, thus massively simplifying your administrative workload
- Provides a real-time graphical view of forecasted, actual, and predicted interaction volumes, handle time, service-level statistics, and more
- Instantly inform employees of schedule changes by email alerts and notifications, and use trends to reforecast, reschedule, and adjust your staffing according to the current requirements of your organisation
- Comply with government and union regulations, as well as your own HR policies

Forecast staffing requirements and create effective schedules

Forecast Effectively

- Up to date
- Valid
- Realistic

Optimised Schedule

- Up to the minute
- On Demand
- Flexible

Resource Planning

- Right people, right time
- Prevent overstaffing
- Save time and money

About Puzzel

Puzzel is a leading provider of customer interaction solutions. With nearly 20 years' experience, Puzzel was one of the first to develop a cloud-based contact centre. Highly flexible and scalable, Puzzel can be adapted to accommodate from one to several thousand concurrent agents using any device, in any location and integrates with multiple applications seamlessly.

Puzzel is one of the few contact centre solutions that is completely multi-channel. Puzzel agents can respond to Phone, Email, Chat, Social Media and SMS enquiries all within the one application.