

## Case Study: Call Center Workforce Management



### Adoption

- Solicited feedback from management and agents to ensure all views were equally represented
- Met with each and every agent in group setting and individually to explain changes and the impacts associated with them



### Readiness

- Ensured all requirements were delivered on time and with quality
- Developed needed processes, documents, and tools prior to implementation



### Design

- Tailored all processes (forecasting, planning, scheduling, and RTA) around existing company culture and industry best practices
- Set up all processes for continuous improvement and started measurement of results immediately

The processes designed and implemented by ValueWise allowed the client to:

- Improve daily forecasting accuracy by over 3% immediately after implementation,
- Improve schedule quality by 3% - 5% immediately,
- Increase agent adherence by 8% in six months, allowing the group to exceed its adherence goal in less than half the projected time,
- Increase agent efficiency by over 8%, resulting in potential savings of \$200k per year, and
- Exceed sales projections for busy season by 300%.

### CHALLENGE

A well respected, regional health plan sought to increase efficiencies in its service and sales centers by increasing agent productivity. The group also wanted to ensure that they continued to provide outstanding levels of customer service.

### SOLUTION

ValueWise worked with the client to determine the need for an adaptable, robust WFM tool and an effective WFM practice. The ValueWise team then partnered with NICE to implement IEX TotalView for the health plan's 85 service and sales agents while simultaneously working with the client to design and implement best practice processes for demand forecasting, agent staffing and scheduling, and real time change management.

### RESULT

Overall impact of the IEX TotalView implementation on agent efficiency conservatively **estimated at 8% resulting in a potential savings of over \$200,000 per year.**

*"The approach ... aided the company in getting the most benefits possible from its NICE IEX Workforce Management implementation. Having processes custom-designed to blend workforce management expertise with our corporate culture allowed the company to avoid any roadblocks or delays. Continuous improvement processes were in place from the moment Workforce Management was implemented and were therefore developed proactively and not reactively."*

- VP, Customer Service