

# OpenScape Contact Center Workforce Optimization

Powered by ASC®



## Record. Analyze. Act. Perform.

Four simple steps to energizing your customer service, enhancing business performance and accelerating profit.

Uncover what's driving customer satisfaction.

Identify how to work smarter.

Increase customer loyalty.

Need to differentiate in a crowded market, increase efficiencies across the business, and at the same time, keep costs under control?

Sounds like an uphill battle. But that's before you see what Unify's OpenScape Contact Center Workforce Optimization (WFO) solutions can do.

Powered by ASC's market leading Workforce Optimization suite, you get all of the tools you need to improve every element of the customer experience.

And that can lead to dramatically improved performance right across your enterprise.

It all starts with an unprecedented view of performance, operations and customer intelligence across your organization.

### The ingredients...

- Multi-channel customer-agent interaction recording.
- Quality Monitoring and Performance Management applications.
- Workforce Management - forecasting and scheduling.
- eLearning and Coaching solutions.
- Speech Analytics - keyword and phrase spotting + emotion detection.
- Customer feedback surveys.

# Simple, yet sophisticated

All the tools you need to run a world class contact center

60% of “failed” calls are due either to lack of agent skills or poor processes.

Improve workforce performance.

## WFO in Action

At the click of a mouse OpenScope Contact Center WFO, powered by ASC, brings together a huge variety of information sources from across the business - allowing you to record, analyze, act, and perform to meet your business objectives.

## Multi-Channel Recording

Capture interactions based on rules you define. Then find and review them easily using the desktop or web-based player. Encryption of audio and screen recordings ensures your recorded data is protected, and you’re compliant with PCI DSS.

## Quality and Performance Management

### Quality Monitoring

Interrogate and analyze customer communications to gain deep insight into processes and products, agent behavior, customer behavior, rising trends, and more.

Quality alarms alert management when quality levels are below threshold and automatically assign eLearning packages to identified agents.

### Performance Management

Critical KPIs displayed in over 30 pre-defined or customized reports to track and analyze performance.

Want real-time insight? Simply view your personalized dashboard which you can expand anytime.

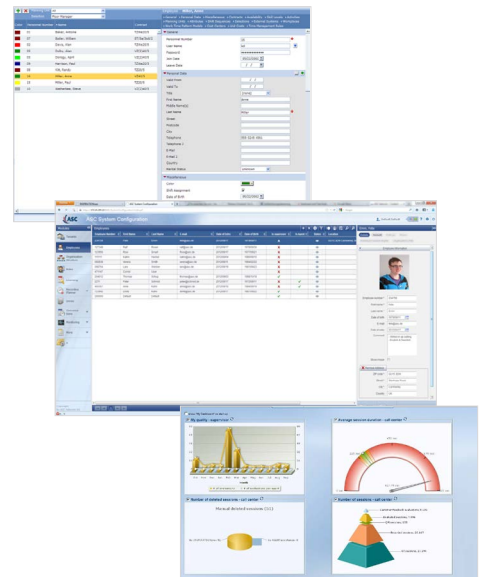
## Workforce Management

### Forecasting

Accurately forecast staffing needs using validated historical data and sophisticated forecasting algorithms.

### Scheduling

Schedule and deploy the right number of staff with the appropriate skills at the right time.



## Analytics

### Speech

Mine unstructured data to identify good and bad areas for investigation using keyword and phrase spotting, transcription of spoken words into text, and emotion detection.

### Desktop

Intelligently record agent screens and tag to associated call recordings for a deeper analysis of agent performance.

### Content

Analyze call recording content for voice volume and other typical attributes (e.g. sudden tremble in voice), to isolate problem areas or to identify new sales opportunities.

## eLearning/Coaching

### eLearning

Assign and deliver agent desktop training based on your evaluation results to achieve goal-oriented improvements.

### Coaching

Turn live recordings of customer interactions into best-practice coaching sessions. Mark, comment and define sections of recorded sessions as future training material for coaching

## Customer Feedback

Giving customers the opportunity to report their service experience when it's still fresh in their minds increases the likelihood they'll return again in the future.

Now you can initiate phone-based customer surveys immediately after any interaction with your agents.

## Business Value

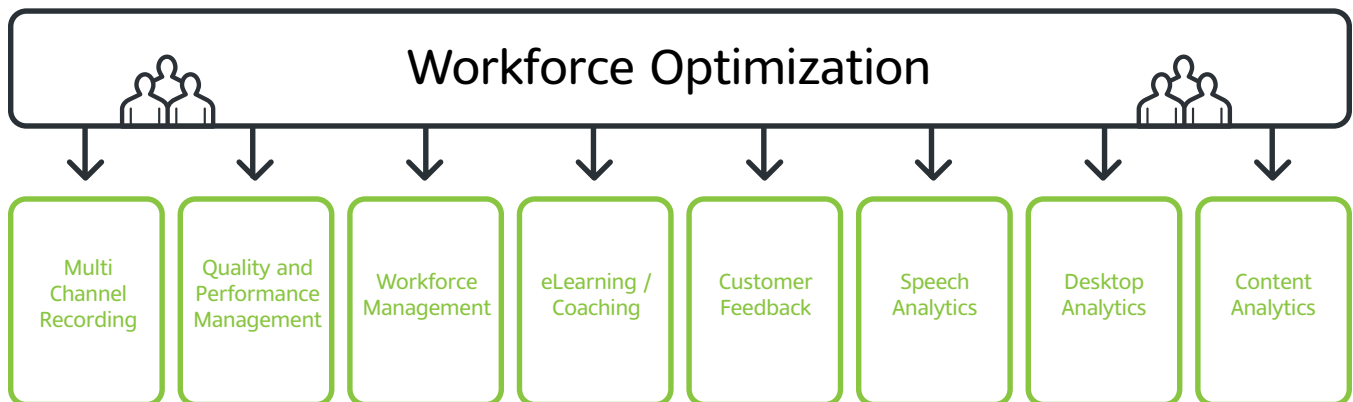
- Make customer experience measurable.
- Uncover ways to improve customer retention.
- Increase revenue by exposing up-sell and cross-sell opportunities.
- Investment protection - evolve with your unique business requirements.
- Empower agents with the gift of knowledge and keep them loyal.
- Targeted eLearning delivered right to the agent desktop reduces training time and costs.
- Start realizing the return on your investment from day one.

Support your brand.

Enhance customer service.

Promote employee and customer loyalty.

Improve profitability.



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## About Unify

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment. Augmented by Atos' secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.

[unify.com](https://unify.com)



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