OpenScape Contact Center Workforce Optimization

Powered by Verint®

Atos

The simple way to turn contact center information into truly actionable business intelligence

You're being tasked with improving customer service, to save money, and to gain actionable business intelligence.

You need the tools to do it – and they're right here with Atos Unify OpenScape Contact Center Workforce Optimization (WFO).

Powered by Verint's Impact 360 Workforce Optimization suite, you'll gain deeper visibility into organizational performance and customer needs.

Uncover business trends and competitive gaps/ advantages.

Discover the root cause of customer and employee issues and behavior.

You'll better engage your customers and deliver a more consistent customer experience.

And that's going to have a marked impact on agent productivity, resource planning and the profitability of your contact center.

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

- Share information across departments easily over a unified platform.
- Capture, analyze, and act on metrics to improve workforce performance and customer interactions.
- Securely record customer interactions in their entirety, selectively, on demand, or randomly.

- Identify agent training and improvement opportunities.
- Forecast and schedule your workforce based on accurate data.
- Provide employees a vital performance feedback loop that drives employee behavior in positive ways.
- Improve business processes by using desktop and processing analyzers.
- Collect customer satisfaction data and gauge customer loyalty by utilizing customer feedback and survey mechanisms.

Incredibly sophisticated and wonderfully refined

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

WFO in Action

At the click of a mouse, Atos Unify OpenScape Contact Center WFO brings together a huge variety of information sources from across the business - allowing you to predict, perform, analyze, and act to meet your current and projected business workload.

Capture and analyze customer interactions.

Improve workforce performance.

Predict

Forecasting
Get ready to align resources across your enterprise with projected customer demand and corporate objectives. And create 'what if' scenarios to determine tradeoffs between costs, service levels, revenue, and staffing.

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

Perform

Adherence
Track staff adherence to their schedules, and drill down into captured customer interactions to understand what's causing problems.

Contact Recording
Capture interactions based on rules you define. Then review them easily or forward them to others. Encryption of audio and screen recordings ensures your recorded data is protected.
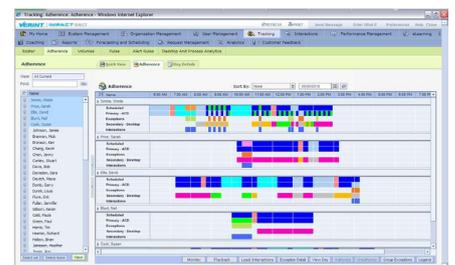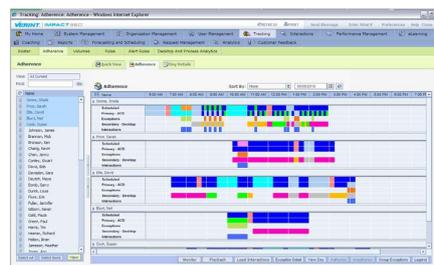
Analyze

Performance Management
Use predefined or customized KPIs displayed in role-appropriate scorecards to track and analyze performance.

Want more insight? Simply drill down into adherence screens and recorded interactions directly from the scorecard.

Quality Monitoring
Interrogate and analyze customer communications and related data from multiple channels, including phone, chat, email, social media, and customer surveys, to gain a deep insight into processes and products, agent behavior, customer behavior, rising trends, and more.

Voice of the Customer Analytics
Proactively provide insight into customer behavior, market opportunities, process issues, and rising trends through speech analytics, text analytics, and enterprise feedback management solutions.

Act

Coaching
Schedule, deliver and track coaching sessions using an automatic workflow that's integrated with scorecards and training.

eLearning
Assign and deliver desktop training on demand - or automatically - based on scorecard results.

Reporting
Action your insights to refine your customer care strategies and processes - then predict the resources you need.

Real-world Solutions with Real Business Value

- Real-time visibility into employees across roles, levels, and functions.
- Navigate with ease while you move from one function to the next — all from a single entry point.
- Low total cost of ownership with fewer servers as you scale with virtualization, resiliency, and redundancy.
- Simplified system administration through a single organizational hierarchy and flexible archiving system.
- In-depth functionality with tightly unified apps to make it easy to add new functionality as your business needs change.

Integrate your customer care operations with the rest of your enterprise.

Make better decisions faster.

Enhance customer service across your organization.

Build customer loyalty.

Workforce Optimization

- Contact Recording
- Quality Monitoring
- Coaching and eLearning
- Performance Management
- WFM Forecasting, Scheduling and Strategic Planning
- Speech Analytics
- Comprehensive Reporting and Dashboard

About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us
atos.net
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Let's start a discussion together

For more information: **unify.com**