



## Data Sheet

# TECHNOLOGY INNOVATION SOLUTIONS Workforce Optimization Suite

Workforce Optimization  
can increase speed  
to performance by  
**30%**

### Overview

Maximize agent productivity with the Workforce Optimization Suite. This package of solution enhancements expands the Premise Contact Center and Cloud Contact Center: Enterprise products. The Workforce Optimization Suite provides technologies for every stage of the agent life cycle and includes:

- Learning Toolkit
- Desktop Automation
- TeleTech@Home<sup>®</sup>

### Features and Benefits

#### Learning Toolkit

This technology suite accelerates agent on-boarding and ongoing training. Engage your employees and teach critical business skills with eLearning, simulated learning, and social learning technologies.

- Deploy a learning management system—eLearning delivers engaging, video-based learning solutions for self-service learning through a cloud-based platform.
- Track progress—eLearning provides surveys, tests and quizzes to evaluate, track and report performance through more than 40 reports in four languages.
- Work with proven technology—eLearning technology has housed 1,754 training courses, provided 12,770 hours of video training, and delivered more than 8.48 million hours of training in total.
- Provide “real play” training scenarios—Simulated learning technology creates practical learning exercises to expose new agents to real-world customer interactions and eliminate job shock.
- Create training environments that are just like the real thing—The TeleTech GigaPOP<sup>®</sup> VoIP network provides a simulated operations environment for an authentic experience.
- Simplify ongoing coaching—Simulated learning offers call and video recording tools as well as performance reporting capabilities, making evaluations easy.
- Empower agents to share knowledge—Social learning is a collaboration platform that empowers agents to share ideas and harness collective intelligence.
- Gain visibility into the social learning system—Instant feedback with real-time comments and continually updated information enable instructors to adjust material on the fly.

Virtual contact centers are expected to grow more than four times faster than global outsourced contact centers.!

## Desktop Automation

Desktop Automation is a suite of technologies that simplifies the agent experience and streamline processes.

**The Associate Productivity Suite.** Provide a single user interface for multiple software systems. Single sign-on features, search capabilities, knowledge navigator tools, and event monitoring abilities give agents the information they need and make multitasking easy. Integration capabilities also automate repetitive, manual tasks. Agents only need to enter information once in order to update multiple databases and systems.

**The Interaction Management Solution.** Make service straightforward with conversation scripts and workflow management tools. Computer telephony integration (CTI) allows interaction among calls and computer events like screen pop, routing decisions, back-office interaction management, dispositioning, and more.

**Knowledge Management Technology.** Quickly give agents the information they need. This question-to-answer matching engine enables agents to enter questions in plain language and receive one right answer within a 90 percent accuracy rating. Integrate the software across multiple service channels to leverage collective knowledge.

## TeleTech@Home

This technology suite enables companies to easily deploy a virtual workforce and securely manage at-home agents.

**WorkBooth®** provides a secure and regulatory-compliant contact center system that supports virtual agents who log in from home. Agents get cloud-based access to all contact center services, and supervisors get flexible scheduling, monitoring, reporting, and communications tools.

- Complete connection to all tools, systems, and services for remote agents
- Client access for monitoring, reporting, and communication
- 99.95 percent up-time and agent availability
- SOX, PCI, SAS 70, and EU Safe Harbor compliant
- Cost-effective disaster recovery routing
- Communicate through secure chat
- Flexible agent scheduling
- 24x7 support

## Real Results

Workforce Optimization has helped businesses achieve these benefits:

### Optimized Costs

- Increased speed to performance by 30 percent

- Reduced average call handling times by 10 percent
- Reduced training time by 15 percent

### Enhanced Customer Experience

- Decreased dissatisfied customers by 52 percent
- Increased customer satisfaction by 28 percent
- Increased first call resolution by 8 percent

### Increased Revenue

- Reduced customer attrition by 2 percent
- Increased revenue per call by 1 percent

### Uses

The Workforce Optimization Suite is available in a variety of technology options including cloud, on-premise, and hybrid delivery models. It is a package of optional product enhancements for the Cloud Contact Center: Enterprise and Premise Contact Center; however, its components can also be purchased as standalone products. For a more comprehensive solution, the Workforce Optimization Suite can be bundled with the Self-Service Suite and Customer Interaction Suite.

The Workforce Optimization Suite helps companies:

- Improve overall optimization throughout the agent life cycle
- Automate the agent desktop and build a collaborative knowledge library
- Create an efficient on-boarding process with continuous learning and development
- Rapidly deploy a virtual contact center with TeleTech@Home technology

### Related Products and Services

- Customer Interaction Suite
- Self-Service Suite
- Premise Contact Center
- Cloud Contact Center: Enterprise

### Key Differentiators

Enable effective on-boarding—The Learning Toolkit provides real-world training scenarios, engaging courses and continuous learning opportunities.

Enhance productivity—Desktop Automation enables agents to reduce time navigating between applications and efficiently handle customer inquiries.

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Quickly deploy a virtual workforce—TeleTech@Home provides the security and systems you need to effectively hire, manage, and integrate work-from-home agents.

**Why eLoyalty, a TeleTech Company?**

eLoyalty has expertise in designing, building and remotely managing advanced contact center solutions. With our on-premise technologies, we have installed over 100,000 contact center seats and currently support 70 Global 1000 companies. eLoyalty's cloud technology utilizes TeleTech's GigaPOP® cloud infrastructure, which lands calls from over 90 countries, supports customers in six continents in 30 languages and handles 3.5 million customer interactions, 6.8 million VoIP minutes and over 245,000 communication interactions per day. Our cloud technology experts have deployed over 150,000 licensed seats and manage over 50,000 concurrent users daily.

**More Information**

Please see our website for additional details on our full suite of Technology Innovation solutions.

[www.teletech.com/solutions/technology-innovation](http://www.teletech.com/solutions/technology-innovation)

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<sup>1</sup> Datamonitor, Customer Management Online, March 2011