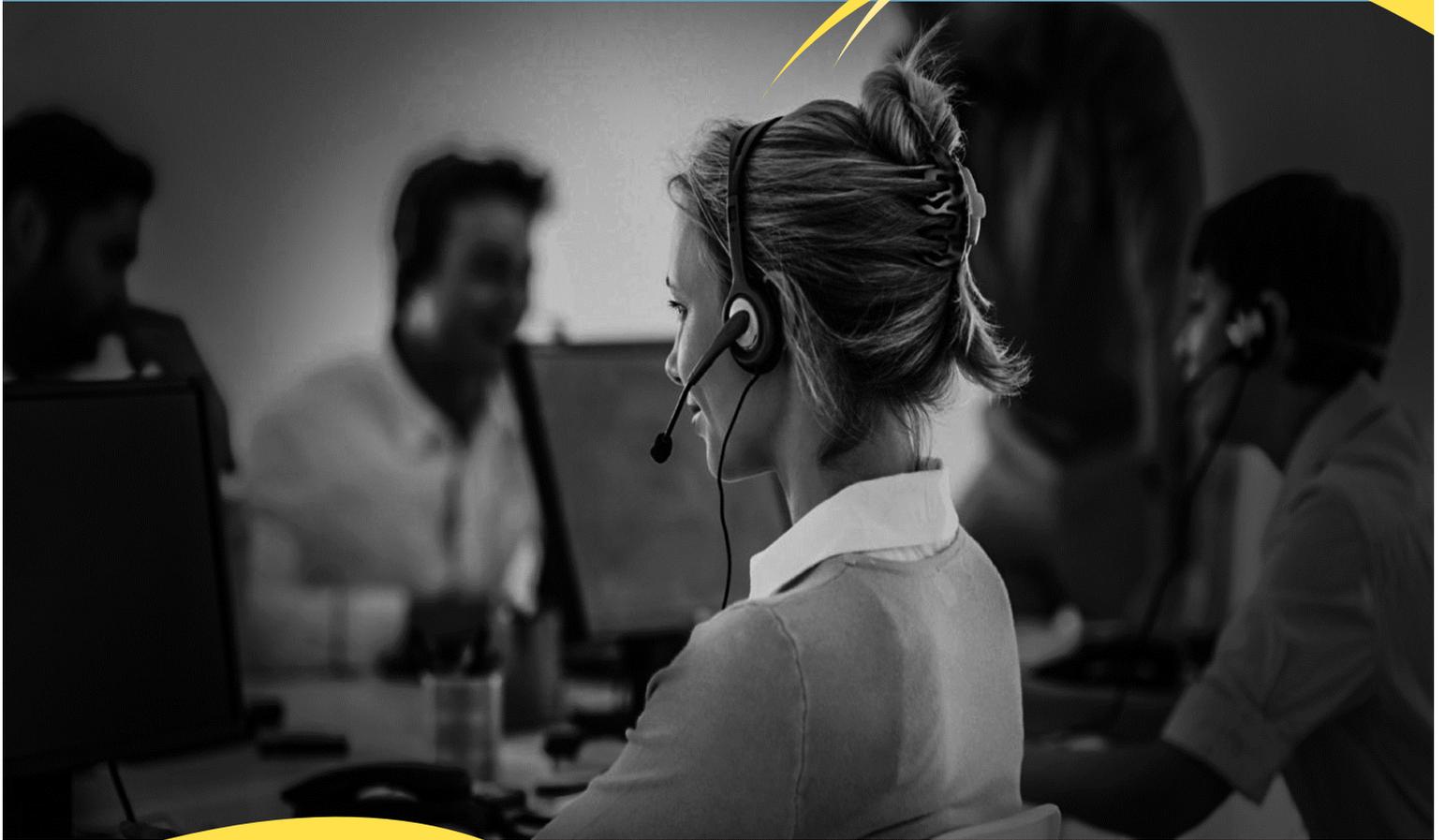


Walrus Workforce Management



Forecasting
Scheduling
Vacation/Time Off
Activities
Shift Building
Adherence



Imagine the power of workforce management, everywhere, all the time, for everyone

Why make it complicated,
when all you want is to...

- REDUCE OVERSTAFFING
- REDUCE AGENT TURNOVER
- IMPROVE AGENT ADHERENCE

Complete the WFM cycle



Optimize your Organization

Optimizing your agents reduces staffing costs through a mix of efficient scheduling and minimizing repeat calls, reducing complaints and maximizing sales opportunities.

Respond Dynamically

The lower subscription cost of a cloud deployment opens up the unlimited capacity and power of workforce management for organizations of all sizes and types.

Workforce Management

Imagine the power of Workforce Management, everywhere, all the time, for everyone

Workforce Management (WFM) is the process of forecasting and creating work patterns using available resources in order to produce an optimized staff schedule. The benefits of WFM include lower running costs, smarter business forecasting, and improved overall efficiency.

The evolution of WFM from a premise-based to a cloud-based service has lowered entry costs and simplified solution deployment so that WFM's time management improvements are now available to organizations in a wide variety of industry verticals and by organization size, from 10 agents to 10,000+.

Walrus Workforce Management

Designed and built by a team of workforce management professionals, our online service concentrates the fundamentals of Workforce Management into an intuitive interface easy enough for first time users and familiar to seasoned professionals. Low impact, low risk, and zero setup cost makes the platform ideal for organizations seeking a rapid turnaround in staff performance and costs.

Improving Workforce Efficiencies

Being efficient is a common goal for every business. If your competitors are more efficient than you, they could be enjoying more success at your cost. The biggest expense and asset for most businesses is its workforce. It is therefore vital that your employees are utilized and optimized correctly. Staff and resource optimization is one of the most important features of WFM software.

WFM Software vs. Excel-based WFM

The alternative to WFM software is largely through the use of MS Excel. Whereas Excel is a highly versatile piece of software, it is not sufficient in its ability to quickly and efficiently forecast and particularly schedule agents. There are WFM Excel templates available, however the time taken by a resource planning professional to use Excel to forecast and schedule can justify the cost of a cloud based WFM solution alone.

FORECASTING

- Historical data modelling
- Visualize customer trends
- Drag and drop smoothing
- Mass adjustments
- Forecast combined or individual queues

MULTI SKILL SCHEDULING

- Schedule agents based on their individual skills
- Optimize daily activities such as breaks and lunch
- Add other activities to a schedule such as training and meetings
- See projected Service Level

RULE BASED SCHEDULING

- Enter rules for agents working
- Flexible or specified days on/off
- Rotational patterns

REAL TIME ADHERENCE

- Compare scheduled activity with actual activity
- Identify poor agent behavior
- Authorize instances of 'Out of Adherence'
- Agents receive a % score
- Full reporting

TIME OFF MANAGEMENT

- Create caps on Vacation allowance each day
- Limit agents vacations per year
- Color coded vacation calendar
- Automatically or manually approve/decline requests

AGENT PORTAL

- Agents can log in from anywhere
- Use any device
- View days and times of work
- Request vacation/time off
- View vacation availability
- Automated Shift Swapping

Features

A comprehensive workforce management solution.

- **Forecasting**—A straightforward forecasting system allows administrators to complete resource forecasting for a week in less than 5 minutes, or even a 10-week forecast in under 10 minutes. Import and export MS Excel data, allowing custom reports to be generated with ease.
- **Scheduling**—A simple and powerful scheduling system that gives an administrator full control, includes rotational shift planning and automatic agent optimization according to graphically set up working rules.
- **Vacation/Time Off**—Administrators may set vacation allowances and permit agents to book time off through the Agent Portal.
- **Activities**—Enable locking and unlocking of all activities, and rescheduling around added activities.
- **Shift Building**—Graphically drag and drop any part of an agent's shift or add activities at any time.
- **Adherence**—Ensure plans are followed through continuous agent monitoring and filtering.
- **Agent and Manager Portals**—Enabling secure, authorized access to the system around the clock and from any location.

Key Benefits

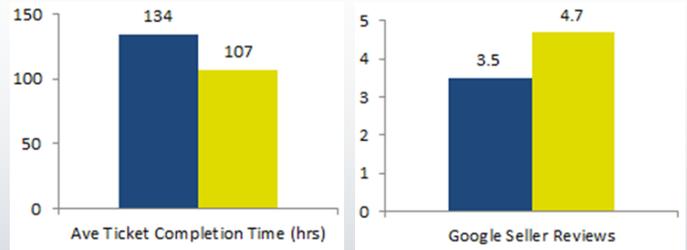
A cloud deployment allows you to dynamically manage your staffing requirements.

- **Intuitive**—Easy to use, our three-step principle makes it user friendly.
- **Scalable**—A cloud-based solution allows your organization to respond readily to changes.
- **Robust**—Real-time activity tracking monitors call load, available agents, and service levels.
- **Dependable**—Hosted on Amazon servers ensures maximum uptime, security, and reliability.
- **Service**—Optimize service levels through a unique scheduling algorithm.
- **Ubiquitous**—On any device, at any time, you're no longer limited to a single location or schedule.
- **Satisfaction**—Improve scheduling, minimizing stress and increasing productivity creates a win-win scenario.
- **ROI**—Workforce management will begin to pay for itself even before the first invoice.

Case Studies



- Increased average Service Level by 20% over comparable periods
- Decreased Abandon Rate by 12%
- Reduction in Average Speed of Answer (ASA) from 263 to 116 seconds
- Service Level was improved with 19% fewer agents



- Increased average Service Level by more than 50%
- Decreased Abandon Rate by 12%
- Increased Google Seller Reviews from 3.5 to 4.7
- Decreased ticket completion time by 27 hours



Everywhere, All the Time, For Everyone

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