

## **ABOUT WORKFORCE MANAGEMENT**

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.

## **Walrus Workforce Management**

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## **Walrus Workforce Management**

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

## FEATURES

**A comprehensive workforce management solution.**

### Forecasting

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 and generate custom reports with ease.

### Scheduling

A simple and powerful scheduling system that includes rotational shift planning and automatic agent optimization according to graphically set up working rules.

### Vacation/Time Off

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.

## BENEFITS

**Dynamically manage your staffing requirements.**

- **Easy to Use**—our 3-step principle makes WFM user-friendly and intuitive. No need for extensive training
- **Scalability**—a cloud deployment offers unlimited capacity and dynamic scaling for centers of all sizes, from 10 agents to 10,000+
- **Robust**—real-time activity tracking monitors call load, available agents, and service levels
- **ROI**—WFM will begin paying for itself before its first invoice
- **On Any Device**—available from any location and around the clock to authorized administrators, supervisors and agents
- **Service**—unique schedule algorithm, boosting service levels
- **Satisfaction**—improved scheduling minimizes stress and increases productivity

## CASE STUDIES

**What difference does Walrus WFM make to customers?**



- Increased average Service Level by 20% over comparable periods.
- Decreased Abandon Rate by 12%
- Reduction in Average Speed of Answer (ASA) from 236 to 116 seconds
- Service Level was improved with 19% fewer agents

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- 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