

AUS 1300 570 703 – NZ 0800 197 020

**Reach maximum
performance
with workforce
management**



MaxContact

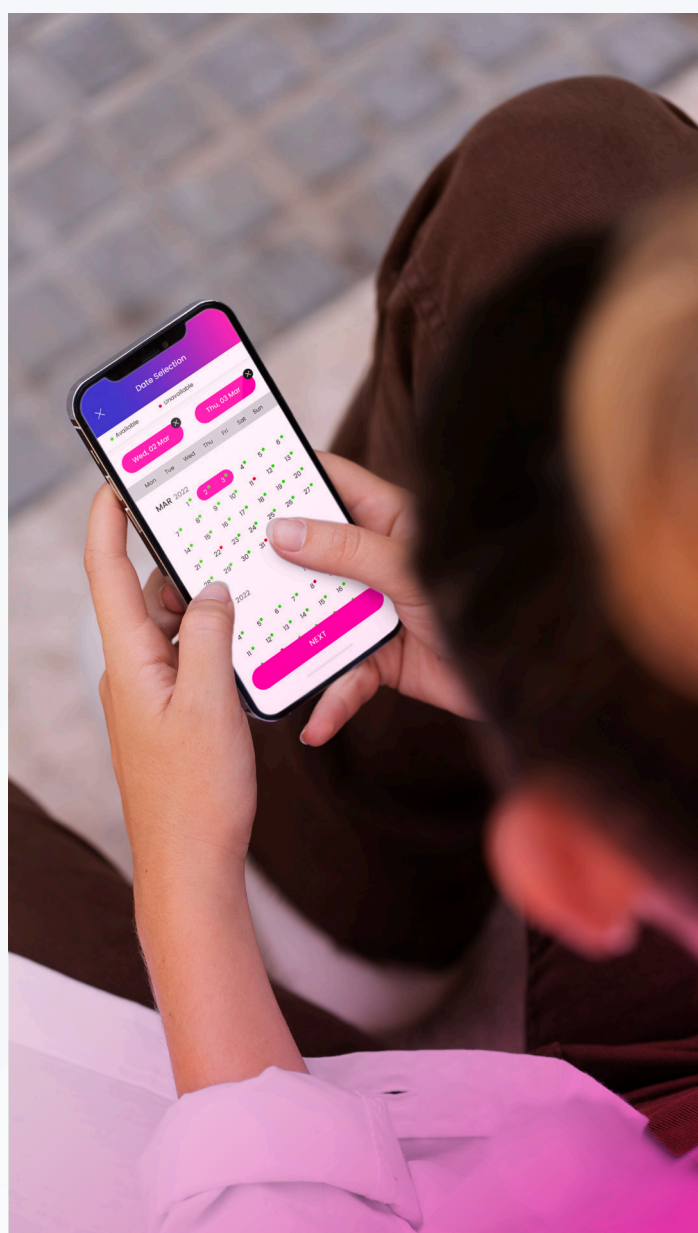


Workforce management shouldn't be hard work

Balance resources and demand easily with MaxContact's workforce management (WFM). Scheduling staff shifts and work patterns is one of a manager's most time-consuming jobs. Holidays, rotas, workload, skill sets, contracted hours, SLAs and KPIs; these are just some of the many variables that need to be considered.

MaxContact's WFM looks at all the interactions in your contact centre and business and uses statistical analysis to make sure that you have the right number of staff in place, with the right skills, to meet your goals. At the same time, it keeps staff levels and costs to a minimum.

With the in-built agent self-scheduling tool, your team is able to submit availability, specify preferred working times, manage holidays and request shift swaps, all through a secure self-service web portal or mobile app.





What is WFM?

Workforce management software optimises your team scheduling to improve customer experience as efficiently as possible. This is achieved through forecasting, scheduling and reporting to achieve the optimum staffing levels for your requirements at any given time.

By contrast, manually processing data from systems, then tracking, assessing and balancing demand while taking all necessary metrics into account, takes vast amounts of time and effort. Workforce management systems reduce the need for manual work, freeing up valuable time for other tasks.



Improve employee engagement



Lower payroll costs
(up to 25% reduction)



Improve long-term profitability



Lower administrative work
(up to 50% reduction)



Increase revenue



Increase agility



Lower attrition



Improve performance



Lower sick leave



Improve reporting



What can WFM do for your business?



Forecasts you can trust

Use statistics to generate accurate, efficient and cost-effective workforce schedules. Build 'what if' scenarios – e.g. 'what resources would I need to deliver X level of performance?' – to equip your business with the knowledge to grow.



Easy scheduling – shared in a click

Automate mundane tasks like shift creation. Generate forecasts and schedules in minutes. Rotas are shared at the click of a button via email, SMS or calendar integration.



Cut costs without compromise

Automated workforce management can keep staff levels and expenses to a minimum without compromising service.



Cut staff churn and recruitment costs

Predictive analytics means you always have the correct balance of staff and skills to meet day-to-day demands and SLA targets. The result? Greater employee satisfaction, improved retention and reduced recruitment costs.



Accurate resource planning

Create accurate resource plans and forecasts, and easily integrate our WFM solution with other relevant systems.



Empower your team

WFM empowers staff by allowing them to view and manage shifts, holidays and breaks online, or through an easy-to-use app.



Create actionable reports

WFM provides real time and historical reporting on a range of data including resource targets, forecasts, shifts, adherence, holidays and payroll.

Workforce scheduling can be completed for the following interaction channels:



Webchat



Email



SMS



**Inbound
calls**



**Social
media**



**Back office
admin**



Cut costs and boost performance with MaxContact's WFM

MaxContact's scalable WFM solution is suitable for contact centres teams of 20 people or more.

Organisations typically see cost savings in the following areas:

Attrition rates

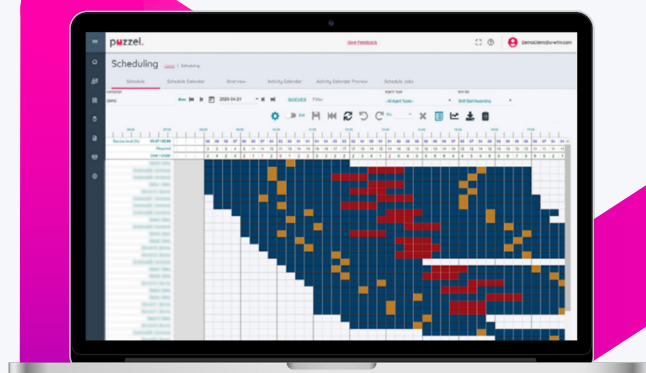
When agents are able to perform the tasks they are trained for, achieve their targets and objectives, easily view their schedules, and have some control over their working hours (e.g. swapping shifts and booking holidays) they are more likely to stay with your business beyond a year. As a result, WFM users typically see attrition rates fall by a minimum of 10%, saving thousands of dollars in recruitment and training costs.

Adherence

Adherence has a huge impact on contact centre performance. For example, if unscheduled 10-minute breaks are commonplace, or agents are regularly pulled away from their schedules, the impact over the year can be costly. Ten lost minutes per day would translate to around 35 hours of lost time per agent per year. A lack of adherence can also lead to longer customer wait times, resulting in increased customer churn.

Staffing and overtime

With a WFM solution, contact centres can more accurately predict the resource needed for each 15-minute interval in the day, bringing staffing levels more accurately in line with need. Contact centres can also maximise the flexibility of staffing hours to reduce overtime costs significantly.



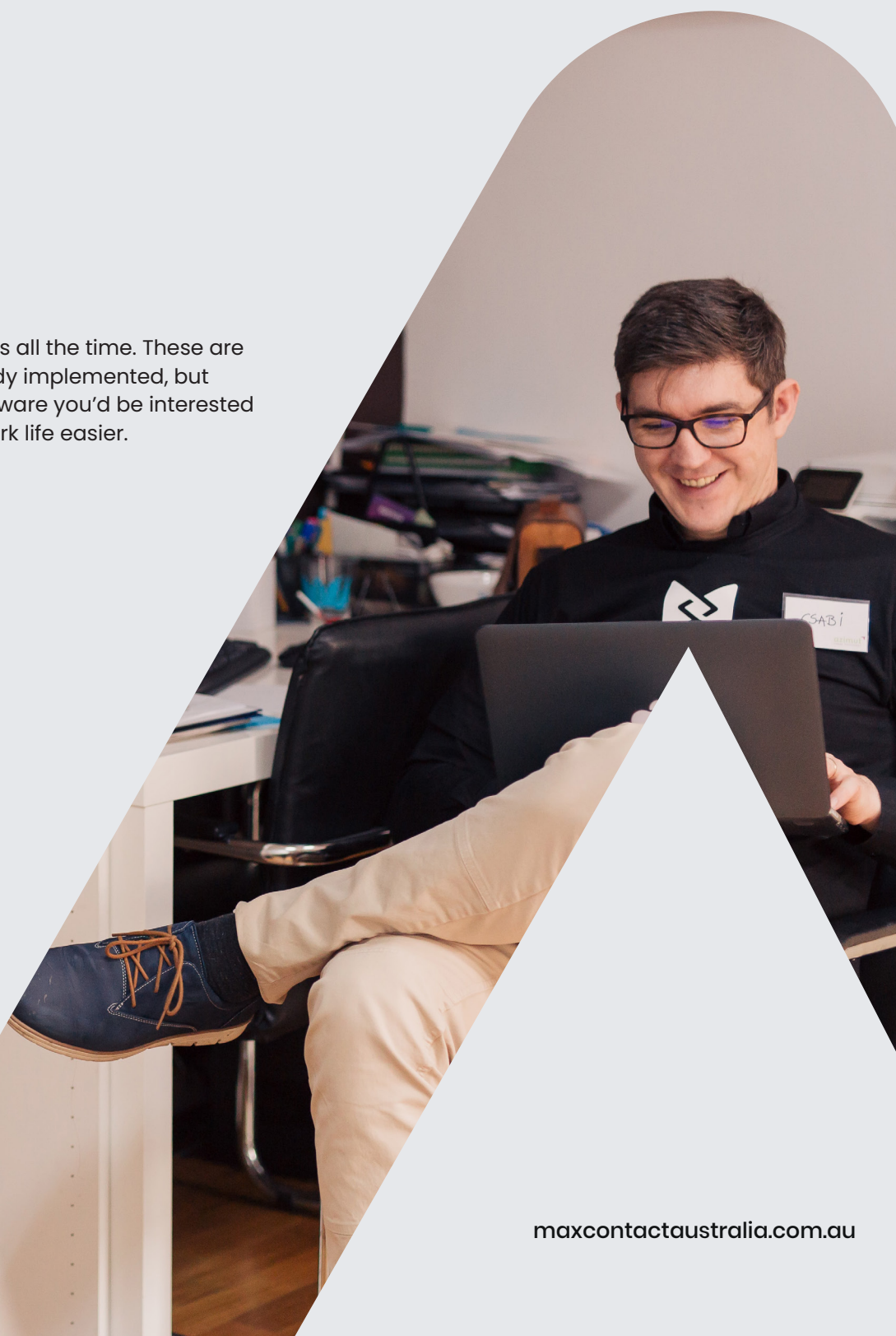


Integrations

MaxContact WFM can be integrated with all your systems, including, but not limited to:

























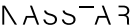



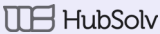
- **Phone System**
- **Contact Centre Software**
- **Email Software**
- **Web Chat Software**
- **Social Media Provider**
- **CRM Payroll**
- **HR System**

We're building new integrations all the time. These are the most common ones already implemented, but speak to our teams about software you'd be interested in integrating to make your work life easier.





Strategic integrations

Payments	Data & Insight	CRM & Support
<div></div>	<div></div>	<div></div>
Infrastructure	Financial	
<div></div>	<div></div>	



Why MaxContact?

Why you should work with us.



Simple to get started

Whether it's licensing, pricing or the set-up, we aim to make everything simple. That sounds obvious, but it's far too often overlooked in tech.



Built for you

We know one size rarely fits all, which is why we work with you to design a solution that meets your needs and helps you achieve your goals.



Supported

Enjoy account and service management from our 100% Australian-based support team. With an impressive 97% customer satisfaction rating, you'll feel supported at every step.



To see how MaxContact could work for your teams, request a demo now, email **info@maxcontactaustralia.com.au** or call us on **AUS 1300 570 703 – NZ 0800 197 020**

AUS 1300 570 703 – NZ 0800 197 020