



CALL CENTER SCHEDULER

TIME FOR BUSINESS

[**think fast**]

Call centers operate at a frantic pace to **manage call volumes** and reach service level targets. After all, the call center is "the center of the universe" when it comes to **inspiring customer loyalty** and fueling company profits.

But achieving service level goals requires a delicate balance between **customer satisfaction** and salary costs. Smart companies have to carefully calculate their staffing strategy. **Call Center Scheduler makes it easy.**

[staffing sense saves dollars]

People are the most valuable – and expensive – asset in the call center. So you have to manage their time wisely. Knowing how many part-time, full-time, and over-time shifts you need – and knowing what combination will serve you best – can make a big difference in your corporate balance sheet.

For example, automating the scheduling process saves hours of time that your management team can now devote to improving other areas of the call center. One customer has reduced the time dedicated to staffing by as much as 85 percent. In 30 to 45 minutes the company has schedules for optimum staffing ready to go. And with the intra-day forecasting feature, the company can quickly determine if they'll need to bring in overtime agents or send agents home based on volume fluctuations.

Another Call Center Scheduler customer improved service levels from 87/20 to 92/20 while minimizing staffing costs. The call center had 42 agents and needed to create a staffing mix to better accommodate call volumes. By hiring six employees with four-hour shifts, instead of four employees with seven-hour shifts, the company achieved optimum efficiency and higher quality. Either scenario would have resulted in salary costs for 120 hours (because the seven-hour shifts required paid lunches). But the six-agent option achieved significantly more coverage, with coverage concentrated during peak call periods.

And a third company reduced staffing costs by two thirds by using Call Center Scheduler to forecast call volumes and create appropriate staffing schedules. With information provided by Call Center Scheduler, the company realized it should staff 20 percent of its workforce with part-time employees and create larger teams. By rearranging its staffing mix, the company significantly improved productivity without sacrificing service level quality.



"Call Center Scheduler helps us meet the changing demands of our customers. Thanks to this product we are able to schedule thousands of agents in multiple centers with various hours of operation at each location – while reducing costs significantly."

Rob Lalim - Director of Automation
Southwest Airlines

[Time IS money, but it's much, much more]

Efficient scheduling reduces costs. A typical ROI for Call Center Scheduler occurs within six months of implementing the system. But there are other far-reaching benefits as well:

- ▶ **[Increased efficiency]** – the right number of people on the phones.
- ▶ **[Strategic action not reaction]** – you'll manage call volume and not be overrun by it.
- ▶ **[Consistency]** – everyone knows what hours they'll work.
- ▶ **[Fairness]** – the rules are easy to communicate and manage.
- ▶ **[Happier employees and supervisors]** – there's less stress and more control.
- ▶ **[Better customer service]** – shorter hold times and higher quality.
- ▶ **[Higher customer loyalty]** – better customer service and higher revenue potential.

[the advantages of Call Center Scheduler]

Call Center Scheduler is a fast, effective solution for call centers of any size that need to improve customer service and cut costs. And it's in a price range that's affordable for almost all call centers.

Over 20 years of call center management and scheduling experience went into the creation of Call Center Scheduler. Originally developed for Southwest Airlines to optimize the scheduling of their reservations agents, Call Center Scheduler is known as a practical alternative for discerning companies that want to be confident their technology investment is a wise one.

[A simple process yields powerful results]

Call Center Scheduler allows users to develop historical and marketing data to create any call curve and generate forecasts, staffing requirements and schedules in minutes.

[1] Forecasting customer calling habits

Start with forecasting the calling habits of your current customers. Everything you need to generate forecasts is on a single screen. Input a few variables: date range, call volume, call curve, operational days, and percent of calls. Then click the "Generate Forecast" button and let Call Center Scheduler do the rest.

[2] Building shift types to assign schedules

Call Center Scheduler enables you to build shift types to assign to your workforce. If some of your employees work full-time, part-time, and over-time, the system allows you to build shift lengths to meet your business requirements. It then generates the most effective schedule for your workforce.

[3] Become a wizard at creating schedules

The last step in the process is building shifts. Call Center Scheduler's wizard will take you through each step. Call Center Scheduler enables you to create a schedule in minutes, then print schedules and detailed analysis of your key stats. You can also export schedules and reports into MS Excel for further review. Unlike competitors, Call Center Scheduler data can be manipulated in Excel and used in conjunction with other spreadsheet data.

Contact us today for a free demo

Call Center Scheduler is a fast, effective, and affordable alternative for call centers seeking to improve efficiency and quality through better scheduling practices. Call today for a free demo, **1-866-222-2363**, or visit **www.callcenterscheduler.com**.



"Call Center Scheduler is sound technology built on proven principles that work. Moreover, it's in a price range that makes it a valuable purchase for any call center because they can expect to see a high return within months."

Cheri Corless - Call Center Director
SpeedFC

[the practical solution for effective scheduling]

Affordable and effective, Call Center Scheduler equips companies of all sizes to solve the staffing challenges facing their call centers. The software calculates the appropriate staffing needs for call centers and automates the staffing process, saving precious time and making employee schedule compliance easy to manage.

"Call Center Associates has played an important role in the development of our Customer Service Department; their expertise and experience in the industry has helped us establish excellent management practices. Call Center Scheduler has allowed us to schedule all of our work groups ranging in size from 5 to 250. We are pleased with the performance of their product and their willingness to help us improve our processes."

Steve Whittington - Vice President Customer Service
Valor Telecom



[Key Features]

- ▶ Create call volume forecasts
- ▶ Generate schedules
- ▶ Perform intra-day staff management
- ▶ Develop scenarios to properly staff centers
- ▶ Automatically plan for staff vacations
- ▶ Properly price telemarketing services programs (key for Outsourcers)
- ▶ Easily create schedules by using Wizards

[Tech Specs]

- ▶ Call Center Scheduler can be installed on virtually any PC with Windows 98 or above
- ▶ 64 MB RAM minimum
- ▶ 100 MB disk space
- ▶ Data can reside on hard drive or local area network



**CALL CENTER
SCHEDULER**

[Contact us today]

Call Center Scheduler delivers the most affordable, practical solution to workforce management in your call center. You'll strengthen employee morale and improve customer relationships while you see a significant return on investment. Call today for more information, **1-866-222-2363**. We look forward to helping solve your workforce scheduling challenges.