

A leading global outsourced follow-the-sun Contact Centre provider was able to significantly improve their staff management experience through the implementation of Time2Work.

1. Award Adherence

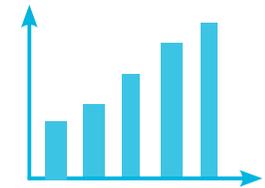
- Time2Work's inbuilt award interpretation was capable of handling the nuances of multiple jurisdictions and pay systems to ensure operational objectives were met by lowering risk and increasing ROI.
- Inbuilt activity rules ensured that the scheduling of breaks and other pre planned tasks are automatically taken care of.
- Time2Work's scheduling engines ensured optimisation of breaks and other award conditions.
- Tracked actual costs vs. budget costs to ensure internal KPI's and budgets were met.



Increased productivity, efficiency and accuracy.

2. Real Time Adherence

- Direct integration to the ACD's in real time provided an immediate view of schedules vs. actual.
- Identification of staffing issues and in-call struggles were made more visible, allowing for immediate action and review to ensure speedy resolutions.
- Exception reporting utilised to ensure agent adherence and provided opportunities for efficiency gains.



Track efficiency gains.

3. Training / Certifications

- Ability to associate staff supported buddying of new staff with more senior team members during their induction and training process.
- Association of staff accommodated group training activities both on and off site.
- Reporting allowed head office to understand skill gaps and shortages over the multiple jurisdictions and put relevant HR plans in place.
- Integrated with third party software to allow for multiple uses of data.



Utilise skill reporting to track training requirements.

4. Leave Thresholds

- Leave threshold workflows significantly reduced the burden of leave management.
- Specific rules and workflows were set up for multiple jurisdictions ensuring appropriate actions were taken having regard to legal obligations.
- Employee self service abilities such as, availability and shift swaps reduced leave taken at short notice as a result of flexibility and empowerment given to staff.
- Automatic approvals and links through to payroll significantly reduced head office functions and manual mistakes.



Custom Workflows simplified.