

When an Australian based Contact Centre was spending too much valuable time processing scheduling changes and leave requests, they looked to replace their existing premise WFM solution with a flexible, cost-effective Cloud solution that assumed the responsibility of managing their day-to-day operation needs.

1. Operational Savings

- Utilised Time2Work's dedicated managed service offering which saw a substantial decrease in internal costs associated with time spent on managing their workforce.
- Eliminated the need for a dedicated WFM resource, providing a saving of 12 hours per week of time spent on scheduling staff.
- No upfront fees or long term contracts meant they only pay for what they use, and guaranteed a significant cost saving.
- Provided the ability to scale up or down on call volume demand during seasonal changes, ensuring no excess costs.



Maximise operational savings and time spent on WFM.

2. Drove Positive Change

- Thoroughly reviewed current WFM processes and found opportunities to maximise savings, drive efficiencies and reduce operational spend.
- Delivered a solution that met their unique requirements and provides real time value.
- Provided a service that helped manage their workforce so they could focus on their core business.
- Employee self-service provided greater employee flexibility and mobility, improving shift preference management, request handling and increasing agent satisfaction.



Increase productivity, optimise performance and drive efficiencies.

3. Reduced Risk

- No reliance on internal resources provided a significant saving on recruitment and solution training costs.
- Delivered accurate, optimised schedules and a superior service that met service level targets, increased customer satisfaction and loyalty.
- Identified liabilities and challenges within WFM processes decreased risk, while ensuring that payroll compliance was adhered to.



Meet customer service levels at a fraction of the cost.

4. Improved Quality

- Streamlined their workforce operation using best practise WFM processes and advanced technology for managing agents, increasing schedule accuracy and ensuring a productive workforce.
- Provided dedicated WFM personnel with experience, expertise and service knowledge which allowed for greater accuracy, reduced risk and liabilities, and guaranteed compliance.
- In-depth analytics and reporting allowed for greater visibility and insight of their operation, leading to better decision making based on real-time information.



Ensure accuracy, engaged agents and greater visibility into your operation.