



Avaya™ Workforce Management

Converged Voice and Data Networks
Customer Relationship Management
Unified Communication
Supported by:
Avaya Labs and Services



Managing your customer contact center is more complex than ever. Your customer contact center is the critical link between your company and your customers. To keep customers satisfied, there's more pressure than ever to deliver consistently high service levels.

You need a way to effectively manage the increasing number and complexity of customer interactions. You need the award-winning Avaya Workforce Management family of products from Avaya.

eBusiness depends on the right resources

A successful eBusiness strategy relies on a superb customer contact center. It's the key component to making Customer Relationship Management work. Whether customers contact a company via traditional means or new media (e-mail, the Web, etc.), the bottom line for the success of a contact

center is a skilled staff that can competently respond to customer needs as they arise. Staffing a customer contact center to meet the demands of fluctuating traffic with the right balance of interpersonal and technical skills requires the ability to tap the right resource at the right time. Achieving that can mean the success of an eBusiness venture.



Make the most of your most precious, most expensive resource: your people

Workforce costs make up 65%–70% of the average center's budget. Overstaffing can provide high service levels, but it negatively affects your bottom line. Understaffing can result in lost customers and increased employee turnover. Avaya™ Workforce Management products are indispensable in optimizing the staffing of your center. You reach your service goals while achieving operating efficiency and agent satisfaction.





The right workforce management decisions can improve your bottom line

In today's hectic customer contact center environment, ensuring that the right people with the right skills are in the right place at the right time is mission critical. The Avaya™ Workforce Management product line empowers you to make the right workforce management decisions for your business. Avaya Workforce Management products enable you to accurately forecast demand and schedule staff. They give you insight into staffing and service levels. They allow you to quickly react to the constant schedule changes of your contact center. And they provide decision-support tools to strategically plan for changes in your business.

With the Avaya Workforce Management family of products, you are able to balance your business operating goals with customer service and agent satisfaction. Avaya Workforce Management products are so easy to use that you can leave behind inefficient, complicated ways of creating schedules and see vast improvements in both customer service and operating efficiency almost immediately.

Avaya has workforce management expertise

Avaya has a team of experts in workforce management who are dedicated to using technology to create forecasting and scheduling solutions that enhance customer service in any business.

Avaya's customer-centric philosophy drives the development of new products and the constant refinement of existing products. By listening to customer feedback, we have built a family of solutions that work the way you do. We focus on building intuitive products with faster learning curves that bring decision-making power to your desktop.

Products to effectively handle customer interactions

There's an Avaya Workforce Management product for every need. Avaya's powerful, robust, easy-to-use workforce management products seamlessly deliver optimal forecasting and scheduling. From small to large centers, simple to complex organizations, virtual centers to multiple skills, Avaya products can easily adapt to the unique needs of your customer contact center.

Avaya™ Workforce Management is an affordable, turnkey solution for core forecasting and scheduling needs. It's powerful. It's flexible. It's easy to use. It's fast and simple to implement.

Avaya Workforce Management for the Enterprise delivers a world-class solution for the workforce management needs of the enterprise customer-contact center. It provides advanced and extensible functionality and robust client-server architecture to help solve the challenges of managing workforces in complex environments. Avaya Workforce Management Agent Adherence, an additional module, arms you with the information needed to intelligently evaluate agent performance.

Avaya Workforce Management for Skills, an add-on module, is a revolutionary skills-based workforce management solution that is flexible and easy to use. It creates schedules that optimize the usage of multi-skilled agents for the best possible customer service, helping you maximize the diverse talents of your workforce.

Contact your Avaya Client Executive or authorized Avaya BusinessPartner for more information today. Or visit us at avaya.com.

Industry Leadership

Avaya is a global leader and innovator in enterprise communications serving customers who require superior communications to power their business.

Over 90% of the Fortune 500® and government organizations rely on Avaya for secure network infrastructures and reliable voice and data applications that power faster decisions, profitable transactions, and closer relationships between customers, employees, and suppliers.

Our award-winning solutions for the customer-centric economy include Converged Voice and Data Networks, Customer Relationship Management, and Unified Communications.

Every Avaya solution is supported by the unmatched expertise of Avaya Labs and our global services organization.

