



## OnviCord Persona

### Automated Workforce Management

#### Optimizing Agent Scheduling to Meet Forecasted Demand

With labor costs making up 70% or more of the call center budget, scheduling is critical making a profit. The challenge is to schedule enough agents with the right skills to maintain a high level of customer satisfaction during peak calling times without having several of them idle during slower times.

Manage your workforce efficiently using historical call data to forecast and generate the best possible work schedule to meet your desired service levels. *OnviCord Persona* formulates a schedule that best meets the forecast with the option to manually fine-tune schedules and accommodate agent preferences.

- Forecast agent workloads based on historical data from your switch and business records
- Prepare agent schedules based on availability, skill levels, salary and more
- Measure agent adherence and compliance to schedule
- Empower agents to conveniently receive their schedules and change their availability online

*OnviCord Persona* is designed to meet the needs of small and mid-sized call centers but fully scaleable for those with thousands of seats. Typically, customers with 30-35 operators save 6-8 hours/day.

#### Features:

- Uses historical data to forecast call traffic
- Uses agent pool to fulfill call demand
- Applies business rules to forecast
- Creates agent schedules
- Agents can retrieve schedules online and input preferences, availability and request time off
- Compiles agent adherence reports

#### Benefits:

- Optimizes payroll
- Simplifies scheduling of agents by automating the process and incorporating remote agents to meet demand of anticipated peaks in call volume
- Maintains high service levels by eliminating the need for reactionary adjustments to schedules
- Easily tracks and manages agents
- Improves agent satisfaction by enabling them a convenient means of accessing schedules and designating their availability, preferences and requests for time off
- Callers receive a high level of service because the right number and skilled agents are scheduled

OnviCord Persona  
is an affordable  
Workforce Management  
solutions designed to  
make scheduling fast  
and easy while giving  
users full control.

*OnviCord Persona* has eight functions that aid in calculating the number of agents needed to staff your contact center at any given time. These functions are built into *OnviCord Persona* as a single step for the entire planning period. *Persona* provides a graph of target curves showing the number of agents needed over the period.

#### **Split Groups and Multiple Call Centers**

*OnviCord Persona* can divide the data from the switch into different account groups. The account groups can be defined by setting criteria or complex combinations of criteria on ranges of client numbers, account numbers, etc. *OnviCord Persona* can handle multiple call centers with rules for splitting the call traffic among the different units.

#### **Reports**

*OnviCord Persona* includes a series of scheduling reports that meet most needs. Most schedules can also be made available online via the Web module.

The Operator Report is a compilation of data from *OnviCord Persona* and the telephone switch, designed to assist in detailed analysis of operator occupancy and adherence. The program collects the schedule for an agent and the day's events from the switch and then calculates how the agent has worked during the time he/she was scheduled to work.

The Call Traffic Report is a data mining tool that takes data from the scheduling system and from your switch and creates graphs for comparing the data. There are a number of built-in call traffic reports, but you can also create custom reports.

The Call Traffic Report package provides predefined reports designed to show detailed information on various call traffic parameters day by day. It also includes day and week summaries. The Fixed Call Traffic reports are based on different service level parameters, according to the ongoing ATSI standardization.

#### **Web Module**

*OnviCord Persona* provides an online (Web) option. It can be published on your Intranet or Internet. Agents can view and print their schedules, make requests for days off or shift trades through a Web browser. *OnviCord Persona Web* accesses the database and administrators instantly receive notification of requests. They can review requests and notify agents of their status online, all through the same interface. *OnviCord Persona Web* gives agents access to their individual schedules, or the schedule for the whole call center on a daily basis.

#### **One Fully Integrated Product Suite**

*OnviCenter* offers a highly affordable suite of integrated software solutions to advance contact center sales, marketing, customer support and business operations. This comprehensive product suite delivers workforce optimization (*OnviCord*), agent transaction automation (*OnviTrax AutoAgent*), pre-packaged call center business applications (*OnviCall*) and call handling supported by virtualization to enable remote operations and agents (*OnviNet*).

*OnviTrax AutoAgent* is a web-based application that unifies and automates agent desktops, enabling agents to focus on the customer. *OnviTrax AutoAgent* accesses the client's database to automatically populate customer information fields and to generate follow-up emails for clients and customers in the background during a transaction.

Call center managers can customize the workflow for each client. The call center administrator can configure the agent prompts and controls for collecting information and presenting screens with *OnviTrax AutoAgent's* user-friendly drag and drop configuration tools.

*OnviCall* offers prepackaged call center business applications for telephone answering services, tele-services, order entry and claims processing, medical and emergency dispatch, as well as telemarketing activities.

*OnviNet* provides network infrastructure for all of *OnviCenter*. *OnviNet* scalable call handling and recording platforms provide low-cost solutions that are optimized for small to medium contact centers.

*OnviNet* utilizes industry standard Microsoft Windows and XP Professional based servers and MySQL database. Built on a modular, client server architecture, *OnviNet* allows for additional capacity and supports optional features.

- Inbound Call Handling
- Outbound Call Handling
- Database Management
- Voice & Data Recording

#### *OnviNet* Options:

- Intelligent Call Distributor (ICD)
- Automated Call Distributor (ACD)
- Interactive Voice Response (IVR)
- Dispatch & Messaging Services
- Web Integration
- Voice Mail
- Unified Messaging

#### **Delivering Exceptional Customer Value**

*OnviSource* backs up *OnviCenter* with superior customer care. Our commitment to your satisfaction begins at the very first contact.

To experience our service first-hand, contact *OnviSource* at **800-311-3025**.

We'll be happy to review your call center requirements and discuss how easily and cost-effectively you can deploy *OnviCenter* products into your organization. View the *OnviCenter* suite on our website at [www.onvisource.com](http://www.onvisource.com).

#### **About OnviSource**

*OnviSource* offers highly affordable, fully integrated product solutions and award-winning business process outsourcing services in sales, marketing, customer service and support. *OnviSource* contact center products have demonstrated a superior degree of reliability combined with an outstanding set of features and capabilities that deliver revenue-bearing solutions to contact centers. The company provides solutions to thousands of customers and business enterprises worldwide. *OnviSource* Inc. is a Delaware Corporation headquartered in Plano, Texas with Operations Centers in Enid, Oklahoma.

