

XLScheduler **Workforce Management System**



- Save money by reducing overstaffing
- Improve customer satisfaction by optimizing work schedules and call handling
- Control your business with accurate forecasts of call volume

XLScheduler is a program for agent scheduling and optimization of personnel activities in call centers and organizations with similar activities. XLScheduler provides optimized work schedules to meet target forecasts that are obtained using historical traffic data from your switch, database or business system.

How to get process data

XLScheduler has a built in database for call data that is similar to a general type of telephone switch database. It stores data on call by call basis or, if this is not available, on aggregated level. For each call, all data necessary for planning and performance measurements is stored. It also stores other events such as operator log-on, log-off to support detailed operator reports. The database is called EDR (Event Data Record).

For each switch supported by the program there is a small interface program designed to transfer data from your switch to the generic EDR. Several switches are supported and new ones can quite easily be included. Once the data is transferred to the EDR the rest of the program is independent of the type of switch.

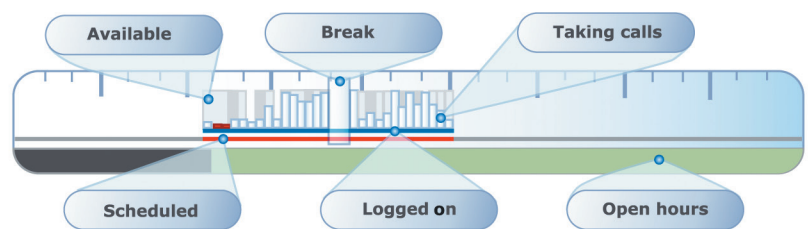
Reports

Standard reports

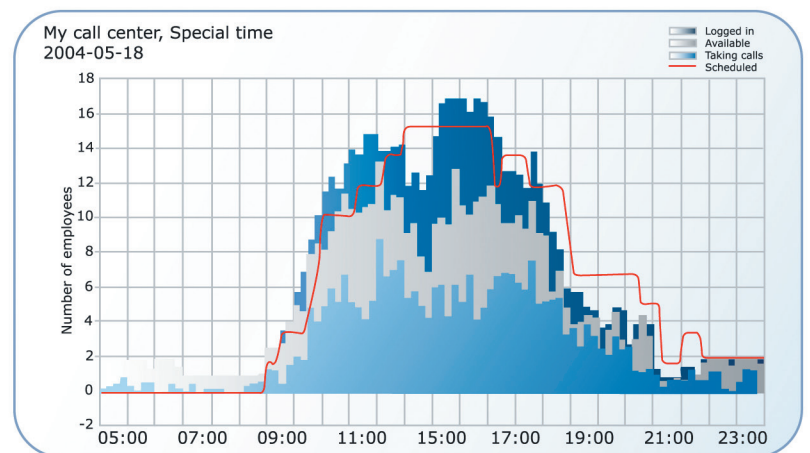
The system includes a series of scheduling reports that meet most needs. Most schedules can also be made available online via the Web module. One report gives a detailed cost calculation including payment for inconvenient work hours with varying rates at different hours. Also there is a report for collecting all agent requests with the status of the request shown graphically.

Operator reports

The Operator Report is a compilation of data from XLScheduler and the telephone switch, designed for detailed analysis of operator occupancy and adherence. The program collects the schedule for an agent, events in the switch that have taken place during the day and then calculates how the agent has worked during the time he/she was scheduled to work. Events that are taken into consideration are log in and log out times, availability to take calls and actual talk time. The information is graphically displayed in detail and with drill down capability down to the actual call.

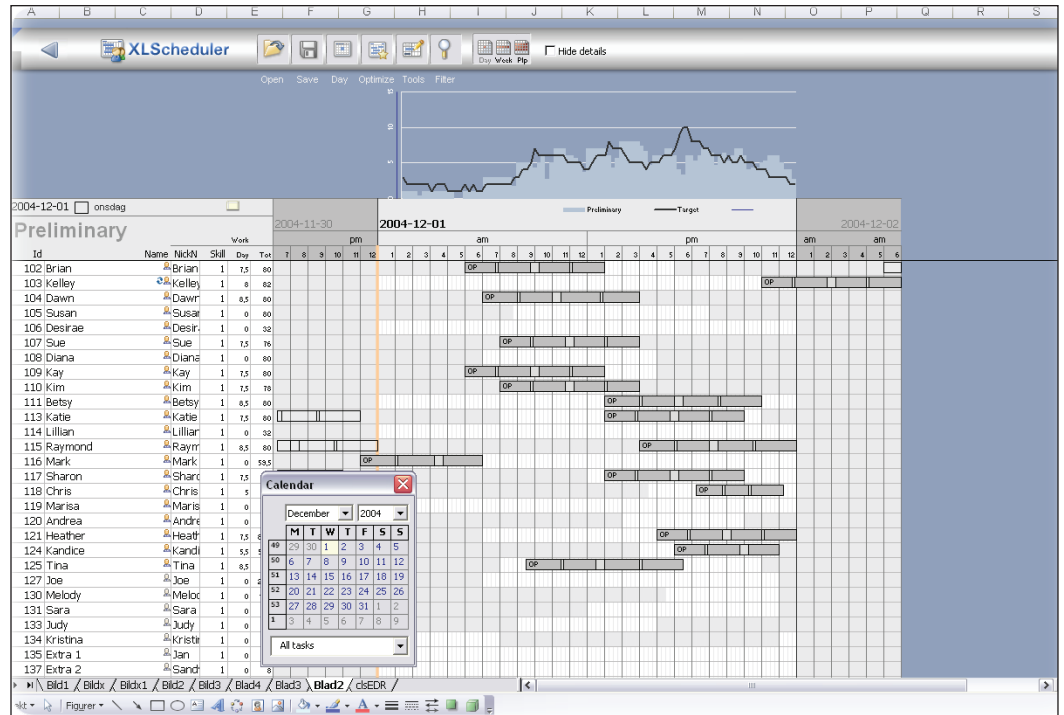


Operator occupancy on quarter of an hour level.



Occupancy and operator availability, day summary.

XL Scheduler



XL Scheduler makes it easy to program your personnel according to their availability, skill set and your work flow during each planning period.

Call Traffic Reports

The Call Traffic Report is a data mining tool that can handle data from the scheduling system and from your switch, create a graph for comparing the data. There are a number of fixed call traffic reports that are the same for all clients. Your clients can also create their own reports and define their own parameters.

Scheduling Techniques

Direct Scheduling

All scheduling is made after defining a planning period. A planning period is also the period for which you print and hand out schedules to your agents. For each planning period you can make schedules in different versions. You can use one version for your preliminary planning and one for official use. In a third version you can track changes and register what actually happened.

XL Scheduler and also the report package help you analyze differences between the versions. Direct scheduling is when you manually enter your schedule. This is very easy and several tools and methods are available. You can enter start

and finish times directly in a spreadsheet or apply predefined shifts from a list. You can use a graphical tool to modify shifts and copy as you like. Copy and paste are supported on different levels and you can easily apply the same schedule week by week or planning period by planning period. It is also easy to move or swap shifts between agents.

Cyclic Scheduling

Cyclic schedules can be applied on agent level. This is used when you want an agent to have a repetitive schedule with a one or several week cycle. You define the cyclic schedule in one step and assign it to one or several agents in a second step. A cyclic schedule can be overwritten by a direct schedule.

Automatic Scheduling

The automatic schedule does everything for you. It considers all your requirements, personnel availability, skills and your work load and produces the best possible schedule. In the process the XL Scheduler produces appropriate shifts that fit your agents and applies them to meet your target work load on every account group.

