

Smarter use of existing personnel capacities is the main objective of workforce management. The challenge is to be able to adapt quickly and with agility to changing conditions at any time.

Contact Center WFM is complex: the expected workload must be covered in a skill-optimised manner without employing too many staff. Cost-sensitive planning is required. At the same time, we must consider working-time requests, availabilities, locations, homework, qualifications/skills as well as legal/contractual restrictions.

This is YAMMU, the intelligent workforce management tool from ASSIST Digital. It creates a sustainably productive and future-oriented working environment. It actively involves employees in the oversight of working hours, contributing to higher employee satisfaction and organisational transparency.

Innovative working time concepts create the basis for an improved work-life balance and support companies with regard to a higher E-NPS (Employee Net Promoter Score) – topics that are becoming increasingly important in times of a shortage of skilled workers.

Intelligent working-time management, demand-optimised planning and exact staffing requirements avoid expensive over- or idle time. Holistic workforce management creates the basis for an active organisation that can respond to fluctuating requirements at any time, optimised to demand and cost drivers.

Start-ups and large corporations alike benefit from smart WFM software. The benefits of WFM are universal to company size.

PERSONNEL ADMINISTRATION & REQUIREMENTS PLANNING

High flexibility in the configuration of multisite projects. Highly efficient resource planning even with complex framework conditions.

EMPLOYEE PORTAL

High transparency for employees. Minimization of administrative efforts for shift swaps, time coordination, etc.

FORECAST & TIME MANAGEMENT

Efficiency gains in scheduling. Integrated time recording for work start/end and breaks. Easy integration of external time recording tools.

REPORTING

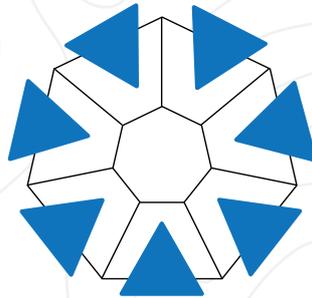
Elimination of manual exports. Any number of own database users.

DASHBOARD

Simplification of control decisions through direct access to all relevant information. Impact of shift adjustments and sick leave notifications can be seen directly.

INSTALLATION

Tight/seamless integration into IT infrastructure and systems. High scalability, flexible expandability, sustainability.



With YAMMU, we make planning in contact centers valuable and easy.

- » Automated planning – simple and effective.
- » Compliance with specifications and regulations
- » Staff deployment as required
- » By consistently focusing on operational performance, rather than administration, you can better coordinate planning and control processes.
- » Maximum exclusion of sources of error
- » Time savings in planning
- » Higher added value. You increase the productivity and profitability of your contact center
- » Connection of external systems (omnichannel solutions, HR tools, finance, etc.) via flexible interfaces
- » Positive employee experience

Personnel administration

With a large range of functions, it is important to have clear administration. In the administration area, the master data and configuration of work modules are managed easily and conveniently. This includes activities, authorizations, or employee information.

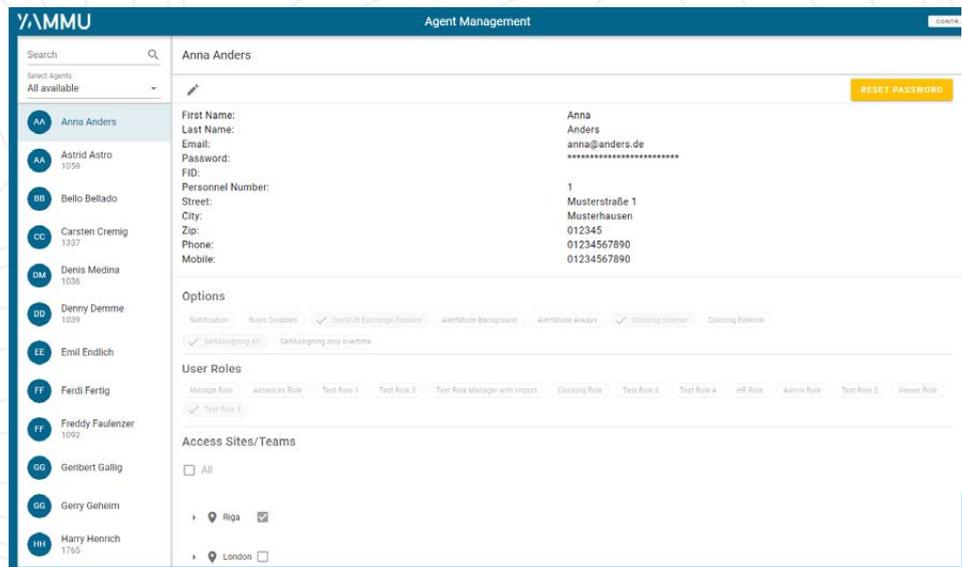
With its rich functionality, the administration area can also be used as a fully-fledged personnel management system in which all relevant employee-related information is handled. Alternatively, HR master data can be imported from all common HR and omnichannel systems and supplemented with planning-relevant information.

Key Features

-  Simple administration of personnel and master data for all modules
-  Cross-site configuration
-  Convenient mass import of new or changed master data
-  Capability to use as personnel management
-  Flexible rights and role management

Benefits at a glance

-  Convenient administration of the entire system
-  No double entry of master data necessary
-  Fast access to all relevant employee information (master data, working hours, qualifications, etc.)
-  Separate personnel management system in several cases is not required
-  High flexibility in the configuration of multisite projects



Requirements planning

Workforce planning in the contact center operates in a highly complex environment. The expected workload must be covered without using too much resource and thus causing unnecessary costs. At the same time, the working time requests and availabilities of the customer advisors, their skills and qualifications as well as legal or contractual restrictions must be considered.

As the business grows, planning becomes more demanding. Service expectations increase and organisational structures become more complex. Therefore, multiple sites (multi-site) and even cross-border service can be planned centrally. Planning scenarios that consider different time zones, 24/7, multiple sites and a decentralised team structure can all be accomplished with YAMMU. All interfaces are multilingual.

Demand planning is designed to optimally process all relevant framework conditions with the highest possible flexibility. With the help of numerous configurable planning rules, even complex operational requirements are mapped. The individual working time accounts of the employees are intelligently taken into account in order to sensibly optimise shift lengths and efficiently control overtime or reduced work.

With multi-skill planning, YAMMU ensures to serve end customers optimally regardless of channel. This service is enabled for optimal, skill-based accessibility through omnichannel planning via:

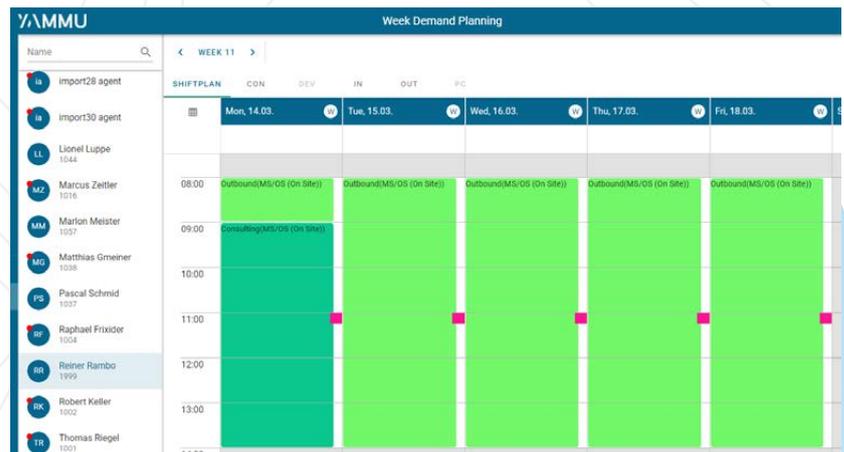
- Voice
- Video
- Social Media
- NonVoice
- Chat

Key features

-  Parallel planning of several skills (multi-skill)
-  Multi-project and multi-site planning (also international)
-  Consideration of multi-dimensional complex employee requests and company agreements
-  Working time directive compliance
-  Display of planning and rule conflicts
-  Dynamic optimization of individual working time accounts
-  Comprehensive evaluations (planning quality, etc.)
-  Multilingual Interface
-  Integration of freelancers to fill understaffed activities

Benefits at a glance

-  Highly efficient resource planning even with complex framework conditions
-  Minimization of manual planning effort
-  High employee satisfaction by taking individual wishes and restrictions into account
-  High flexibility with regard to the framework conditions to be taken into account
-  Support of centralised as well as decentralised or international planning
-  Any planning periods



Roles & rights

The flexible rights management ensures that the different users can only use the functions permitted for them in each case.

This applies to administrators (e.g. for a location), planners and, of course, contact center employees.

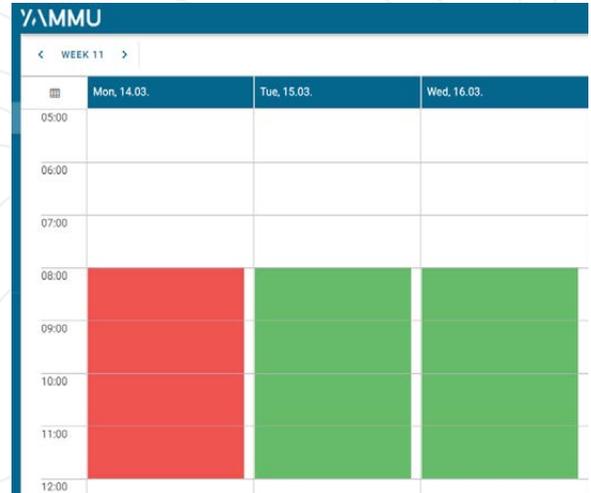
Employee portal

High employee motivation and satisfaction are key success factors in the contact center. Therefore, the best possible consideration of advisors' wishes and an optimal transparency of the data important to them (shift planning, working time account, vacation, etc.) have a special value within YAMMU.

Our Tool enables employees to influence shift planning. Via the web-based Portal employee portal, employees can specify desired working hours, retrieve shift schedules, or submit vacation requests.

YAMMU supports flexible shift swaps, considering skills and predetermined work schedules, to accommodate employee requests and individual preferences in scheduling.

In addition, the current balances of working time accounts are displayed. Employees can also request and manage absences and vacations transparently.



Key features

-  Transparent overview of working time accounts, shift schedules, vacation, etc.
-  Input of desired times/shifts
-  Input of vacation requests
-  Shift swap exchange taking into account skills and working time regulations.

Forecast

In the Forecast area, shifts are distributed in the best possible way according to volumes and required activities, channels and topics. Before planning, upcoming absences such as meetings or similar can be stored. The remaining time

Key features

-  Import from external sources (e.g. EXCEL, other systems)
-  Capacity request per activity and time slot
-  Consideration of location factors (rest periods, etc.)
-  Individual, activity-specific guidelines (minimum breaks between two work blocks)

Benefits at a glance

-  High transparency for employees
-  Efficient entry of shift requests and vacation applications
-  Minimization of administrative efforts for shift swaps, time coordination, etc.
-  Convenient operation (all functions and tools accessible via a portal).

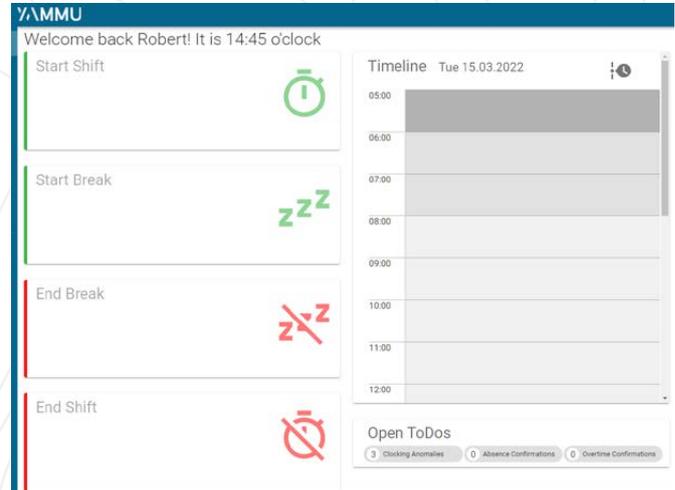
is scheduled automatically. All needs are covered by the parameters and rules stored in the system to ensure that employees are assigned the correct shifts according to their contracts and skills.

Benefits at a glance

-  Efficiency gains in scheduling
-  Automation of project/site-specific features
-  Error minimization

Time management

YAMMU offers the possibility to record working and break times („clocking dashboard“).



Key features

-  Integrated time recording for work start/end and breaks
-  Missed time stamps can be requested from the WFM and subsequently added to
-  Monitoring of compliance with actual time bookings in comparison with planned working times
-  Enhanced recording mode for user-defined activity and interruption types
-  Easy integration of external time recording tools

Benefits at a glance

-  Since time recording can be performed with YAMMU, no additional proprietary tools are required for this purpose

Integrations

-  HR systems: Alternatively, HR master data can be imported from all common HR systems and supplemented with planning-relevant information
-  ACD/Omnichannel solutions
-  Reporting tools
-  External time recording systems

Reporting

Detailed reporting is essential in the contact center environment.

YAMMU requires extensive data for its operations and also produces new information on a self-running basis. All this raw data is stored in the YAMMU database. In addition to the integrated standard views, YAMMU provides transparent access to a data model so that it can be mapped with any reporting tools.

Special purposes are now also supported:

- For clients of multiple contact centres, there is the option to create centralised reporting.
- BPOs have the possibility to create highly customised customer reports.

Key features

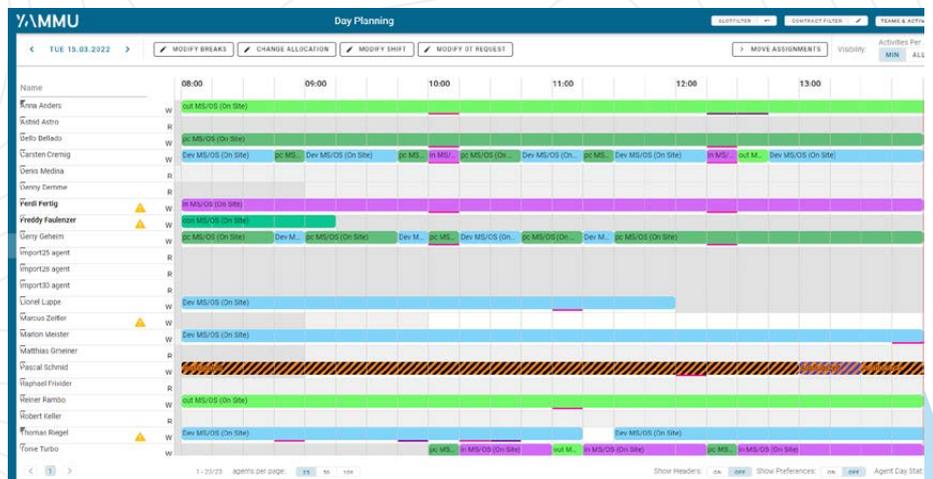
- Delivery of all relevant YAMMU raw data
- Automatic updating
- Discrete-time data
- Any number of own database users

Benefits at a glance

- Direct access to the YAMMU WFM database
- Elimination of manual exports
- Easier enrichment with additional data
- Integration into own DWH
- Consolidated reporting

Dashboard

Expected coverages and shortages during the day are immediately visible. A visualisation on a weekly basis additionally enables the targeted optimization of shift schedules for future planning.



Benefits at a glance

- Transparent overview of planned and actually available employees
- Highly effective support of the control system
- Simplification of control decisions through direct access to all relevant information
- Impact of shift adjustments and sick leave notifications can be seen directly
- Simplification of absence recording
- Subsequent shift optimization possible over several days

Installation

Cloud, Private Cloud, On Premise

Professional Service

Deliver your company's most valuable resource – your employees – in a highly flexible and cost-optimised manner. With consulting, software and professional services, converneo ASSIST DIGITAL helps to ensure that the right employees are in the right place at the right time in your company – and at optimised costs.

Benefits at a glance

-  A technically oriented and contact center experienced team
-  Project experience from hundreds of contact center projects from a 20-year industry history.
-  Established requirements management

Benefits at a glance

-  Tight/seamless integration into IT infrastructure and systems
-  High scalability, flexible expandability, sustainability
-  Easy connection and control of additional outsourcing partners

Our Business Performance Managers can you with any challenge and in every phase of your WFM project.

-  Flexibility in operations, agile project management
-  Fast time to market and partial success with agile and modular approach
-  Orientation towards Scrum methods and ISO 9001.

About converneo | ASSIST Digital

At converneo ASSIST Digital, we combine human and artificial intelligence to transform every customer contact into a value-added experience. Across Europe, we provide services around customer service excellence, BPO, technology consulting, UX design and development. Our services help you significantly increase customer service productivity by simplifying and automating workflows.

YAMMU

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