The facts & figures of WFM's business value with Teleopti

Teleopti can certainly talk about the plethora of positives that come through upgrading to a WFM solution but seeing is believing. If you are keen to know the fundamental figures of your potential ROI before committing to the software, then you can always speak with a local Sales Manager or Teleopti has two number-focused options that could work for you.

Operational Assessment

A Teleopti Operational Assessment is a quick yet powerful study of the current situation in your contact center, conducted by experienced consultants. It identifies problem areas and their causes, and suggests proven improvements methods based on Teleopti experience. The assessment highlights operating costs and benefits for the contact center; it gives an informed insight into the potential ROI for the WFM project and leaves both parties with a better understanding of the challenges and benefits on the road ahead. The findings and conclusions of a Teleopti Operational Assessment can then be used to measure the actual improvement after Teleopti WFM implementation.

Teleopti Savings Calculator

Teleopti understands the deliberation that can go into deciding how to manage your contact center, especially as it grows and evolves. Consequently, Teleopti provides a savings calculator to help find the answers and figures needed when making decisions for the future of your company, center and staff. Teleopti's calculator focuses on the savings that WFM offers,

such as those achieved with staff optimization and adherence, attrition and sickness rate improvements and reductions in administration. These savings will instigate lower costs and trigger better service, the magic combination for higher profit margins in a contact center. Of course these savings are just the tip of the iceberg when it comes to the benefits of Teleopti's WFM solution, but it seems like a very good place to start.

Conclusion: managing the move with Teleopti

In this white paper, both the potential Excel problems that growing companies should migrate from, and the benefits that would be found in moving to WFM, have been discussed. However, how to get from point A to point B is never forgotten. Or at least it shouldn't be. Teleopti's whitepaper 'Why do WFM projects fail? - And what to do?' examines four pitfalls that must be avoided when implementing WFM in your center. Teleopti will make sure you never fall into these pitfalls. For at Teleopti, we believe in the 'human touch,' and there will be consultants and engineers there to help you along every step of your journey from Excel to WFM: implementation, utilization and evaluation. A good workforce management solution offers you a support network that you can always depend on. The profits and savings with that? Invaluable.

Robert Bergman, Product Owner

Teleopti, a top, global provider of workforce management software, offers a world-class WFM solution that is sophisticated, localized and easy to use. As the largest "best-of-breed" vendor, Teleopti focuses on helping contact centers, back offices and retail stores improve customer service, employee satisfaction and profitability – through optimized, automated forecasting and scheduling with cutting-edge features to empower and engage employees.

Founded in 1992, Swedish-established Teleopti has customers in over 85 countries, numerous offices around the world – from Beijing to São Paulo – and a comprehensive global network of partners. With a record of continuous net profitability for 25 years and with high customer satisfaction ratings, Teleopti serves as a reliable partner. Find out more: **www.teleopti.com**