



# TotalView® Workforce Management System - Service Delivery Management for Today's Contact Center

Contact Center Manager Server (CCMS) and the IEX workforce management software provide a comprehensive, integrated solution for managing service delivery and controlling costs in the increasingly complex climate of eBusiness customer service.

across customer contact points and provide a better customer experience by aligning employee skills, knowledge, and availability with the variety of incoming requests. A comprehensive set of features, from automated agent forecasting and scheduling to historical and real-time adherence monitoring equips contact center managers to successfully handle the challenges of multimedia service delivery.

## Get The Most From Your Customer Relationships

With today's increased focus on managing and growing customer relationships it's more important than ever to have people with the right knowledge and skills in place to handle customer inquiries quickly and accurately. CCMS and the IEX TotalView Workforce Management system integrate seamlessly to coordinate staffing assignments with the delivery of customers in the contact center. Consistently providing the level of service customers expect ensures a positive experience, maximizing the profitability and return on relationship.

## Forecaster

TotalView creates accurate forecasts while reducing the amount of time spent working on them. Patented self-adjusting algorithms produce detailed, interval-by-interval projections of contact volumes, handling times and staffing requirements a week, a month or more in advance. TotalView automatically identifies and applies daily, weekly, monthly or seasonal trends, while excluding aberrant historical data, eliminating the need for manual manipulations.



## A Single Solution For Managing All Customer Contacts

As customers' choices in methods of contacting an organization multiply-- email, web, chat, phone--so do the challenges of running a successful operation. The modern Contact Center is the front line between the enterprise and its customers. Creating and maintaining customer loyalty is the goal; providing consistent and quality service is the means; doing it profitably is the challenge. Effectively managing service delivery, while controlling costs, across multiple customer contact channels requires a comprehensive and integrated solution that balances the needs of the organization with the desires of its customers and employees.

Nortel CCMS, combined with the TotalView Workforce Management system from IEX, enables contact centers to optimize resources

**Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.**

## Planner

The system's fully integrated planning functions help create sound plans that achieve near-term and long-range success with ease. Assess the potential impact of changes in contact volumes, service goals, staffing levels or other parameters and then explore the trade-offs involved with different approaches.

## Scheduler

Making changes to schedules is easy with the TotalView system's icon-based, drag-and-drop schedule management function. It helps the center instantly assess the staffing impact of potential changes and evaluate alternatives. Specialized schedule management functions streamline routine tasks, like schedule trades, and can even automatically find the best time to schedule or reschedule meetings and training sessions.

## Change Manager

At every interval during the day, TotalView automatically updates results and forecasts, providing advance notice of changing conditions and showing the center's ability to meet service targets in upcoming intervals. Whether the center needs to gather additional resources to help catch up with demand or reallocate underutilized agents to better uses, TotalView provides the time and information needed to make informed decisions.

## Multisite

TotalView Workforce Management is designed to handle the unique complexities of running a multisite contact center. This ensures unmatched flexibility for multisite centers to determine how and where planning and management functions are handled within the enterprise.

For the virtual contact center, TotalView uses realistic simulation of ACD and network call routing policies to understand exactly how calls will flow to each site and then be distributed by ACD systems. The single-server advantages of the TotalView Smart Architecture eliminate delays in data consolidation between sites while reducing hardware and network maintenance burdens.

## TotalView Advanced Features

- **Multiskill** – True skills scheduling based on patented simulation technology that enables centers to realize the full potential of skill-based routing and multiskilled agents.
- **Multimedia** – Integrated forecasting, scheduling and planning for all customer contact media to simplify service management in a multichannel environment.
- **WebStation™ & WebStation™ Plus** – Web-based, thin-client application for agents and supervisors, automating many time-consuming tasks and allows access to schedule and performance information.
- **Adherence Suite** – Real-time and historical tracking of agents' adherence to their schedules reduces 'wasted' time and improves performance.
- **Vacation and Holiday Planner** – Complete management of agents' time off, automated requests and integration with HR and payroll applications.
- **Outsource Manager** – simplifies the process of managing outsourcer performance.
- **SmartSync Exchange** – Easy, trouble-free data exchange with enterprise systems and applications improves interoperability and streamlines data flow.
- **InSight™ Performance Manager** – A powerful solution to improve performance at all levels of your organization through the use of role-based dashboards and reports.

Nortel and IEX bring together track records of success providing products based on sound technology while delivering a powerful and integrated solution for successfully managing service delivery in today's complex contact center environment.

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### Compatibility Information:

TotalView® Workforce Management release 3.9 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at: [www.nortel.com/prd/dpp/product/prodpages/z5718.html](http://www.nortel.com/prd/dpp/product/prodpages/z5718.html)

### [www.nortel.com/compatible](http://www.nortel.com/compatible)

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Compatible Product

