

# Teleopti CCC - Agent Interactive Workforce Management

Teleopti CCC is a unique Workforce Management solution that facilitates optimum workforce scheduling based on multi-site forecasting, agent skills and agent preferences. Available in ten languages and especially designed to meet the complex needs of pan-European work rules and policies, Teleopti CCC helps Nortel's Contact Centres improve customer service while reducing staff costs.



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Nortel's Contact Center Manager Server (CCMS) combined with Teleopti CCC enables single or multi-site organisations to meet the needs of an increasingly complex world of multi-skill Contact Centres. Teleopti CCC enables advanced Contact Centres to maximise the value of an investment in Nortel Contact Centre solutions. The seamless integration between the two systems ensures that all Workforce Management is done based upon the most accurate data about the Contact Centre.

Nortel's routing technology, together with Workforce Management solutions from Teleopti, will enable Contact Centres to make savings of 30% in manpower-related costs through accurate forecasting, optimised scheduling, and improved intraday Workforce Management. Planning for increased customer

and employee satisfaction within Contact Centres is a challenging task made easy with Teleopti CCC.

## Forecast using information from Nortel CCMS

The Forecaster module is a powerful tool which helps determine staff requirements based on statistics such as call volumes and call patterns, depending upon the preferred service level for each specific skill. Teleopti CCC can forecast in multi-site and virtual Contact Centre environments. It will forecast the staffing needs for each individual skill and media type irrespective of time frames, thus allowing for long-term planning and workforce optimisation. This is essential for leveraging the power of Nortel CCMS routing technology, as well as harnessing the potential of the Contact Centre's most valuable assets: the staff. The Forecaster module uses Contact Centre statistics from Nortel CCMS to continuously update forecasts for future call volume, average call handling time and daily call distribution. This results in the calculation of the optimal number of agents required for each skill-set.

## Plan any changes to your agent skills in advance

The Agent Administrator module contains agent data, such as each agent's skill-set, employment status and job criteria. This data is date-stamped to allow easy management of future changes. This is an essential part of Teleopti CCC, to ensure optimal scheduling in a dynamic environment where skill-sets or work rules often change within the scheduling period.

## Complex scheduling made easy

The Scheduler module facilitates optimal workforce scheduling, taking into account multi-skill forecasting, agents in multiple locations, agent preferences, local work regulations and company policies. The scheduling is easily done for weeks, months or even years ahead, depending on the circumstances within the Contact Centre. Teleopti CCC is especially designed to meet the complex needs of pan-European work rules and policies.

## Agent interaction is key to improved performance

Teleopti CCC comes with a web portal, where agents can interact in the scheduling process. For every schedule period, each agent may set his preferences on how they wish to work. When Teleopti CCC schedules, the system will take into account the various preferences and try to fulfil as many as possible. When preference fulfilment becomes impossible, the inbuilt fairness system will assure that unwanted work shifts are evenly distributed to the agents without harming the service level. Preference fulfilment will usually be between 80 and 90%. This not only means increased agent morale, but also less changes to the final schedule.

## Extended preferences to reward seniority

The Extended Preferences option is an extension of the Standard Preferences that will allow agents to enter exactly how they would like to work and if a preference is particularly important to the agent, there is functionality that will guarantee fulfilment of the particular preference. With Extended Preferences, the system will optimise towards preferences, giving all agents 100% preference fulfilment. This is often used for senior agents and can be combined with Standard Preferences.

## Accurate action is based on knowledge

Teleopti CCC includes a large number of reports that will enhance the Workforce Management process. The reports are available via the web portal for easy distribution of information to anyone in the organisation. Analysis of Contact Centre performance is the key to better planning of the next course of action for improving customer service and reducing staff costs. Real Time Adherence is another web based tool that offers real time monitoring of how well agents adhere to their work schedules.

## Solutions to ensure profitability and customer service

Together, Nortel and Teleopti, a Nortel Developer Partner, offer a powerful and integrated solution to empower Contact Centre managers to leverage their most important resource, their agents.

## Company Information

Company Name:  
Teleopti

URL: [www.teleopti.com](http://www.teleopti.com)

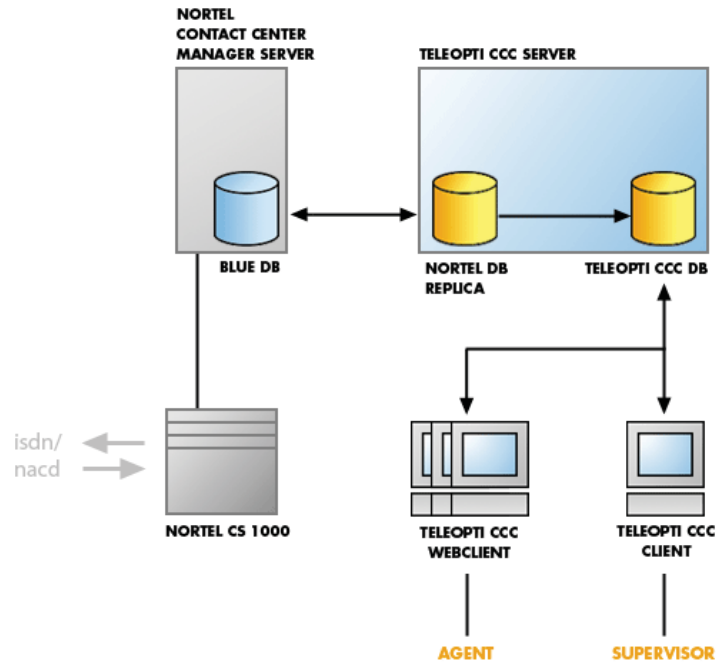
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For all inquiries on this product, please provide the following reference code:  
TCCC-NN



### Compatibility Information:

Teleopti CCC release 6.5 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/z18212.html](http://www.nortel.com/prd/dpp/product/prodpages/z18212.html)

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