

Q-Max Workforce Management

What You Get

People are the most valuable asset in a contact centre. Q-Max Workforce Management (WFM) is a powerful software system to schedule/forecast agents to ensure they are in the right place at the right time to respond to customer demand. Popular with public sector and commercial organisations, Q-Max WFM is a complete product with intra-day and shift scheduling, long-range forecasting and self-service functions. Since 1993 Q-Max has increased customer satisfaction and improved employee productivity by providing workforce optimisation solutions to suit the way individual contact centres work.

Q-Max WFM

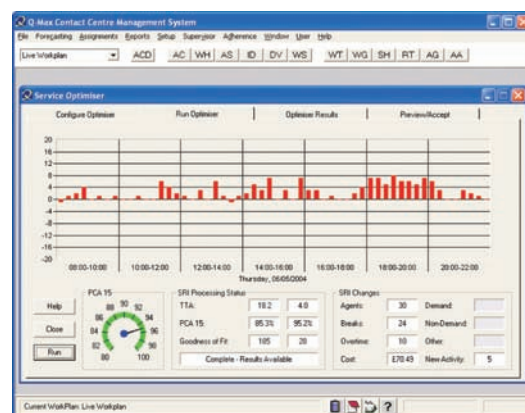
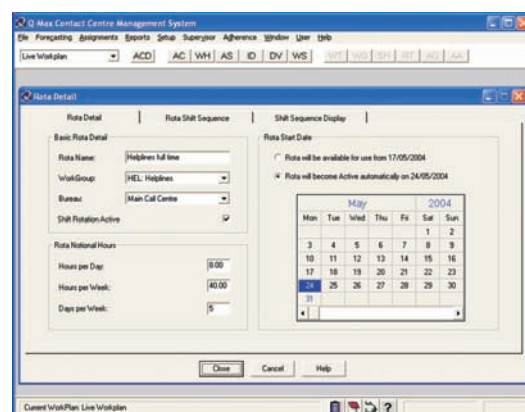
- Automatically integrates with over 40 different ACD switches and MIS systems in use today for data collection
- Maintains an accurate forecast of customer demand and the number of agents required for each 15 minute period of the contact centre's operations
- Facilitates flexible user intervention in forecasting to take care of unusual or unexpected events
- Provides tested industry standard forecasting and agent calculation algorithms that are easy to understand and use
- Designs optimum shift schedules in line with the contact centre's specific contracts of employment in seconds with full statistical analysis of levels of accuracy to determine best practice
- Manages agent rotas week on week with unique Dual Rota technology allowing seamless movement of agents between sets of schedules at any future date
- Tracks agent day-to-day absences with leave and sickness allowances analysed against budget
- Innovative Service Optimiser feature automatically reschedules agent time during the day to compensate for unpredicted peaks in customer demand or staff absences. Service Optimiser easily manipulates up to eight scheduling strategies (you choose which) 'on the fly' to give instant recommendations on how to improve service – running the contact centre could not be simpler or more powerful

Communication

- Integrated e-mail client allows e-mail messages to be sent directly to the agent's desktop advising them of future schedules or changes to their current shifts
- Q-Max Alert sends notification via automated voice calls or text messages of predicted drops in service levels to mobile telephones, to enable managers to monitor the main system while in meetings or away from their desks for other reasons
- Graphical holiday planner with automatic assignment ensures quick and easy decisions on leave requests, deployment, authorisation and tracking against allowances
- Agent Desktop support allows agents to see their own shift patterns and make holiday requests from their own desktops or nominated computers
- Skill Based Routing support ensures the correct mix of agent skill sets to respond to individual customer's specific needs

Reporting

- Provides summary reports for checking anticipated service levels and agent hours in relation to costs and enables annualised hours reconciliation against budget
- Generates real-time, colour graphical reports and shift pictograms on demand
- Web-enabled reporting allows schedules and reports to be published directly onto



company intranets and e-mailed to management as required in the industry standard HTML format

- Full support for the Working Time Directive (WTD), which is law throughout Europe. All changes to shifts and rotas can be analysed for WTD compliance. Q-Max WFM allows users to modify the WTD rules in line with changes in the legislation and produce WTD compliance reports in a format acceptable to the Health and Safety Executive ►



- Integrated Long Range Forecaster provides tools for capacity planning and allows immediate cost analysis of any planned change to the contact centre
- Incorporates a workflow system to deal with noncall activity such as e-mail, clerical, administration, outbound calls and fulfilment to manage a complete contact centre
- Multi-Q Monitor enables continuous central graphical monitoring and resource scheduling from any desktop
- Agent Adherence monitoring with real-time graphical displays and comprehensive historic reporting. Agent Adherence is an additional module

Performance

- Advanced multi-user high performance Database Server allows for concurrent access by up to 100 users with minimum network traffic
- Remote Access Console allows authorised users to monitor the Database Server on remote clients
- Optional Data Access Module allows users to write their own programs to access Q-Max data for integrating with other systems
- Almost limitless capacity – simultaneously handling up to 40 different ACD and MIS types over 999 physical contact centre locations in multiples of 4,000 agents when required
- Designed to absorb any existing contact centre set-up without forcing change but recommending change where appropriate – you remain in control

Installation

- Developed and refined in the UK for many years by more than 300 contact centre managers, Q-Max users, to meet the specific and differing needs of European contact centres
- Simple to use for the novice but also provides real depth of capability to meet the aspirations and expectations

of the most experienced and demanding contact centre manager

- Access to the system is controlled by user defined usage profiles and passwords with full audit trail of every transaction
- On board context sensitive help, computer based worked examples and full User and Technical manuals included

Customer Care

- Complete on-site installation, implementation, training and workable process management tailored to each customer at their own client site (with realistic time scales) based on our years of experience of implementing successful Q-Max operations
- All Q-Max trainers are experienced contact centre managers – we only employ the best of the best
- National and Regional User Groups plus newsletters
- Q-Max Help desk staffed daily by experienced contact centre managers
- Regular health checks with your Account Manager to ensure you consistently get the most out of Q-Max

Pricing

- Easy to understand pricing, with no hidden charges
- Free software upgrades included as part of normal maintenance and support – your investment is protected
- Purchase direct or through your ACD vendor
- Also available in German ■

Agent Shift Report									
Agent	Shift	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Notes
0001	0001	00:00-08:00	08:00-16:00	16:00-24:00	00:00-08:00	08:00-16:00	16:00-24:00	00:00-08:00	
0002	0002	08:00-16:00	16:00-24:00	00:00-08:00	08:00-16:00	16:00-24:00	00:00-08:00	08:00-16:00	
0003	0003	16:00-24:00	00:00-08:00	08:00-16:00	16:00-24:00	00:00-08:00	08:00-16:00	16:00-24:00	

Q-Max Systems Limited

Q-Max Systems Limited offers industry leading queue and workforce management solutions that improve the performance of a customer contact centre's most important and valuable asset its people. Addressing a broad range of key business challenges with both innovative technology and best-practice professional services, Q-Max helps customers achieve higher profitability, increased customer satisfaction and improved employee productivity.

Q-MaxPlus enables companies to establish measureable goals, develop long-term staffing plans, deploy resources, manage employee performance, evaluate the results and implement on-going improvements.

Q-MaxPlus includes:

- Q-Max Workforce Management (WFM)
- Q-Me – web-hosted queue management
- Q-Scope – web-hosted strategic planning
- Q-Max Agent Adherence – agent performance management
- Q-Max Data Access Toolkit – access to information held in Q-Max WFM

Q-Max Customer Care

Q-Max believes in proactive customer service with a policy of regular contact from Account Managers with extensive experience of running contact centres and the implementation of workforce management systems.

On-site installation and training by a dedicated Account Manager is the first step in a long-term relationship with Q-Max customers including regular free Customer Conferences.

Q-Max Systems Limited

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your call is our call