

Workforce Optimization

DATA SHEET

Transform Your Business

Revolutionize the way you engage with your customers through New Era's Workforce Optimization Services in an exclusive partnership with Calabrio. Our services provide your business with smart tools to quickly uncover what you can improve and effectively drive and measure that improvement.

Quality Management

Through Quality Management services, you can easily monitor, examine, improve, evaluate, and analyze interactions. These smart tools allow you to explore interactions across all your channels while giving agents the immediate feedback they crave, driving continual improvement. Benefits include improving customer experience and productivity, increasing employee engagement, while protecting the business and managing risk.

Workforce Management

Workforce Management services address organizations' acute needs in today's challenging environments. Through employee empowerment tools, intelligent automation, reporting and global support, this highly-agile and scalable solution delivers seamless experiences for customers, agents, and contact center managers—no matter where agents work. This service increases transparency and communication, provides flexibility, and intelligently monitors and manages teams and processes in the evolved world of work.

Analytics

Unlock customer-centric intelligence and drive your business forward by unlocking customer insights. Easily convert raw customer feedback into highly usable data to help see issues as they emerge. Through this offering, you can transform your multi-channel contact center into a hub of customer intelligence to solve challenges while adding business value across the entire organization.

Workforce Optimization Service Offerings

- New Deployments
- Migrations
- Platform & Integration Add-Ons
- Training
- Consulting
- Managed Support

Quality Management Tools

Monitor

- Automated Reporting
- Evaluate every interaction no matter the channel
- Increase adherence & ensure compliance

Examine

- Create a Unified QM Command Center
- Intuitive search & customizable tagging
- Evaluate Quality on your terms

Improve

- Real-time evaluation gamification tools, benchmarks, and peer leaderboards
- Track multi-channel, multi-contact customer journeys
- Enable productive NPS scoring with Calabrio Analytics

Workforce Management Tools

Empower

- Vacation planner, shift trader, overtime manager, self-scheduling, and concierge handling tools

Educate

- Data explorer to customize reporting
- Personalized dashboards for quick insights
- Gamification to promote development

Manage

- Real-Time Adherence to detect problems immediately
- Manage Teams & adapt schedules from anywhere
- Agent Schedule Messenger to improve adherence
- CalendarLink to share schedules
- SMSlink to schedule changes on the go
- Payroll integration to manage & automate payroll
- BPO Exchange to close gap between reourcing needs & availability

Analytics Tools

Capture & Transform

- Phonetics engine, speech/voice analytics, speech-to-text, and language support
- See agent/desktop activity
- Seamless integration with CRM system

Analyze

- Text analytics, NPS tools, innovation with AI, sentiment analysis, & advanced search capabilities

Visualize

- Intuitive interace via wided-based dashboards
- Advanced customization capabilities
- Dynamic reporting options

Contact Us Today.

To learn more about Workforce Optimization services contact New Era Technology at [877.696.7720](tel:877.696.7720) or neweratech.com/us/contact-us

