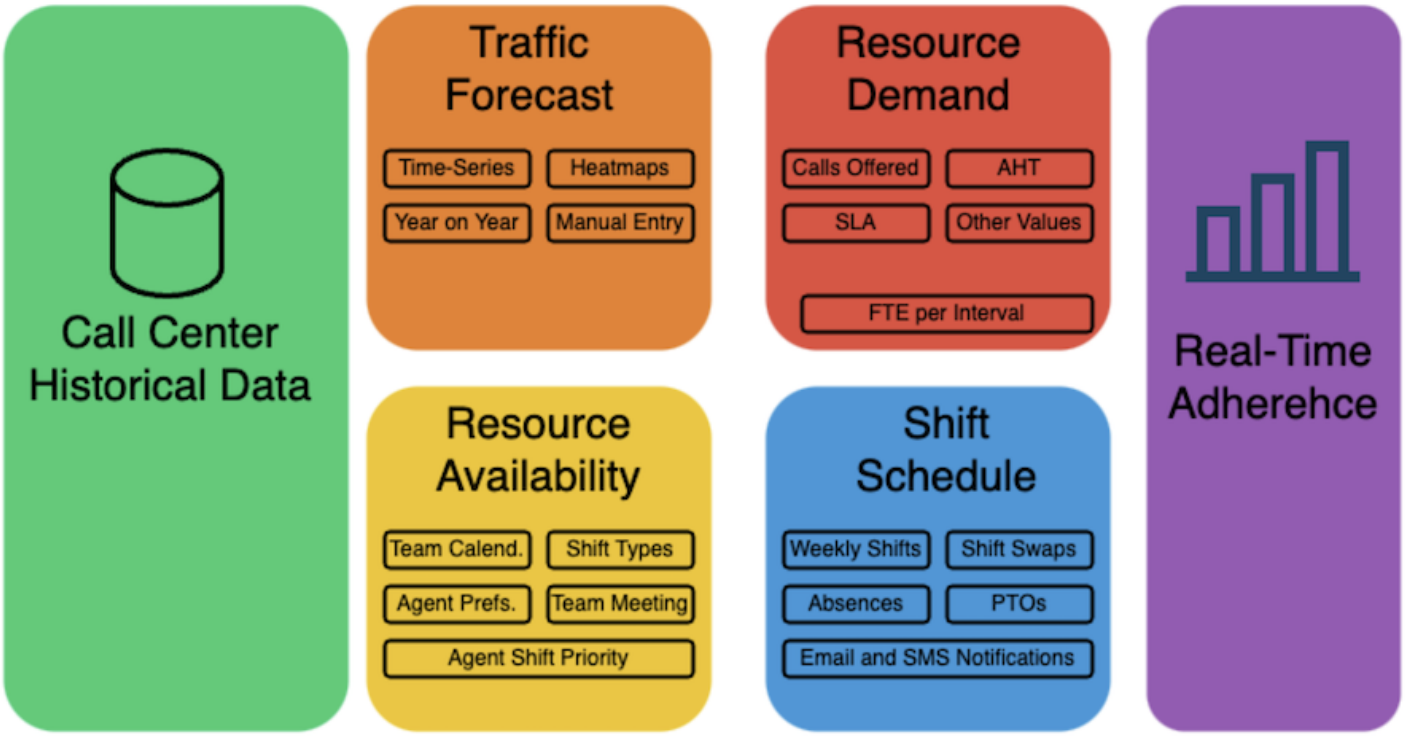
Comstice

Workforce Management

Data Sheet

What is Workforce Management

Comstice Workforce Management solution helps contact centers to manage their resources efficiently. It helps to estimate the customer demand and tries to meet the demand with the availability of the resources.



Once the forecast and the initial shift planning is completed, it also helps to optimize resource management in the daily operations with autoskilling, shift swaps, overtime requests, mobile notifications and real-time adherence management.

Why Comstice WFM Is Different?

Comstice WFM makes the difference in these areas;

- **Agent and Supervisor Gadgets:** Both agents and supervisors can access WFM features from their web console using Comstice WFM gadgets.
- **Social-Media Style WFM Mobile App:** Single app for agents and the supervisors to get notified and access WFM features securely from their smart phones.
- **Autoskilling:** Managers can create a logical group of KPI conditions to reskill agents automatically during busy times. When the extra traffic is handled, autoskilling feature reskills the agents back to their primary skills.
- **AI Agent Assist:** Comstice WFM with Comstice Call Recording creates real-time call transcript, analyzes the conversation and offers an action plan to the agent with knowledge base flashcards. **This helps agents to handle calls from the skills that they are not fully trained for.**
- **Real-Time Transcripts and Sentiment Analysis:** Real-time call transcripts also helps supervisors to monitor customer sentiment and intercept if needed.

Forecast

Comstice WFM estimates the full-time employee count for each interval by using its advanced formulas available. Forecast can handle the following channels;

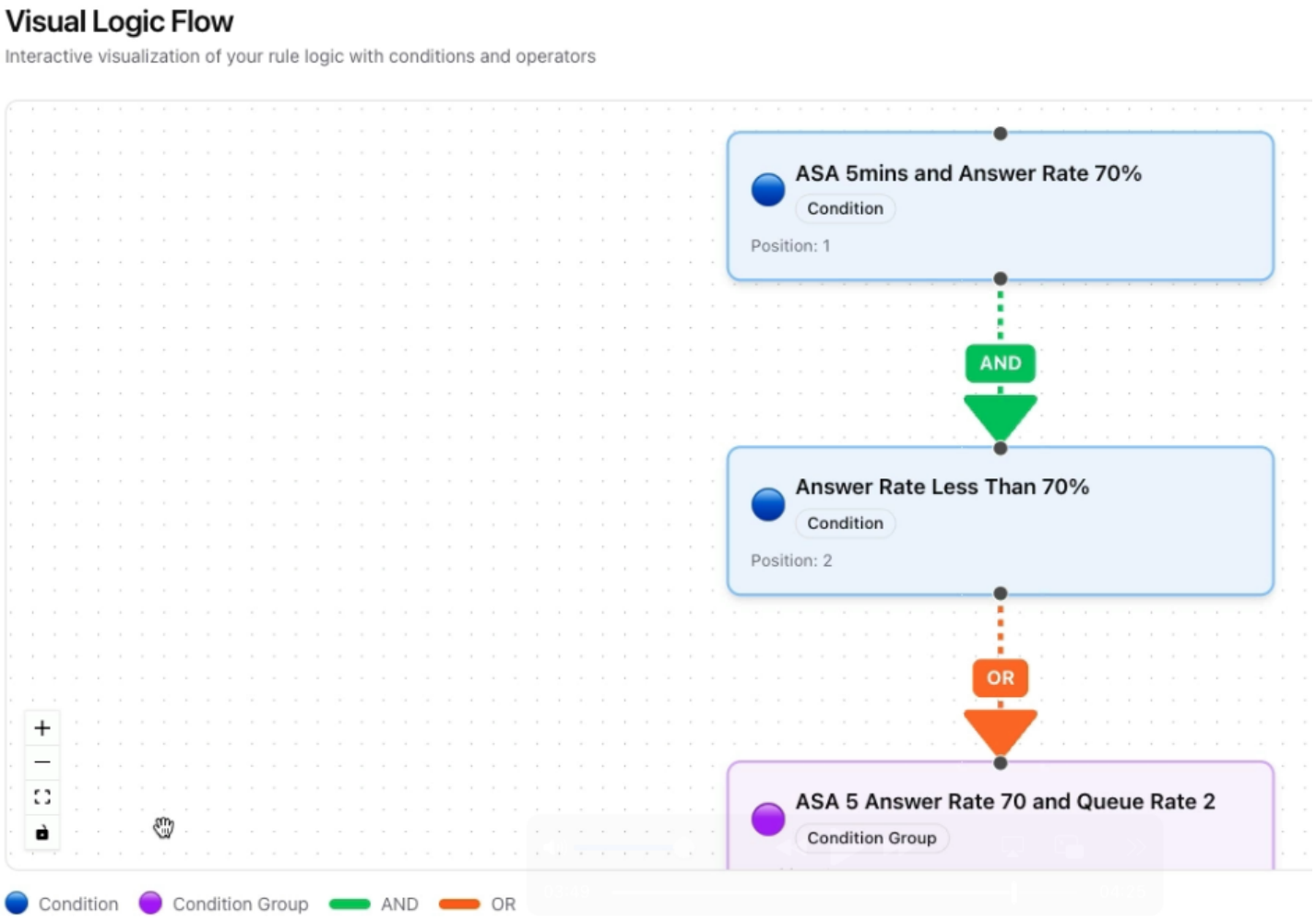
- Voice
- Messaging: (mobile text chat, WhatsApp, Email, live chat)
- Other customer service tasks (posts, outbound campaigns)

Comstice Autoskilling

Comstice Autoskilling helps contact center managers to create logical conditions using real-time indicators with AND and OR operators. Once the condition is TRUE, agents are reskilled automatically.

When the condition is no longer TRUE, target agents are reskilled back to their previous skill set automatically.

This helps to handle any deviations from the forecast in the daily operations.



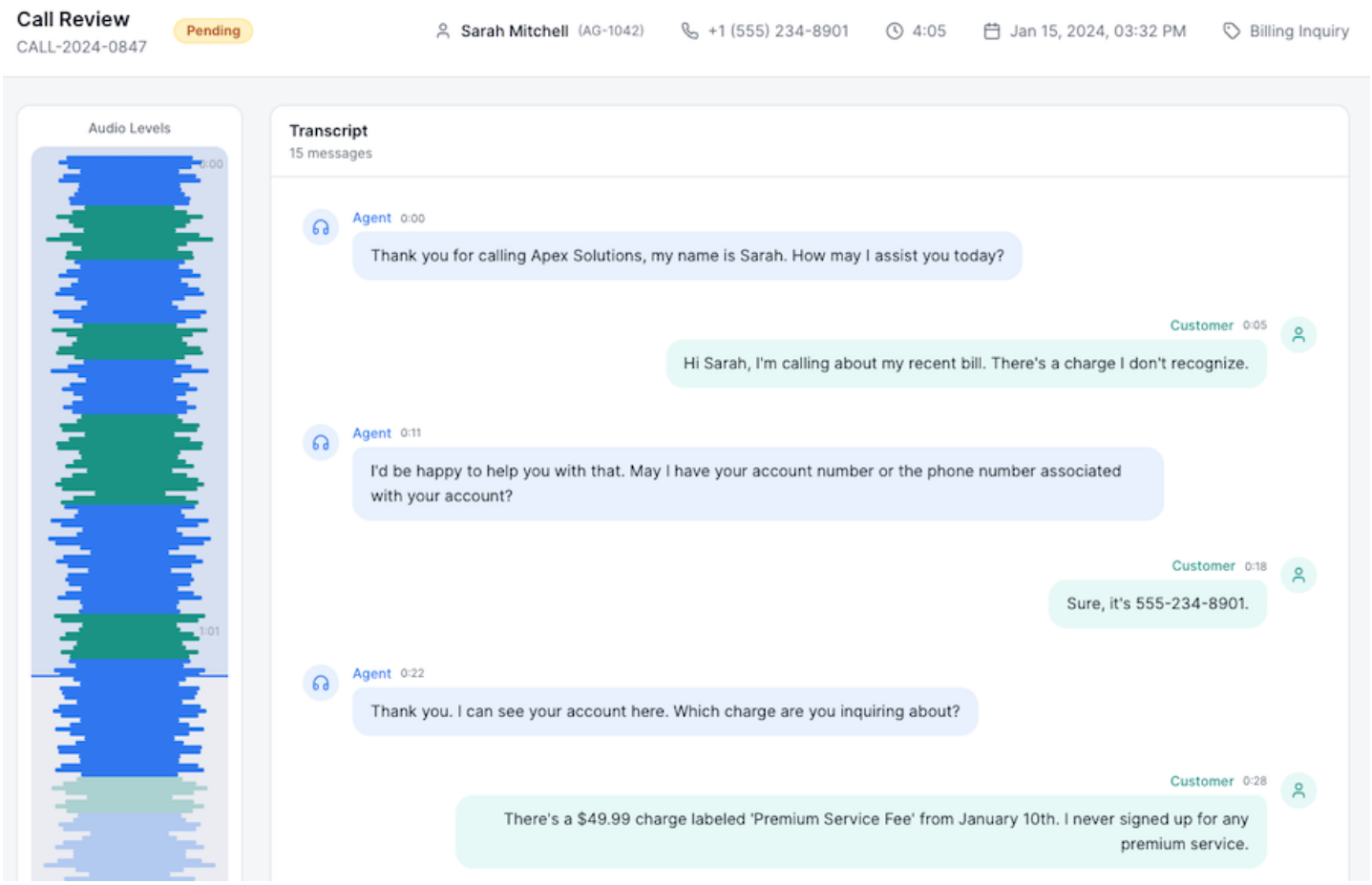
Quality Assurance

Comstice WFM with Call Recording helps to evaluate recorded customer calls for your business goals such as;

- greeting and verification
- problem resolution
- product knowledge
- empathy and tone
- call wrap-up

Manual QA Evaluations

QA experts can listen to the recorded conversations and evaluate the call based on the business goals you can set. The results will be accessible by the managers and the agents.



AI Quality Assurance

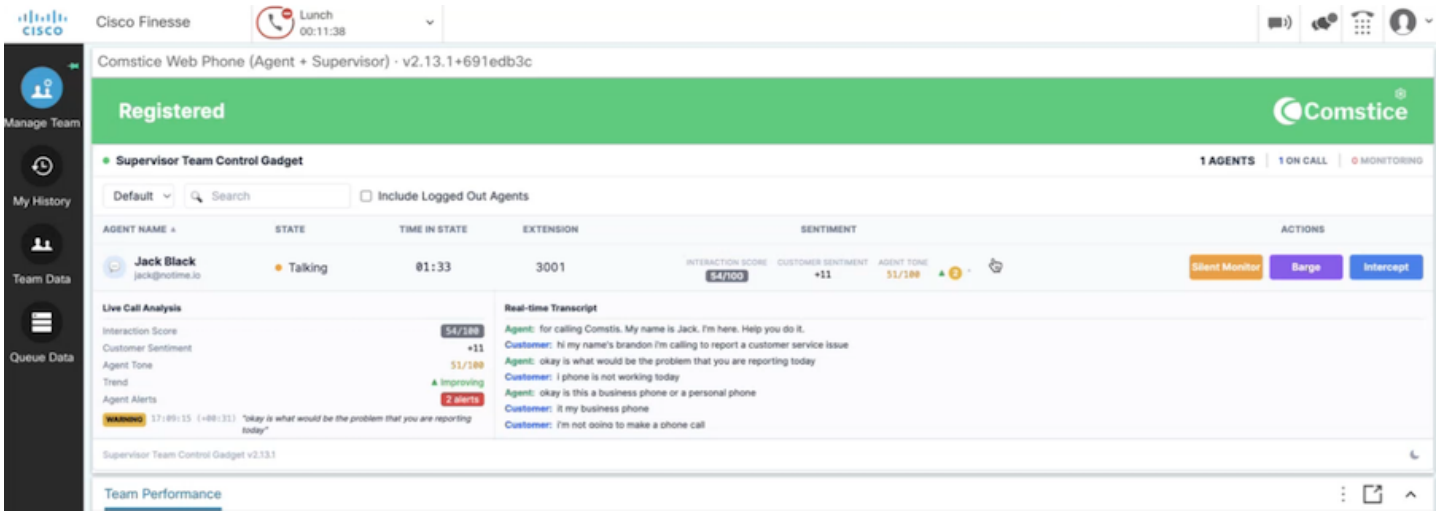
Comstice WFM with Call Recording can also evaluate each recorded call, transcribe and analyse the conversation using AI. This helps to automate the process and evaluates each call, unlike the manual evaluation which only checks a small fraction of the calls.

Here are common checks AI Quality Assurance can complete;

- Greetings and verification
- Problem Resolution
- Product Knowledge
- Empathy and tone
- Call wrap-up

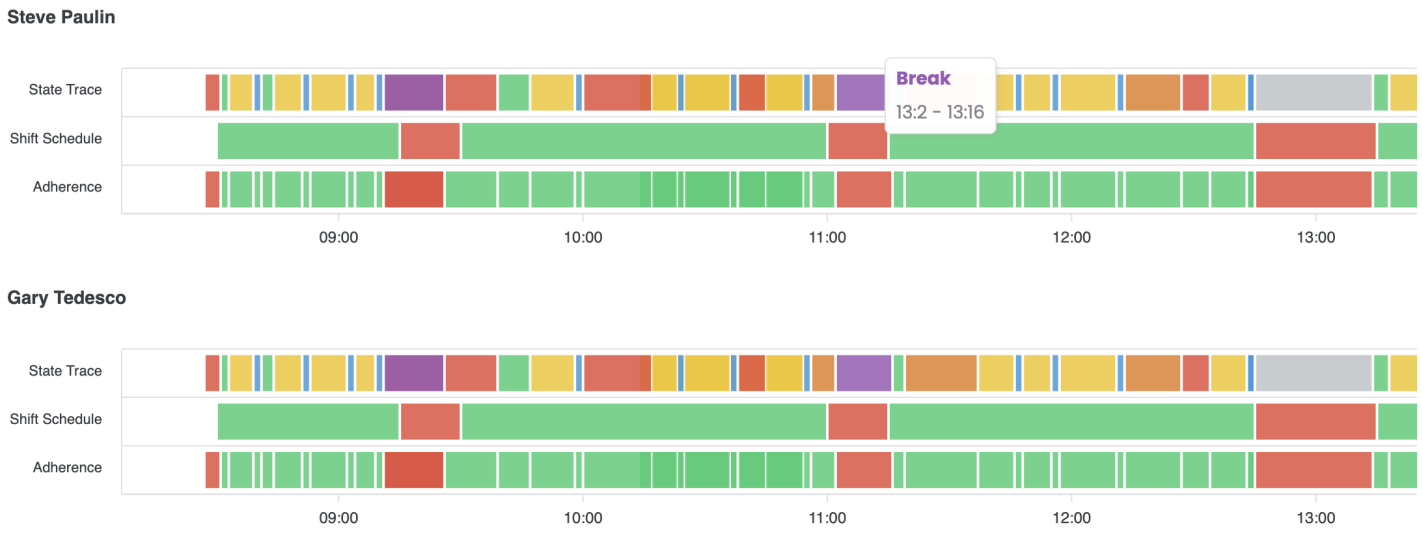
Real-Time Sentiment Analysis

You can also identify the following criteria real-time on the active calls and present them to the supervisors.



Real-Time Adherence

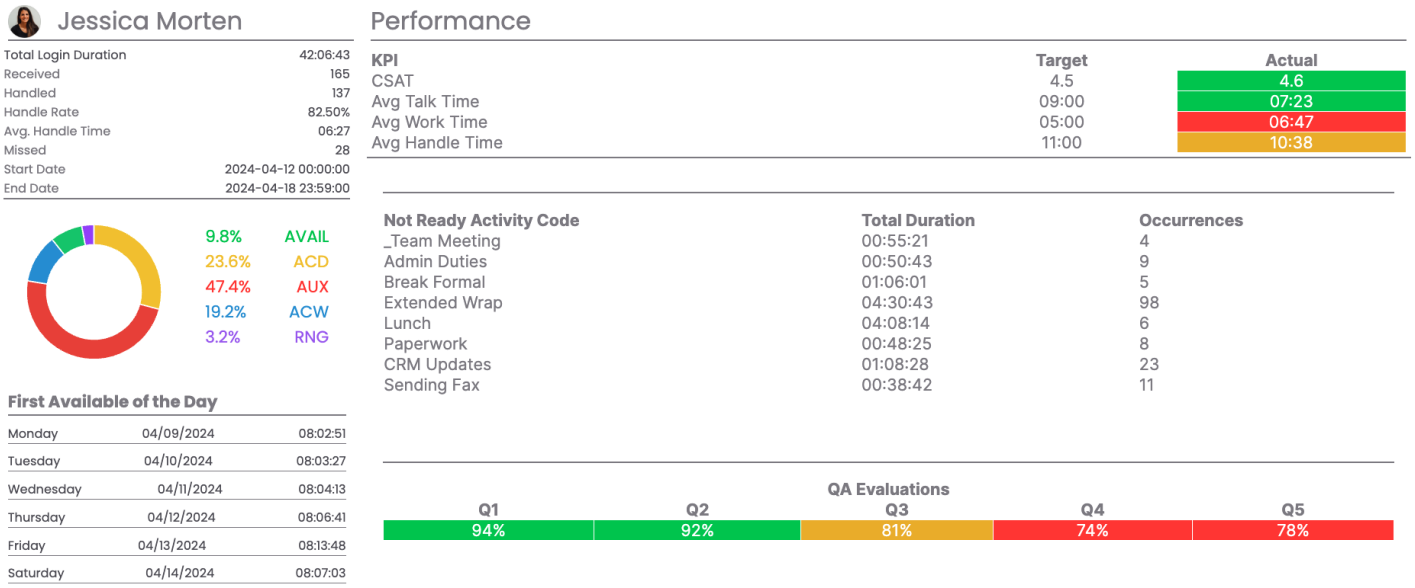
Real-time adherence displays the real-time activity of each agent vs. the scheduled shift timeline so the team leaders can monitor and identify any adherence issues.



Supervisors can also manage adherence using Comstice WFM Mobile app.

Agent Scorecard Gadget

Agent scorecard is accessible from WFM Agent Gadget in agent web console as well as from Comstice WFM mobile app. It presents the agent's performance statistics weekly, daily and monthly. It can also be sent as an email to each agent.



Jessica Morten

Total Login Duration	42:06:43
Received	165
Handled	137
Handle Rate	82.50%
Avg. Handle Time	06:27
Missed	28
Start Date	2024-04-12 00:00:00
End Date	2024-04-18 23:59:00

First Available of the Day

Monday	04/09/2024	08:02:51
Tuesday	04/10/2024	08:03:27
Wednesday	04/11/2024	08:04:13
Thursday	04/12/2024	08:06:41
Friday	04/13/2024	08:13:48
Saturday	04/14/2024	08:07:03

Performance

KPI	Target	Actual
CSAT	4.5	4.6
Avg Talk Time	09:00	07:23
Avg Work Time	05:00	06:47
Avg Handle Time	11:00	10:38

Not Ready Activity Code	Total Duration	Occurrences
_Team Meeting	00:55:21	4
Admin Duties	00:50:43	9
Break Formal	01:06:01	5
Extended Wrap	04:30:43	98
Lunch	04:08:14	6
Paperwork	00:48:25	8
CRM Updates	01:08:28	23
Sending Fax	00:38:42	11

QA Evaluations

Q1	Q2	Q3	Q4	Q5
94%	92%	81%	74%	78%

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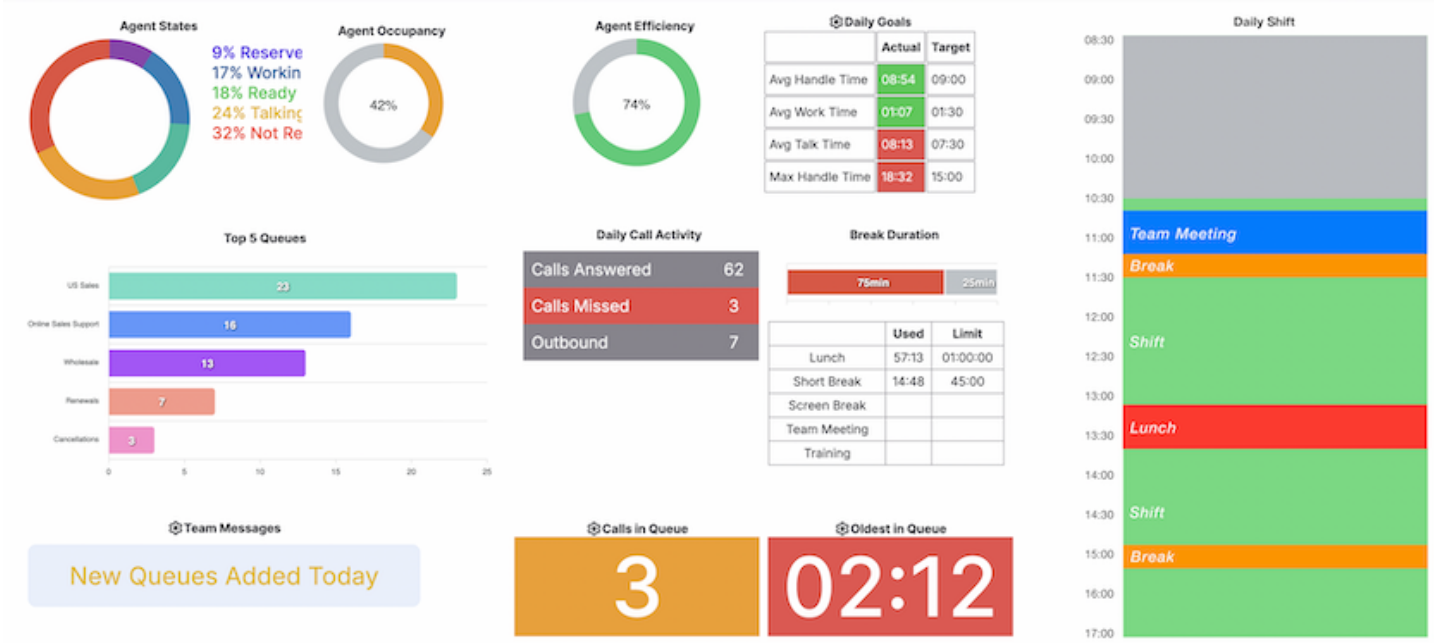
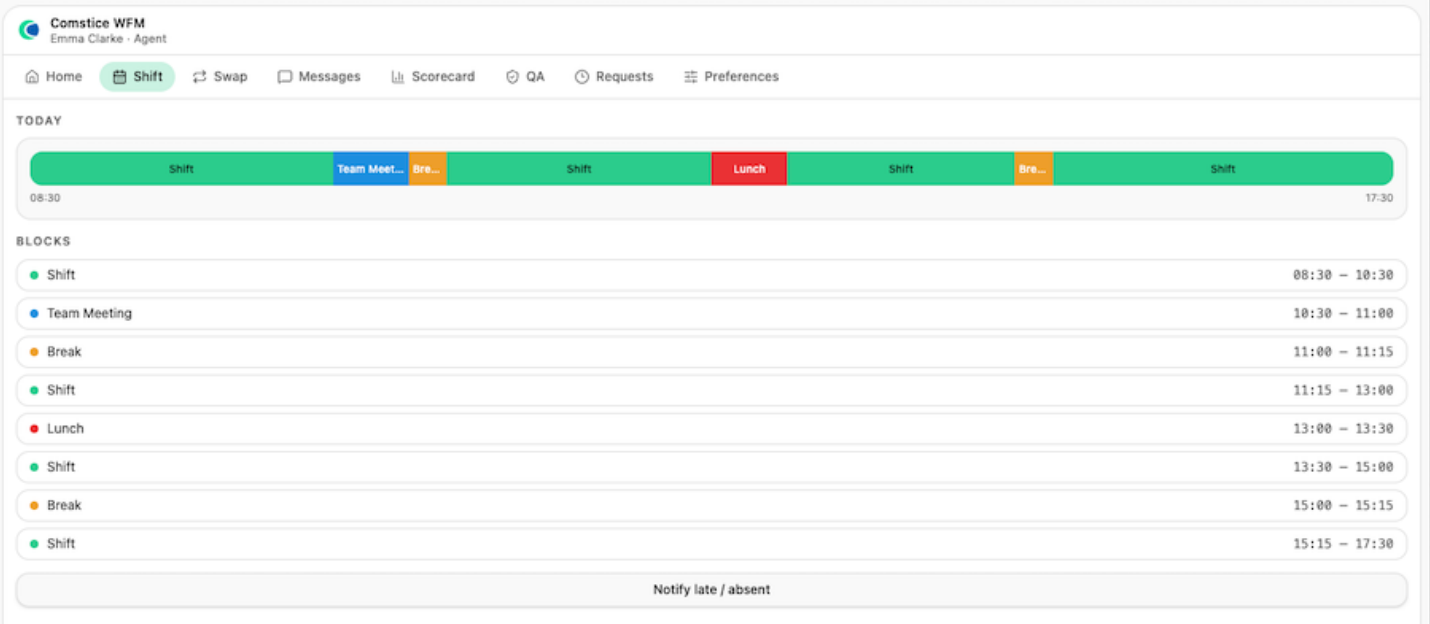
Agent Real-Time Dashboard

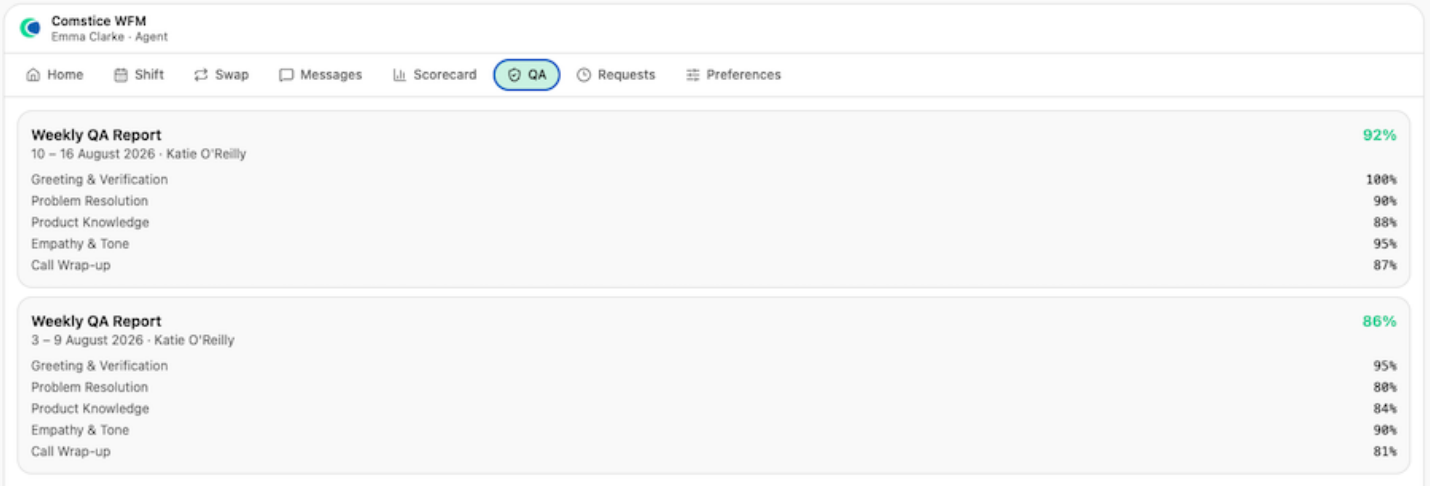
Agent real-time dashboard is a WFM gadget that available from agent web console. It helps agent to monitor real-time and daily stats as well as today's shift schedule.



WFM Agent Gadget

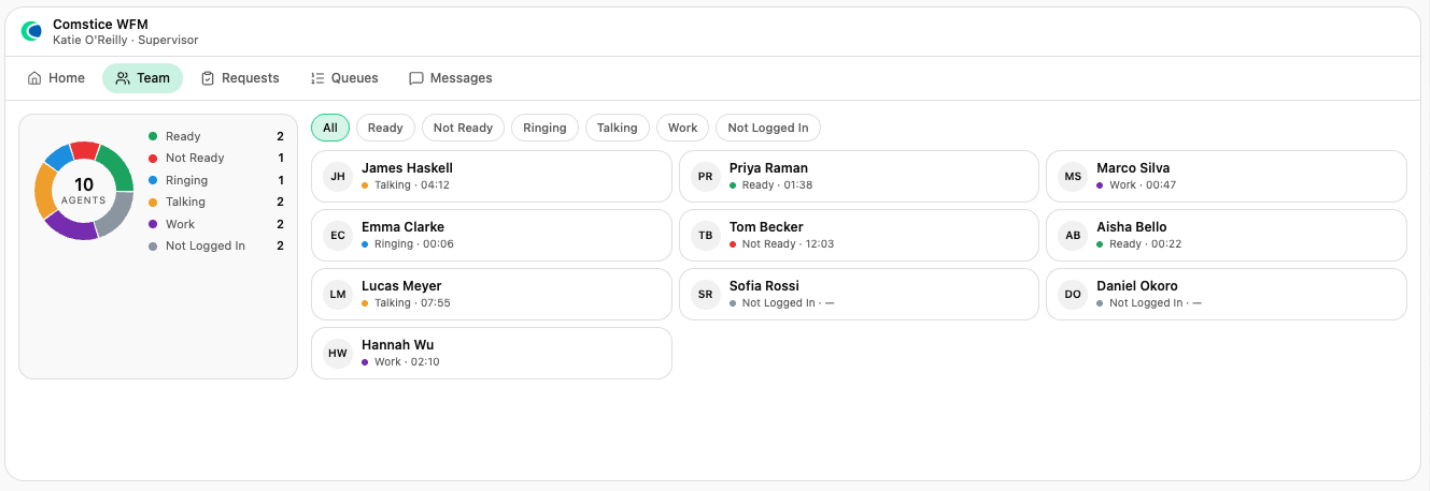
Social media-style WFM gadget for agent web console to monitor shift schedule, create shift swaps, respond to swap requests, raise time-off requests, access quality assurance reports and more.

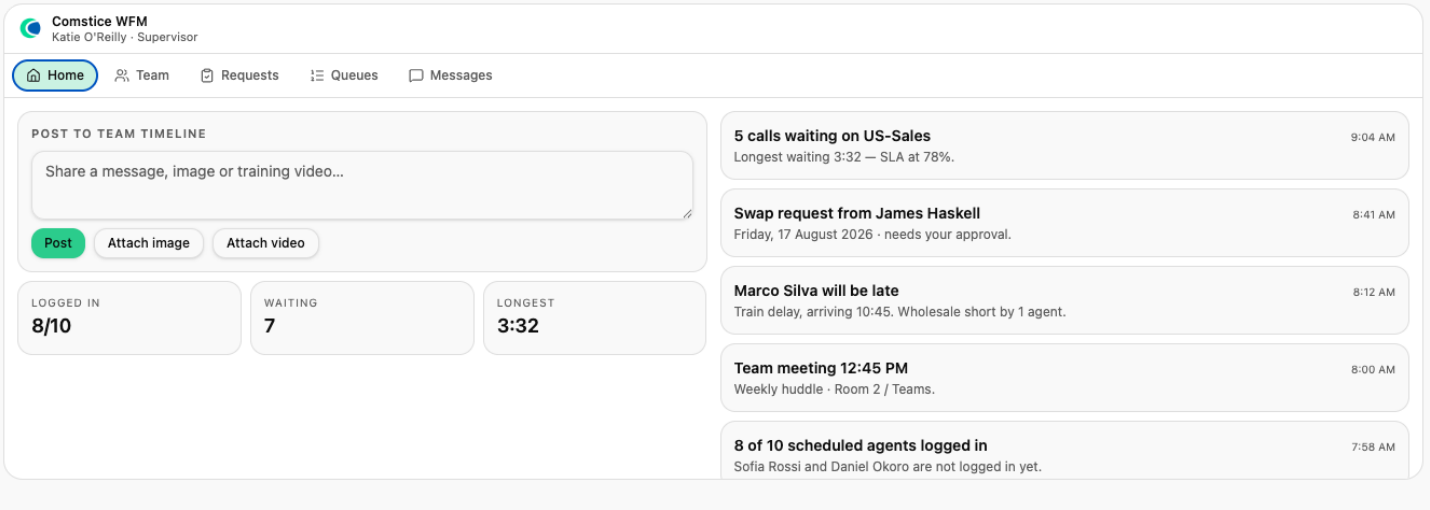




WFM Supervisor Gadget

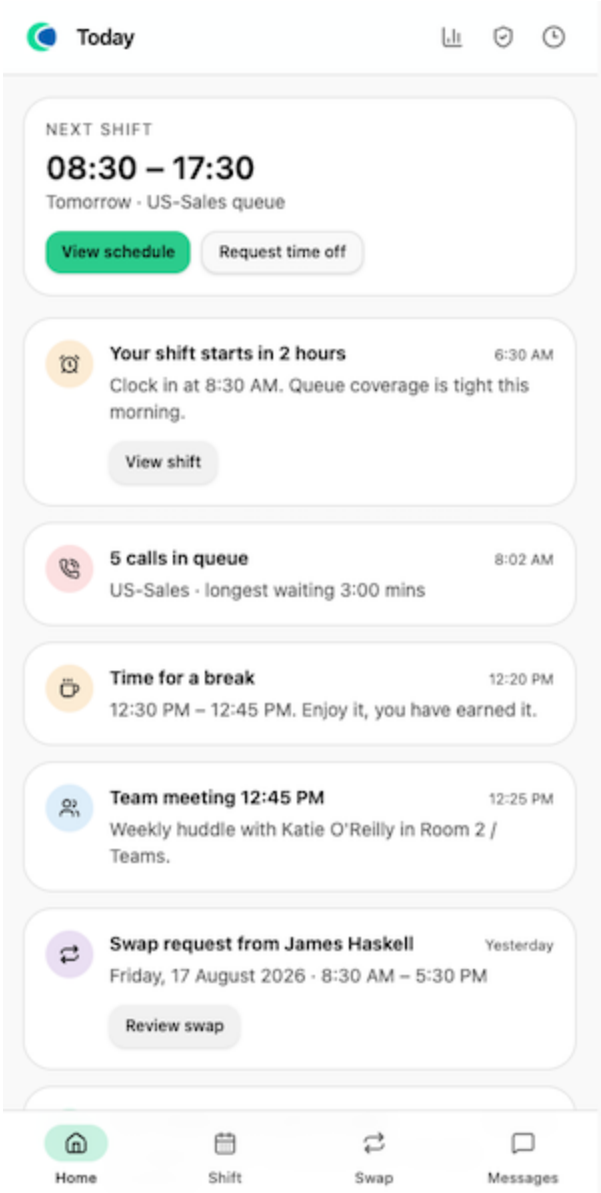
Social media-style WFM gadget for supervisor web console to monitor agent adherence, response to time-off and shift swap requests, access real-time queue information and respond to the messages from team members.

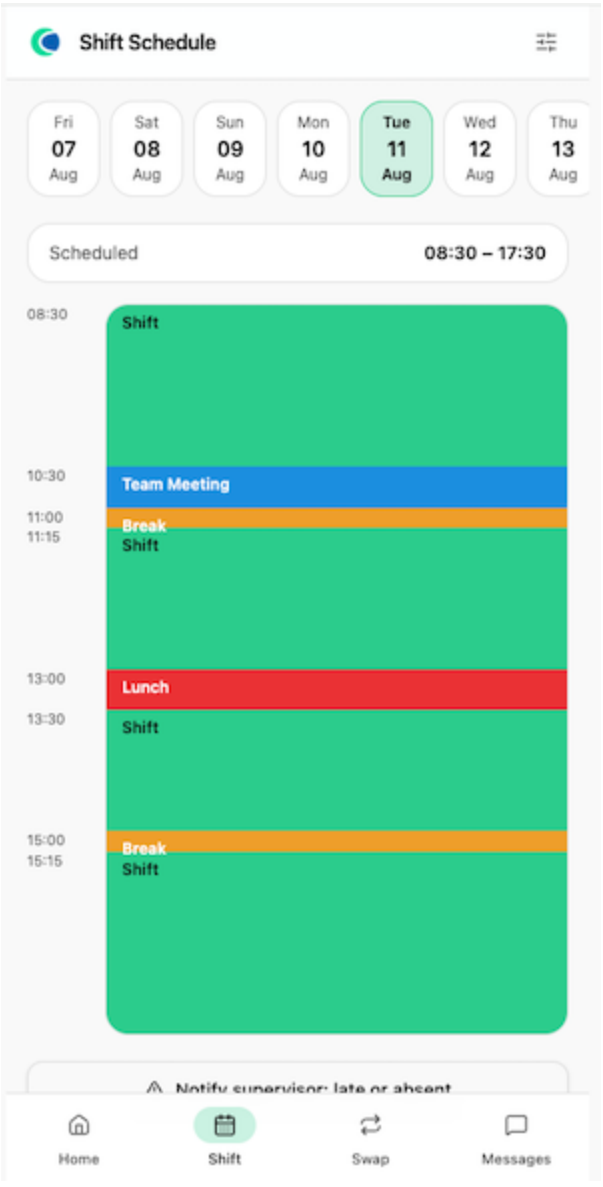




WFM Mobile App - Agents - 1

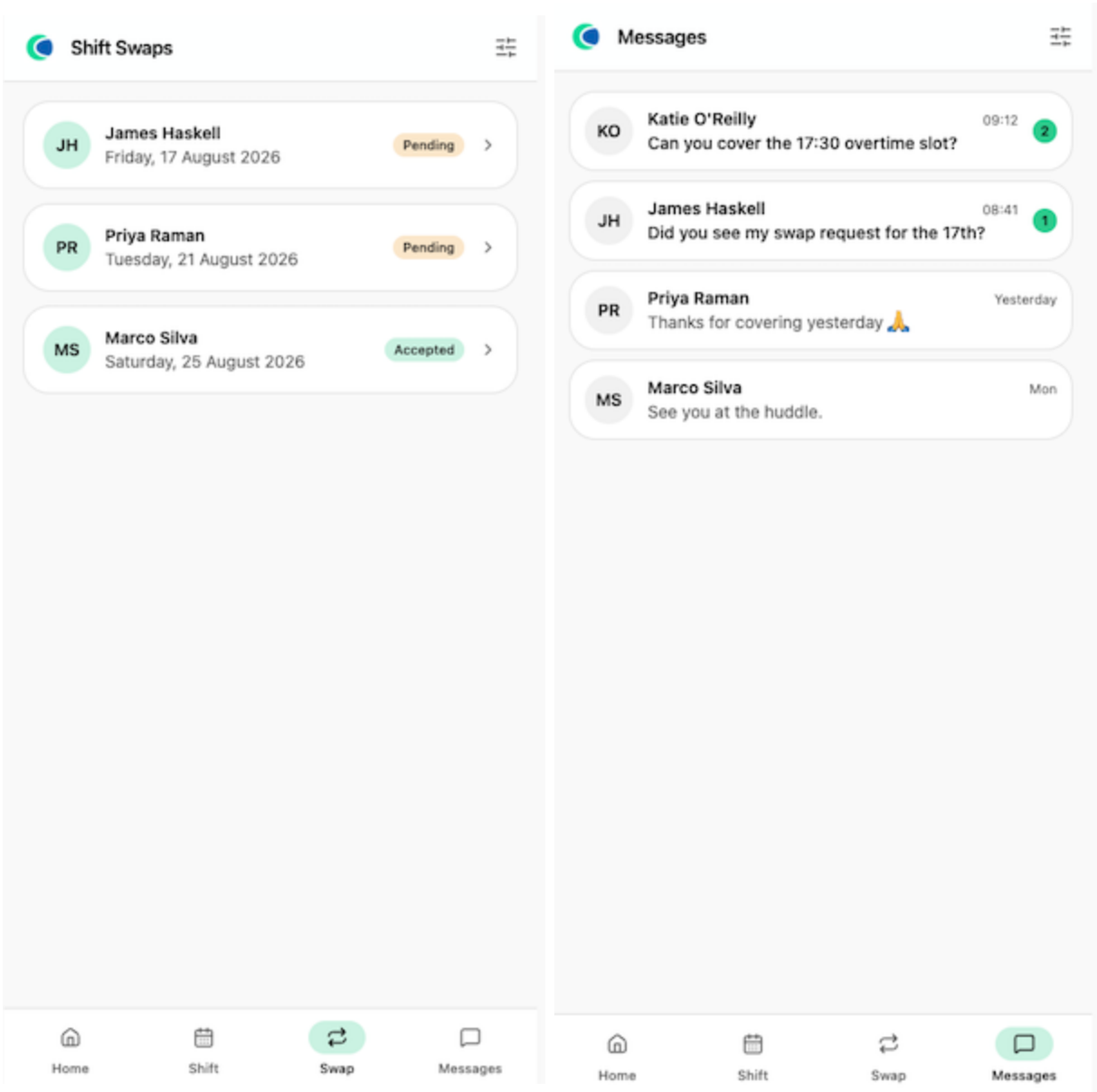
WFM Agent app helps to increase adherence and attrition in a contact center;





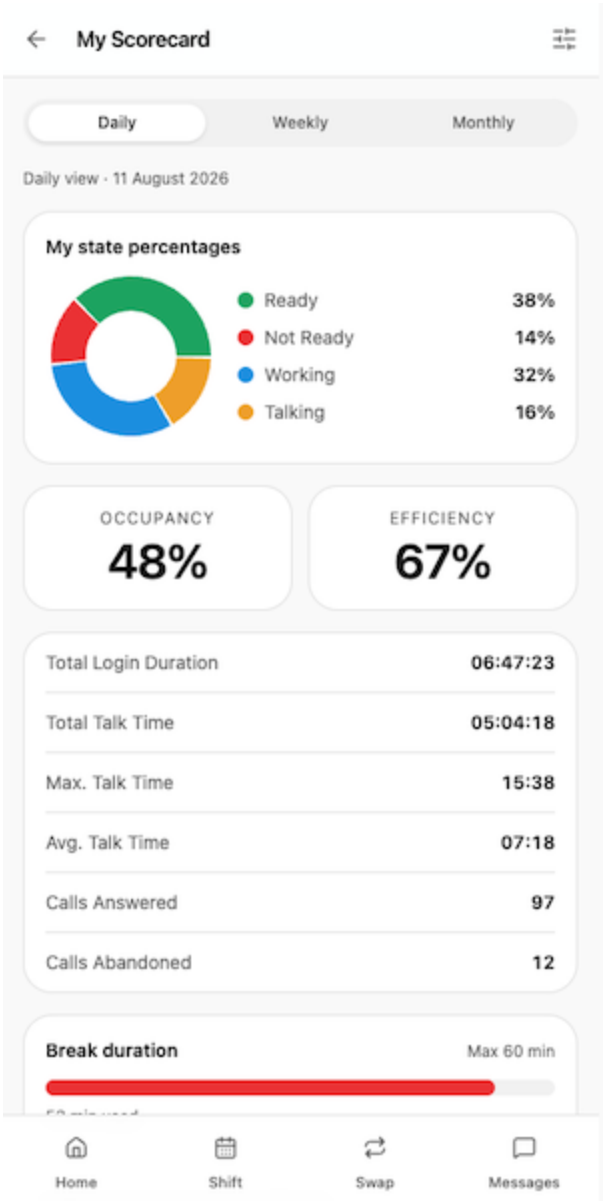
WFM Mobile App - Agents - 2

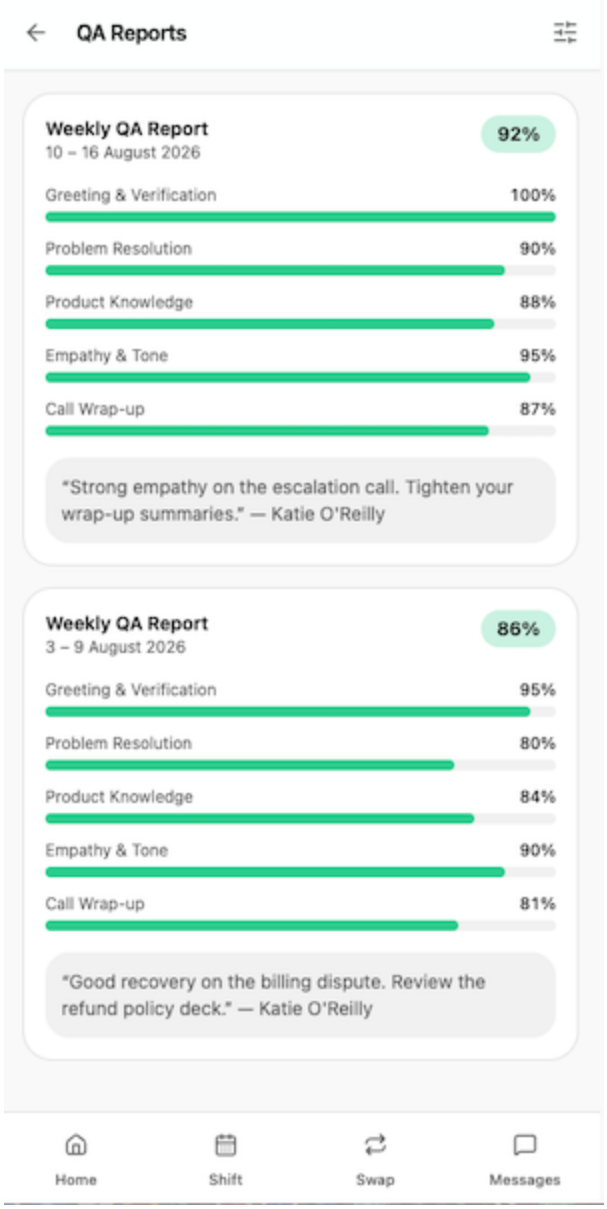
Agents can list the open shift changes and create a new shift swap request.



WFM Mobile App - Agents - 3

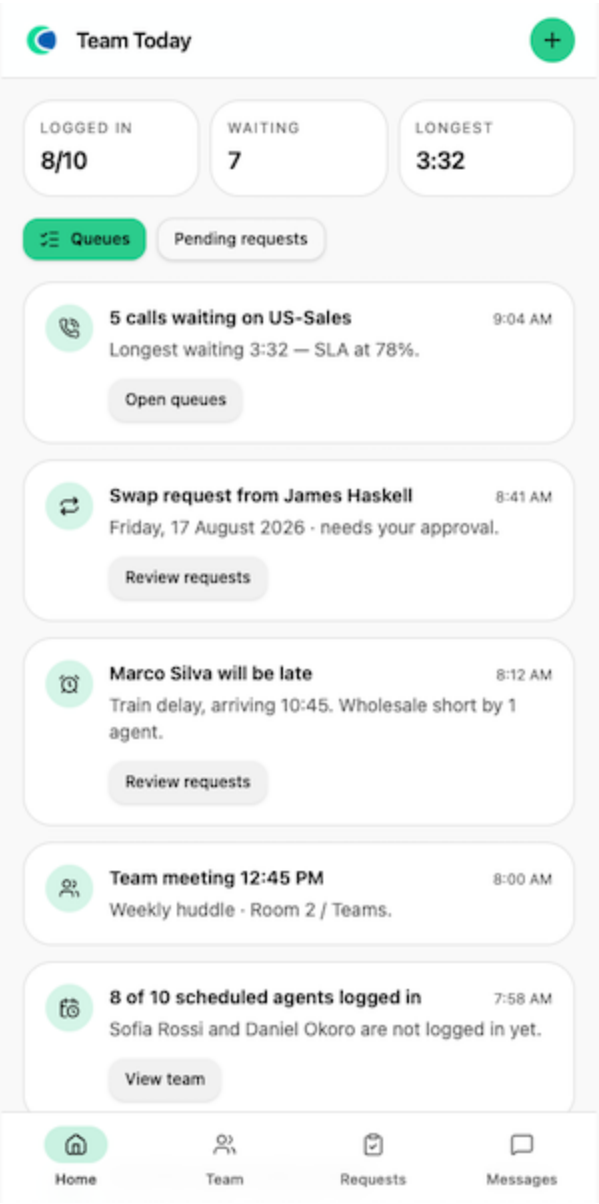
Agents can view their scorecards and QA reports from mobile app.

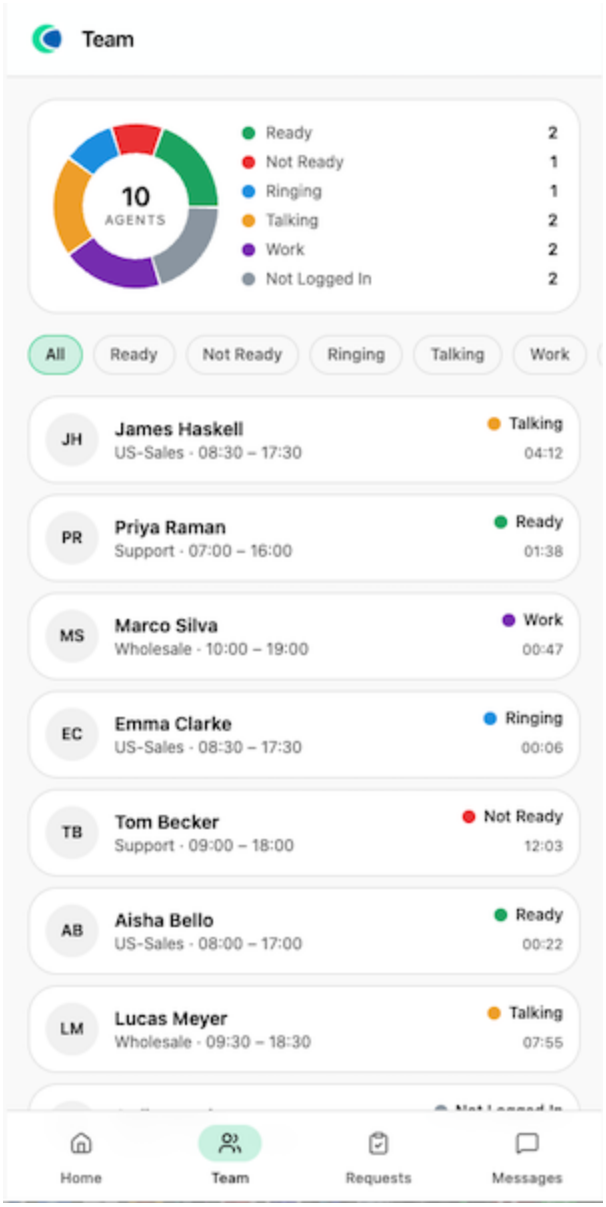




WFM Mobile App - Supervisor

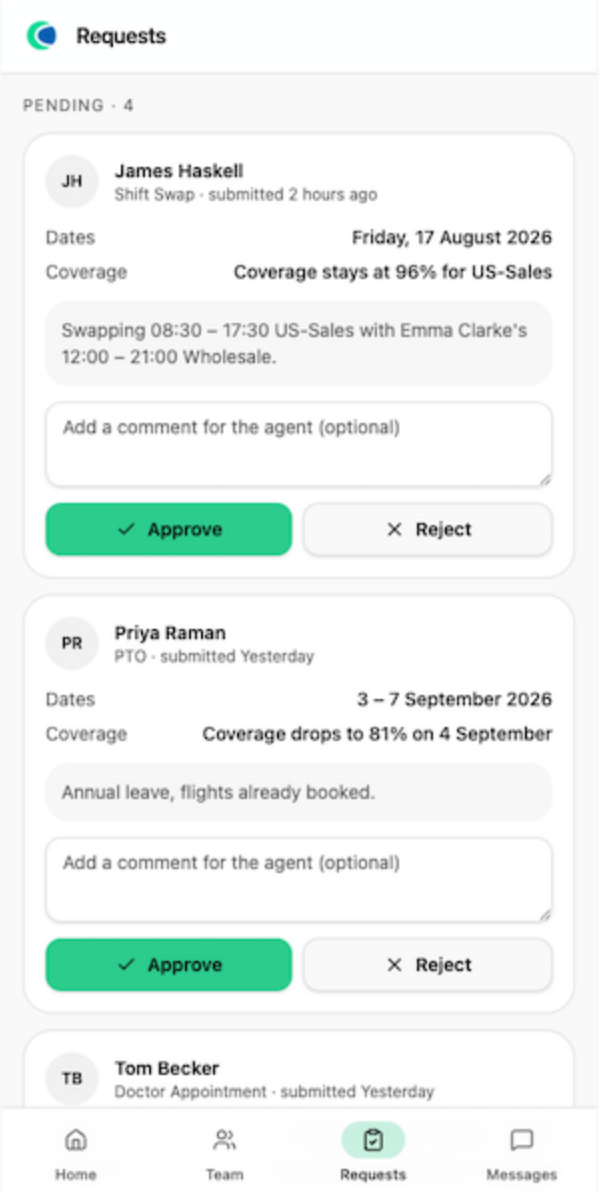
Supervisors can create posts in the team's timeline, share images and videos.

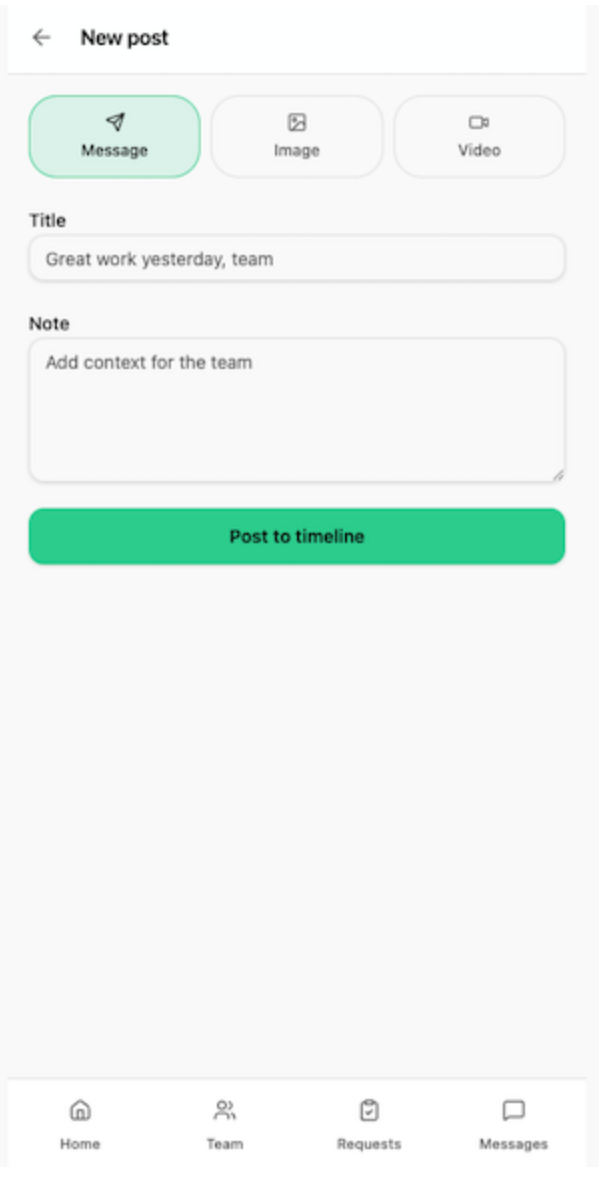




WFM Mobile App - Supervisor -2

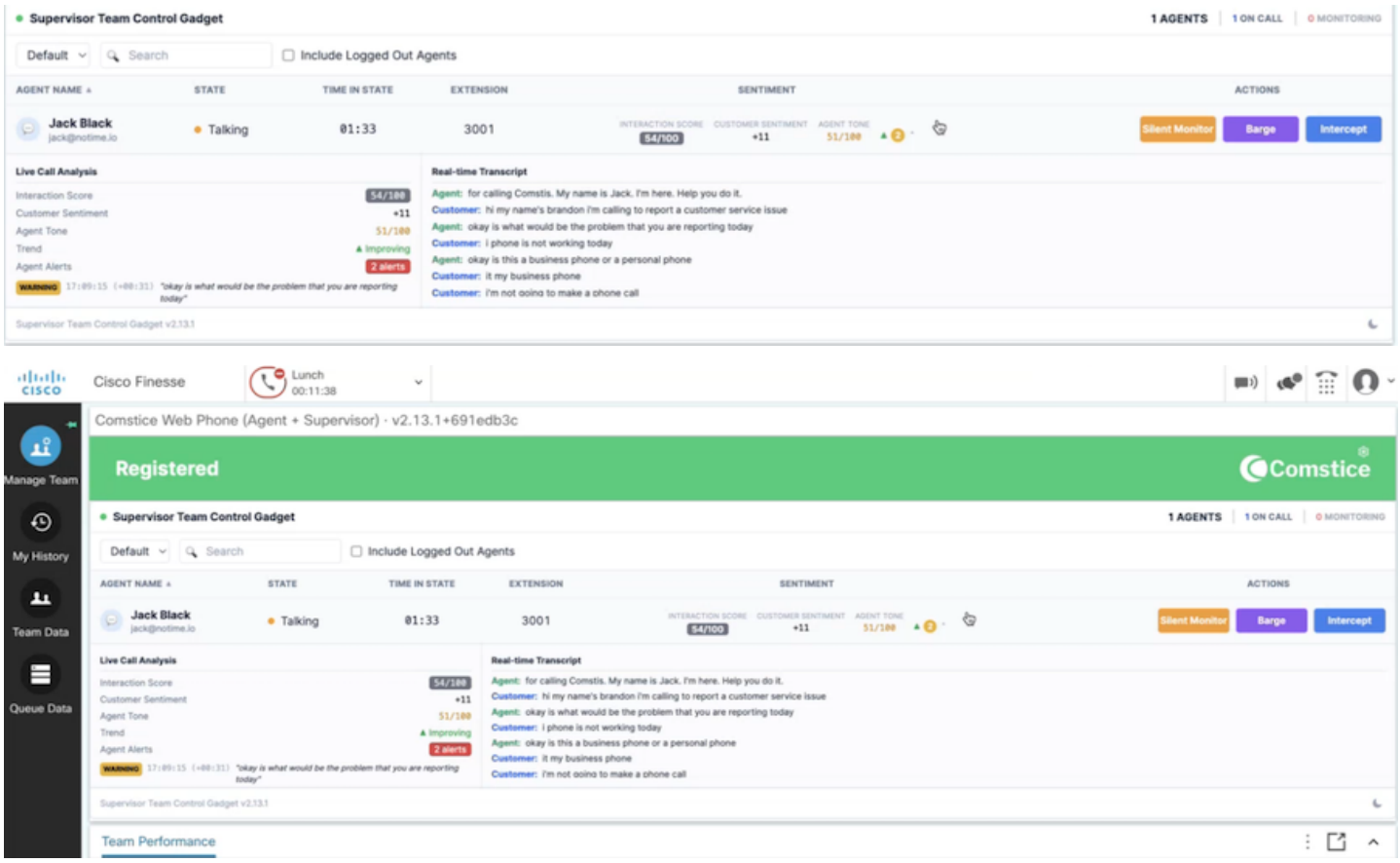
Supervisors can also handle time-off requests and shift swap requests with app.





Real-Time Sentiment Analysis Gadget

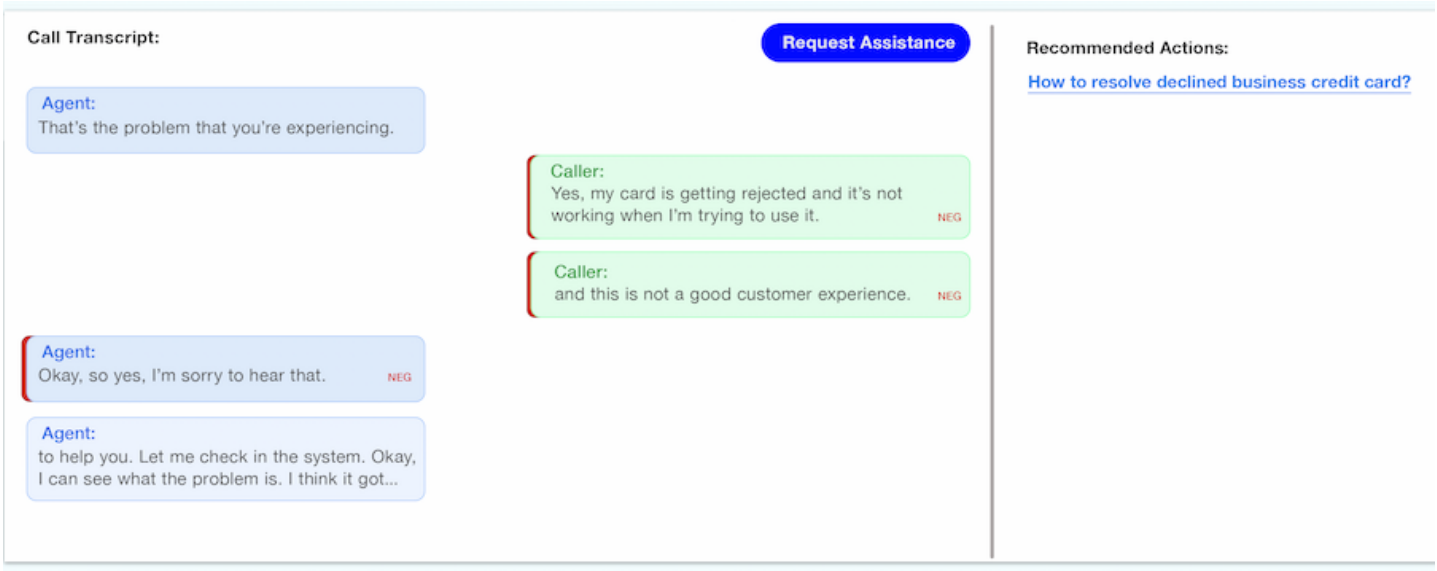
Comstice Real-Time Sentiment Analysis Gadget helps supervisors to monitor the calls with negative sentiment, drill down and if needed barge-in to the conversation.



AI Agent Assist Gadget

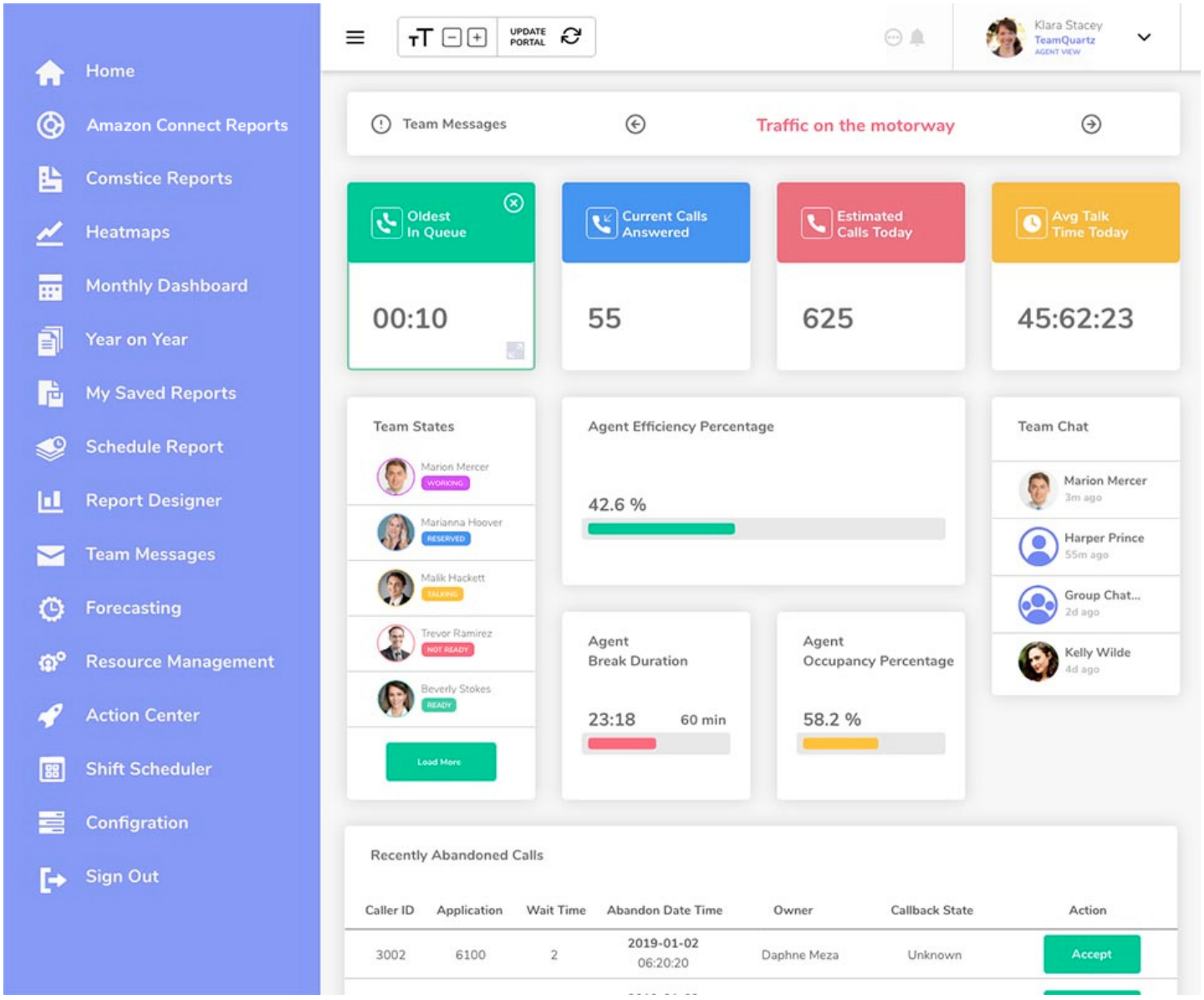
Comstice WFM with Comstice Call Recording creates real-time call transcripts. Call Recording also drafts knowledge base flashcards by analyzing past recorded conversations. Team leaders can modify and finalize those flashcards for constructing action plans to the agents real-time.

AI Agent Assist gadget is available for agent web console and populates the action plan during an active call.



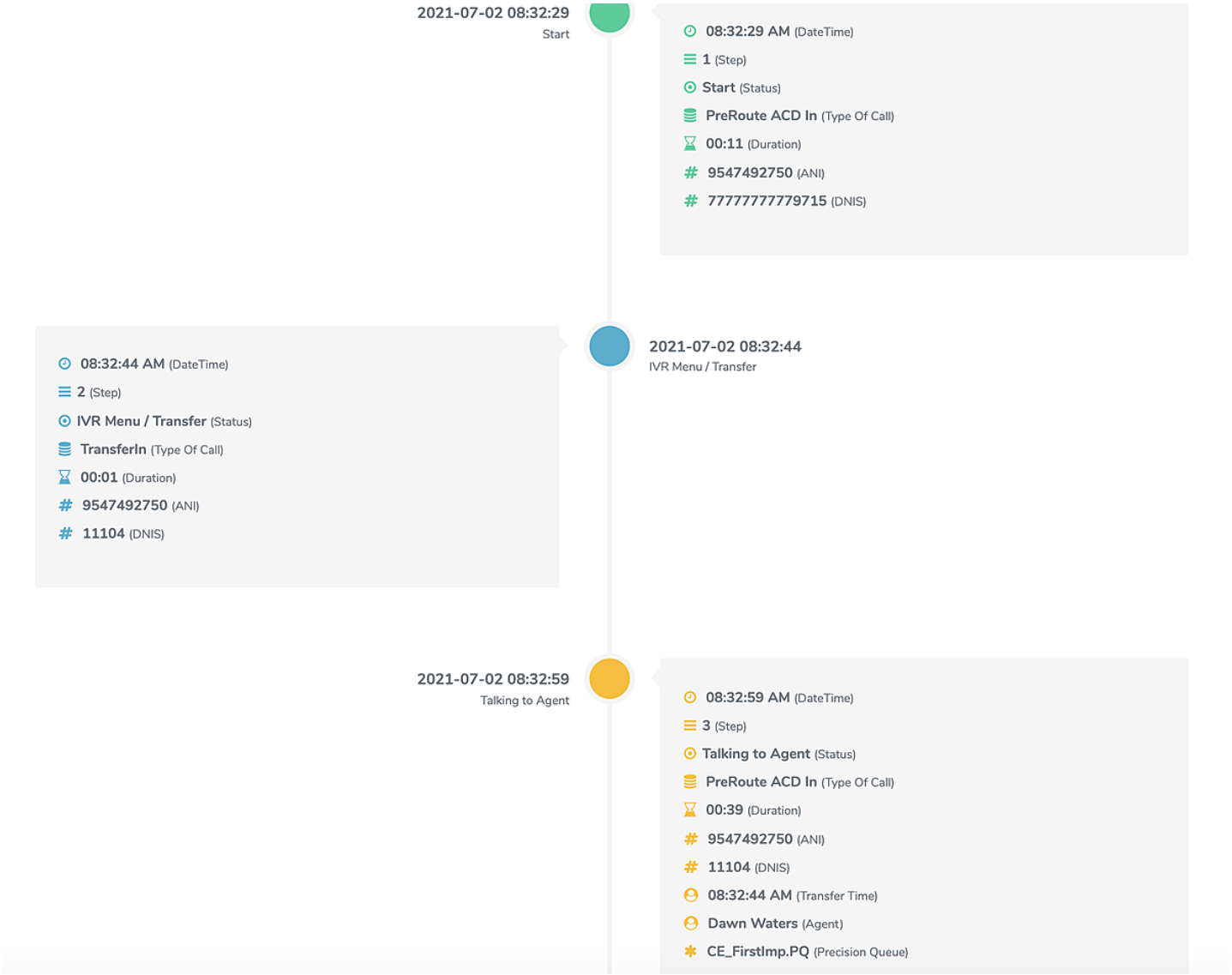
Comstice Quartz Reporting and Analytics

Comstice Quartz Reporting and Analytics helps to access Avaya CMS, Avaya ACCS, Cisco UCCX, Cisco UCCE, Amazon Connect stock reports, Comstice stock reports, report designer, scorecards, report scheduling and historical dashboards, daily actionable insights and six different analytics packages



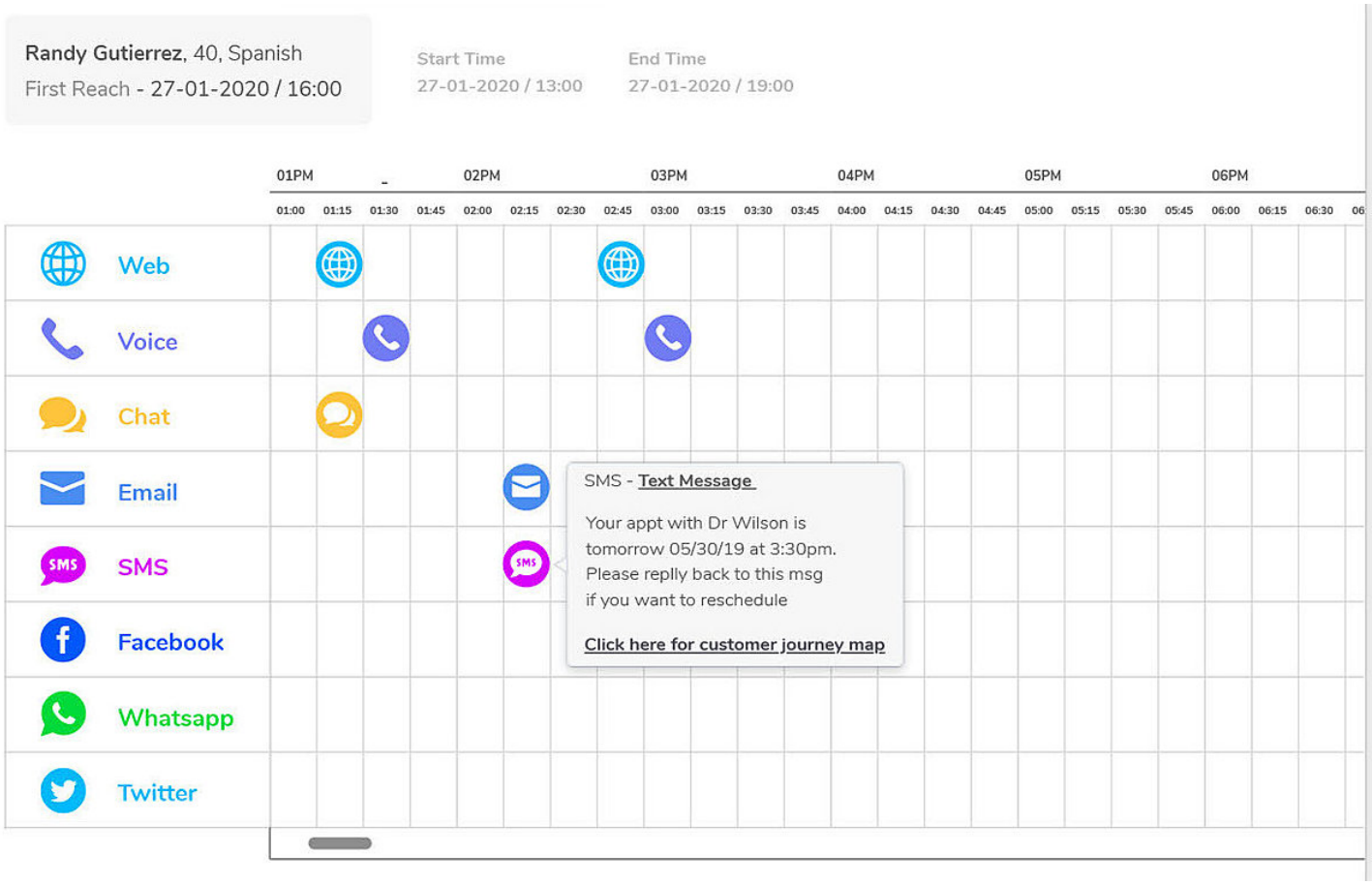
Cradle to Grave Reports

One of the great features of Comstice Quartz is that it can report the individual call legs of each customer call and visualise it as a customer journey map. You can see the every step of each call in detail and visually follow the steps which caller has taken.



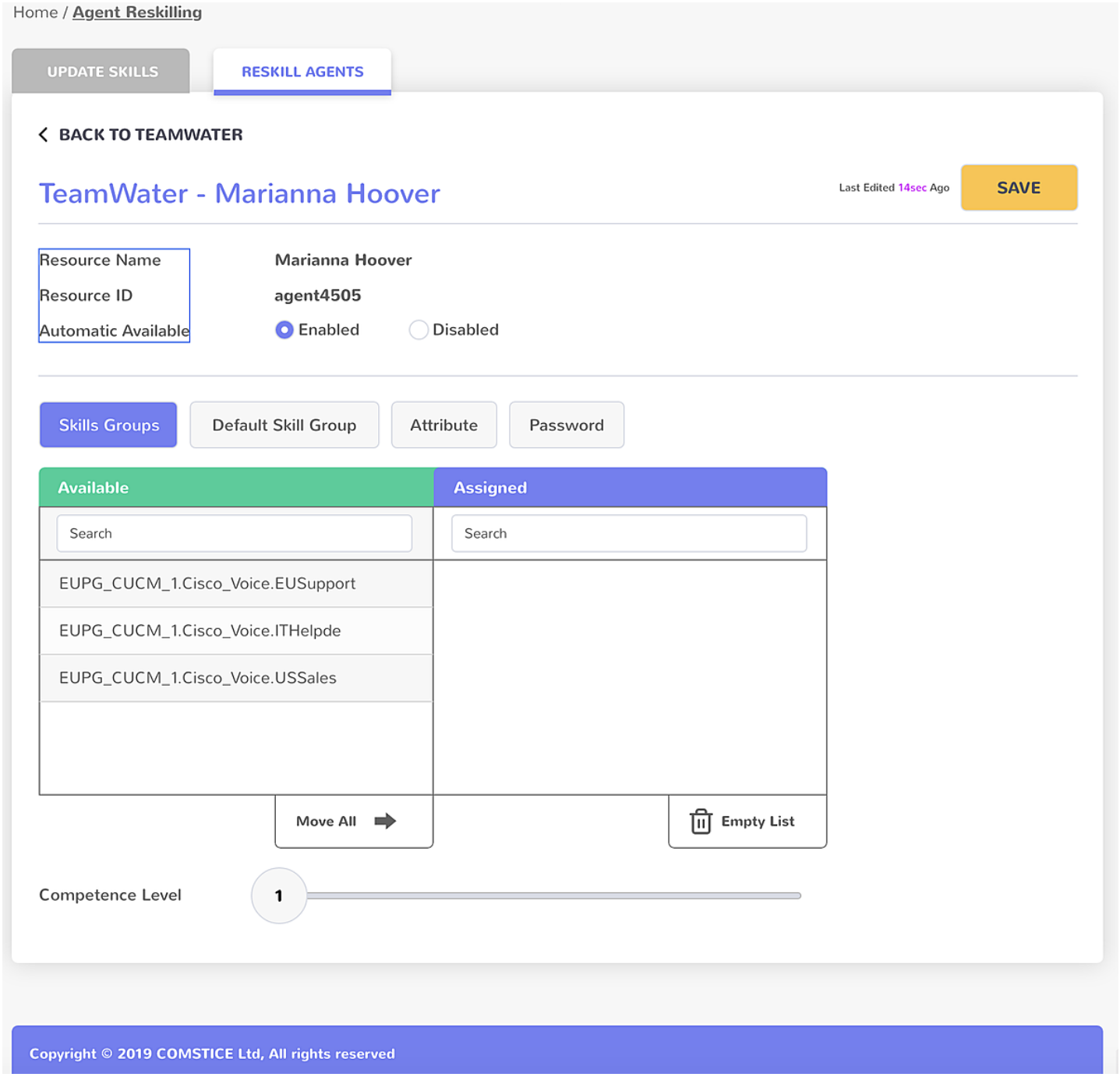
Omnichannel Customer Journey Maps

Comstice Quartz can store data from multiple platforms for different channels. You can visualize the customer's historical contact points for your customer service starting from monthly and drill down to each contact instance in a particular day.



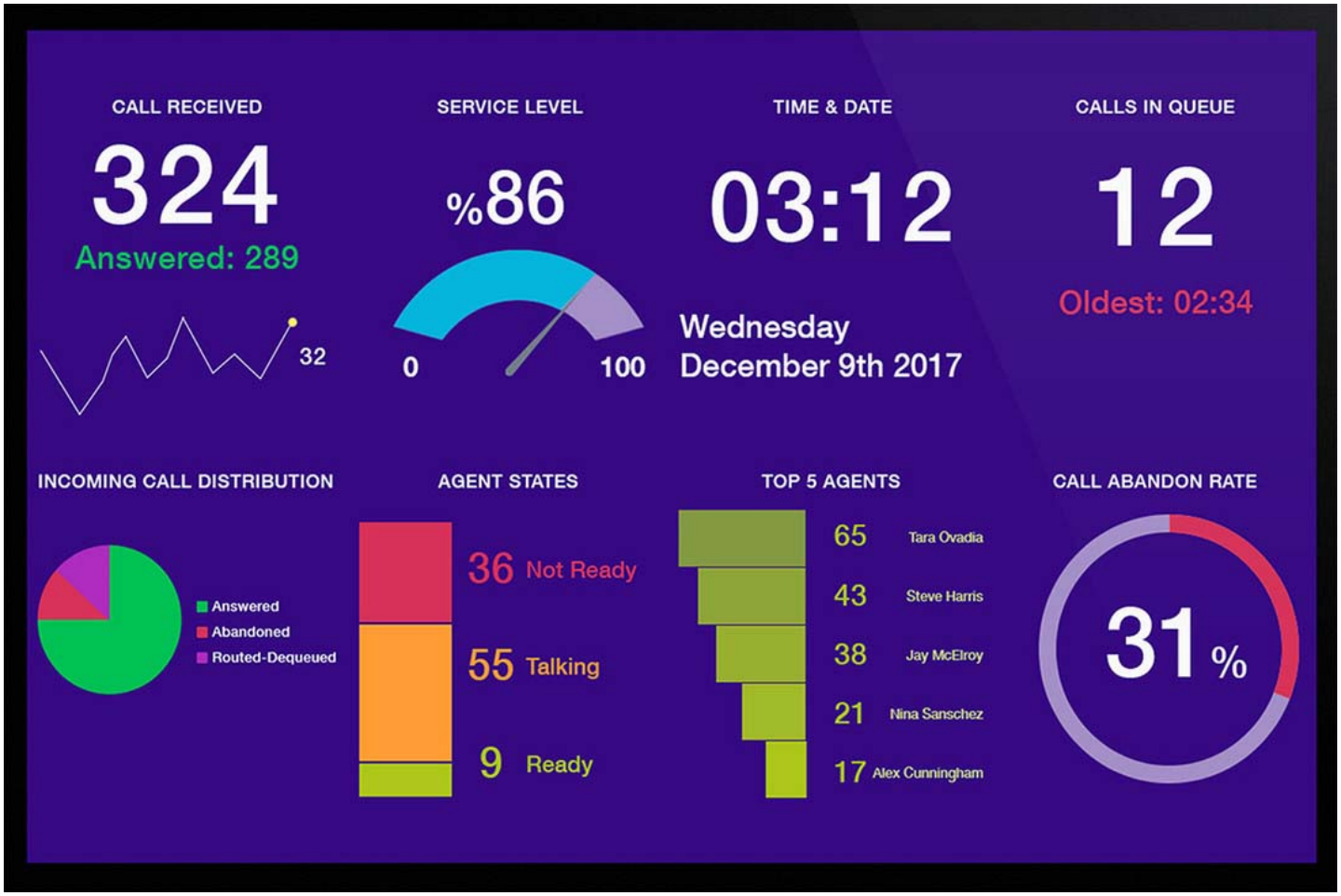
Quartz Agent Reskilling

Quartz Reporting also includes agent reskilling feature where supervisors can update agents of a particular skill group and add / remove skill groups from an agent.



Real-Time Dashboards

Comstice WFM includes real-time dashboards. Users can create custom real-time dashboards using Comstice real-time widgets, share with the team members and also launch as a Finesse gadget.



Comstice Quartz Reporting Benefits

Comstice Quartz Reporting and Analytics helps to access vendor stock reports, Comstice stock reports, report designer, scorecards, report scheduling, historical dashboards and drilldown features;

Visual Scorecards by Email: By using the Quartz report designer, users can design visual reports and schedule them to run daily, weekly and monthly, team level or individual agent level. Recipients will receive an email weblink with the report link once the visual report is generated.

Access to Cisco CUCM CDR Data: Comstice Quartz Reporting combines Cisco CUCM CDR data with Cisco UCCE data and offers the unified reporting for each call.

Limitless Data Retention: Comstice Quartz stores UCCE historical data and CUCM CDR data even though they are deleted from UCCE and CUCM databases.

Daily Actionable Insights by Email: Team leaders can set thresholds for agent and queue related indicators and receive daily emails about the agents and the queues exceeded each threshold. They can then drill down and analyse the data further.

Repetitive Call Analysis: Analyse repeat callers and increase first contact resolution

Customer Patience Index Analysis: Monitor customer patience using abandon buckets report and estimate customer patience for each queue in different timeframes

Visual Cradle to Grave Reports per Call: Visualise caller's journey and identify the bottlenecks.

Visual Historical Charts: Comstice Quartz offers historical charts and heatmaps. User can drill down from monthly charts to weekly, daily and hourly. Quartz also shows the YoY data.

Automating Scorecards: Visual scorecards can be scheduled to minimise the manual processing of the historical data to make it meaningful.

Multi-tenancy, drilldowns, speed and performance: Quartz reporting offers multi-tenancy and full isolation of data among different teams and departments. Using drilldown feature, users can go from a summary report to a detailed report. Quartz replicates the call center database into its local database and runs the reports locally for a better performance.

Daily Actionable Insights by Email

You can set agent and queue-level daily thresholds for your teams and receive an end-of-day email to see which agents ad queues exceeded these thresholds.

Agent Insights:

- 4 agents have missed more calls than the threshold (2 calls): **List agents**
- 3 agents exceeded lunch break threshold (30 minutes): **List agents**
- 1 agent exceeded the total short break threshold (30 minutes): **List agents**
- 2 agents exceeded maximum handle time per call threshold (10 minutes): **List agents**
- 1 agent was below minimum agent efficiency % (30%): **List agents**
- 2 agents were below minimum agent occupancy % (40%): **List agents**
- 5 agents exceeded Maximum after call work (ACW) time (5 minutes): **List agents**

Queue Insights:

- 3 queues exceeded maximum abandon rate (20%): **List queues**
- 2 queues exceeded maximum ASA (120 seconds): **List queues**
- 4 queues exceeded maximum handle time per call: (10 minutes): **List queues**
- 1 queue was below the mimimum answer rate per queue (70%): **List queues**
- 15 Repeat Callers calling more than threshold (3 calls): **List callers**
- 8 calls exceeded maximum wait time before answer (300 seconds): **List calls**
- 4 queues were below mimimum daily service level (60%) : **List queues**
- 3 queues exceeded the maximum number of not ready agents (11 agents): **List queues**

Comstice Language Support

Both Comstice WFM web apps and WFM Mobile app are designed with localization support. This means for any language, customers can update the disctionary for the language they need to be supported and web and mobile interfaces are updated respectively.

Comstice WFM web user interfaces such as admin pages, agent and supervisor gadgets as well WFM mobile app support English, Spanish, French and German out of the box. For other languages, localization files can be created for the current dictionary.

On-Premises or in the Cloud

Comstice WFM solution can be hosted on-premises or in the Comstice Cloud which is **SOC2, ISO 27001 and HIPAA certified.**

Specifications for on-Premises deployments vary depending on the scope. In use cases such as AI Agent Assist, GPU resources may be required.

Support

What does it cover?

Comstice provides a software maintenance support for the Comstice Quartz software. It is a break-fix support.

Standard Support is provided on a 24-hr email response and up to 5 business days fix basis due to all the dependencies around the solution. It is available in weekdays, between 4AM-11PM US Eastern.

Priority Support is provided on up to 1-hr response and up to 24 hours fix basis due to all the dependencies around the solution. This is not guaranteed, however we aim to resolve 90% of all support queries within this time frame. Priority support is available 24/7 and requires High Availability server.

Support service provided by qualified engineers via email or WebEx. Troubleshooting steps are performed via Webex.

How to raise a support ticket?

End customer IT personnel or partners can raise a support tickets online from www.comstice.com/support or by calling Comstice Support Desks from +1-713-929-3714 or +44 203 051 7796. Alternatively, you can send an email to support@comstice.com or use webchat feature at comstice.com

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