



Genesys Engage On-premises Use Cases

Genesys Omnichannel Workforce Scheduling (EE02) for Genesys Engage on premises

Important

The PS material for this use case has not been finalized. Please contact your local CSD for effort estimates and scope details of this use case. This use case supports Genesys Engage and PureConnect as the WFM product is supported to run on both platforms.

Optimize employee utilization for all digital interactions

What's the challenge?

Your call center may have set hours, but your digital channels are always on. Without the right insights, it's hard to create balanced schedules that allow your company to be responsive to digital interactions while considering employee hours, contracts, preferences and time off, and labor laws.

What's the solution?

Find the right balance. Your Genesys solution automatically gathers data, making it easy to get accurate forecasts and scheduling scenarios across channels. Factor in arrival patterns and hours of operation to cover your bases, and get real-time insight and monitoring into SLAs and schedule adherence.

Other offerings:

Genesys Engage cloud PureConnect

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Use Case Overview

Story and Business Context

When a contact center can effectively and accurately forecast and schedule for immediate and deferred work items, efficiency increases and centralization and standardization add even more value.

Use Case Benefits*

The following benefits are based on benchmark information captured from Genesys customers and may vary based on industry, lines of business or Genesys product line:

Use Case Benefits	Explanation
Improved Employee Utilization	Provide accurate omnichannel forecasting & scheduling and skills for optimal planning and resource utilization through integration of routing with WFM
Reduced Administration Costs	Reduce manual workforce scheduling activities by a decrease in time and costs associated with manual WFM efforts through the automatic updates of data, schedule shifts and database for skills and schedules
Reduced Employee Attrition	Empower agents with more control over their schedules by identifying skill gaps and extending mobility and easy-to-use web-based tools

Summary

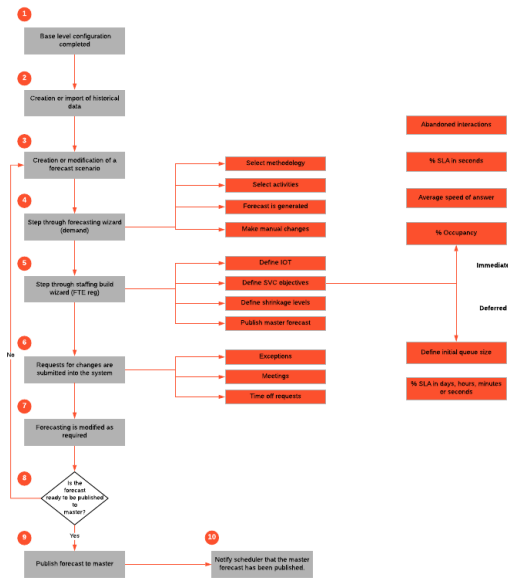
This element of WFM allows users to forecast and schedule for non-immediate (“deferred”) work items like back office and digital.

Use Case Definition

Business Flow

The business flow described below requires the base set-up of the system as described in the use case “Genesys Workforce Scheduling for Voice (EE01) - Basic”.

Additionally, one or more deferred activities need to be created prior to commencement of forecast process.



Business Flow Description A forecaster runs a staffing forecast in the same way as with inbound voice.

When staffing for deferred items, like back office and digital interactions, different options are presented in the staffing build wizard:

- The initial queue is the size of the backlog
- The service level objectives are expressed differently
 - **% of Deferred Work** completed in an amount of time (hours, minutes, seconds)
 - **Non-interrupted time** is a 24-hour clock, meaning if an interaction with a 12 hour SLA arrives at 08:00 (opening time) then it must be completed by 20:00.
 - **Interrupted time** is based on the opening hours of that activity. In the above example, the contact center closes at 17:00, the interaction must be complete by 11:00 the following day.
 - **Business Days** is the number of days in between opening and closing time, for example, an interaction arrives Monday it must be completed by Tuesday.
- A different forecasting algorithm is invoked when using deferred activities which does not use Erlang-C logic.
- The schedule generated by this forecast works in the same way as an inbound voice forecast: consumers of the calendar screen see the type of work that users are scheduled to contribute to.
- The end result of this process is a schedule that contains optimal working hours for all agents in the contact center rather than just those working frontline, immediate types of work.

Business and Distribution Logic

Business Logic

n/a

Distribution Logic

n/a

User Interface & Reporting?

Agent UI

Agents access the WFM Web Agent UI with a supported browser. There is no Java in this UI. See [Supported Operating Environment Guide](#) for specific browser support.

Reporting

Real-time Reporting

Agents access the WFM Web Agent UI with a supported browser. There is no Java in this UI. See [Supported Operating Environment Guide](#) for specific browser support.

Historical Reporting

The Genesys WFM product contains a number of out of the box historical reporting elements. Details can be found in the [Workforce Management Administrator Guide](#).

Customer-facing Considerations

Interdependencies

All required, alternate, and optional use cases are listed here, as well as any exceptions.

All of the following required:	At least one of the following required:	Optional	Exceptions
None	Digital <ul style="list-style-type: none"> • Genesys Email Routing (CE16) • Genesys Chat Routing (CE18) • Genesys Social Media Routing (CE19) • Genesys SMS Routing (CE29) 	None	None

General Assumptions

Assumptions for PureConnect customers running Genesys Workforce Management

PureConnect Platform Assumptions:

This use case can be deployed if one of the following Genesys Digital (Chat, Email, Social, SMS) products is deployed and **Workforce Management is in place**.

Other Assumptions

Because the WFM Web Supervisor uses Java, both JRE and Tomcat are requirements. See Supported Operating Environment Guide for specific versions.

Forecasting & Scheduling for Digital Interactions and / or Back Office transactions must come through Genesys Interaction Server into WFM or be loaded manually & continually through a flat file.

Genesys Workforce Scheduling for Voice (EE01) and Genesys Omnichannel Workforce Scheduling (EE02) can be implemented at the same time.

The customer has the requirement or desire to use this element of advanced WFM.

If using Genesys WFM with PureConnect, please note the following ...

- More than 500 WFM agents within their PureConnect system
- Required Workgroup level statistics are available
- The WFM Deployment is within a single site, single data center
- The number of WFM agents included in the base level package is 200 or less; more than 200 agents may require additional base level packages.

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- Object type scheduling and forecasting will require workgroups to only handle and be configured for a single object type
 - The prerequisites for EE02 on PureConnect are Genesys Email Routing (CE16), Genesys Chat Routing (CE18), Genesys Social Media Routing (CE19) and Genesys SMS Routing (CE29)
 - PureConnect GWFM Connector is required to utilize Genesys WFM on PureConnect

The interaction type does not include any of these advanced options:

- Advanced Configuration - additional Security Roles
- Advanced Configuration - Advanced WFM Application Option settings
- Advanced Configuration - Bespoke Schedule Element Colours
- Advanced Configuration - Automated Reports Scheduler
- Advanced Configuration - Audit Reports
- Advanced Forecasting - Forecasting Multi-Site Activities
- Advanced Scheduling - Scheduling Multi-Site Activities
- Advanced Scheduling - Secondary Activities
- Advanced Scheduling - Meeting Planner / Meeting Scheduler
- Advanced Scheduling - 10+ Contracts
- Advanced Scheduling - 10+ Shifts
- Advanced Scheduling - 24/7 Scheduling (night shift management)
- Advanced Scheduling - Shared Transport Management for Supervisors & Agents
- Advanced Customization - Mobile Agent Web

Cloud

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Customer Responsibilities

The customer has the requirement or desire to use this element of advanced WFM. This use case has to be enriched by additional information on the scope which would be included in a related PS package. Hackathon team relies on PS input on what needs to be done to implement the functionality described above. Part of this input will flow back in this use case to avoid ambiguity on the customer side.

Template:lf:

Document Version

- Version **v 1.1.5** last updated **April 11, 2021**