

Workforce Optimization

The Business Challenge

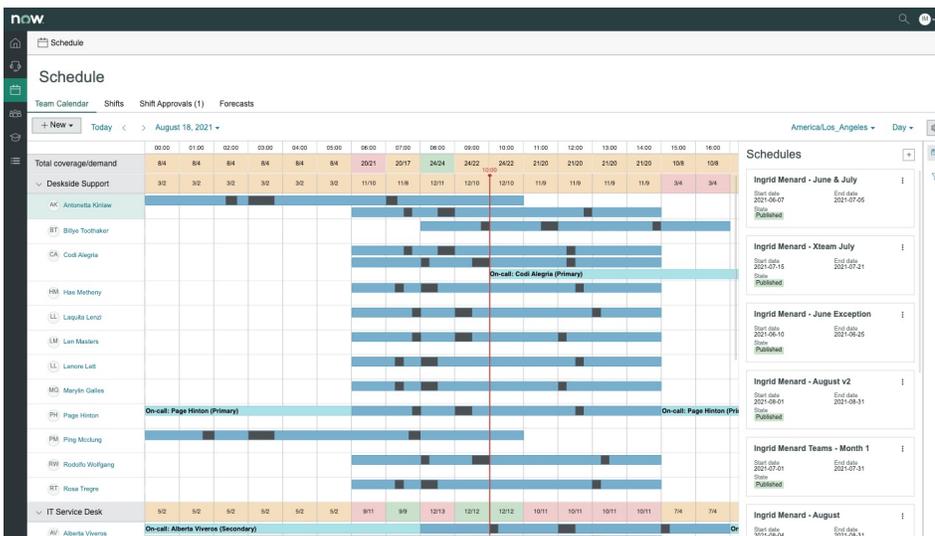
Today, IT managers spend a lot of time digging for data and are limited by rigid tools to improve the performance of their teams. They are slowed by pulling together information and reports from disparate systems to look at snapshots of historical and real-time data. This process is a constant sub-optimal experience of manual labor and frustration, affecting both manager satisfaction and agent engagement.

The ServiceNow Solution

ServiceNow® Workforce Optimization (WFO) develops high-performing service teams by optimizing schedules and work assignments, providing near real-time visibility into incoming work items, and providing the skills they need to succeed—all in one workspace. It's a solution for managers, leads, and agents which improves the quality and efficiency of service teams and increases team satisfaction.

WFO is a centralized solution that enables managers to manage, monitor, and mentor their agents. Monitor incoming work items across multiple channels, including phone with our Voice app. Obtain visibility into team's performance and set performance targets for your teams and agents. Leverage historical data to predict and recommend skills for agents, and use queues to route work assignments based on an agents assigned groups, capacity, presence, and skills set. Managers can monitor agent interactions, provide feedback using assessments, and create opportunities to coach and train teams. Agents can also provide feedback on the effectiveness of the coaching they received.

Teams and managers have the ability to manage all schedules and shifts from one place. They can view, change, and schedule shifts according to demand and manage time off and shift swap approvals all from one place.



Managers and coaches can assign course items to enable the agents with the skills they need to succeed from internal and external learning management platforms, such as Pluralsight, Udemy, Cornerstone, or any other platform.

Overview

WFO is made available as part of the IT Service Management (ITSM) Enterprise or Customer Service Management (CSM) Enterprise package.

Benefits

Boost team productivity

and gain real-time visibility into work items, escalations, and KPIs by each channel so you can manage for optimal performance

Forecast agent demand with precision

by modeling demand scenarios to analyze impact to agent schedules, and update forecast to properly staff for demand surges.

Break cross-team silos

and manage normal work shifts and on-call shifts from one, centralized experience. Track shift coverage, swaps, and time off requests.

Empower your agents

with the skills they need to succeed using internal and external learning management platforms.

The ServiceNow Difference

Single source of truth for work across all channels.

Native integration between work, schedules, reporting and coaching.

3rd Party Integrations for external support channels.

Integrated workflows to harness the power of the platform.

Workforce Optimization Key Features

Team scheduling

Manage shifts, on-call schedules, breaks, and time-off requests against demands with an intuitive, omni-channel interface.

Performance Reporting

View team and individual performance using real operational data and dynamically filter data for helpful context. Drill down into each KPI and set performance targets to track progress against goals.

Omni-channel Optimization

Monitor conversations, analyze voice recordings, and track capacity utilization across all channels.

Coaching and Skills Management

Engage your agents by improving the quality of work done by your agents using Coaching. Use Predictive Intelligence to recommend skills based on issues the agents have resolved. Create coaching opportunities based on the recommendation and train the agents to acquire those skills.

Skills-based routing

Use rules and language detection to automatically identify skills on new incidents and route it to the right agent.

Bi-directional coaching

Coaches can assess agent's interaction with a caller. Agents can provide feedback on the effectiveness of the coaching. As a coach, you can use surveys to evaluate team's performance, recognize improvement opportunities.

and assign training tasks, assess a trainee's ability to resolve incidents, assign training that is based on the assessments, and add skills to a trainee's profile that is based on a recommendation from Predictive Intelligence. As a trainee, you can get trained to address your skill gaps.

Queue Management

View work as it moves through assignment queues and address escalations in real time. Track wait times and assist agents on long calls.

Learning Management Integrations

Track and assign learning content from internal and third-party systems. Expand the list of available training courses that managers can assign to agents. Ability to track course usage to judge the effectiveness of course.

Demand Forecasting

Managers can set forecast parameters based on historical trends and make manual adjustments as needed to improve accuracy. As a manager, you can make sure the service desk is properly staffed for known peak periods and enable hourly forecast visualization.

Skills overview

Obtain insight into key statistics about each skill such as the mean time to resolution (MTTR) for work items that require that skill, experts for that skill, and much more to ensure your team is proficient.

Projected Workforce Optimization savings

Queue Management: **60% reduction** in time spent on routing

Scheduling efficiency: **104 hours saved** per agent on scheduling each year

Training cost reduction: **10% reduction** on turnover in year 1 and **\$3,567** on onboarding cost per agent

Reporting: **83 hours saved** n creating reports like annual performance reviews

