Workforce Optimization

Workforce Optimization (WFO) is a solution for managers, leads, and agents which improves the quality and efficiency of service teams and enhances team satisfaction. It enables skills growth and smart scheduling, as well as real-time and historical snapshots of team performance in a single place.

**IT Manager 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 & 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, which affects both manager satisfaction and agent engagement.

**Quebec Highlights**

- **Demand forecasting** – Complex algorithms plus existing trend analysis create predictions that managers can view using Performance Analytics. Customers can predict the number of agents needed at any given time to create shifts with confidence, and realize efficiencies with the right staff on the right channels.

- **Schedule creation** – Intuitive UI walks users through the schedule process one step at a time, watching work populate on the calendar. Users ability to see progress as a schedule is created helps users identify possible gaps

- **Skill matrix enhancement** – Help managers filter and view agent team’s skill matrix. Users can easily manage individual agent skills to optimize routing and training.

- **Create and display new event types** – Create new events to match event types that vary across departments or geographies (e.g., training, meetings, etc)

- **Advanced Work Assignment (AWA) Integration** – Requesters with complex problems have negative experiences when an agent shift mismatch requires switching to multiple agents. AWA uses agent schedules to give preference to agents with more shift time, resulting in less switching a better experience.

**Leverage Workforce Optimization capabilities in ITSM Manager Workspace**

Enhance the manager experience by providing a central location from which managers can access:

- Schedule creator and shift management
- Real-time views of queues and agent activity
- Agent performance management
- Reporting and analytics on team performance
- Skill matrix and coaching capabilities

**Benefits**

- Plan work shifts more efficiently
- Get more from Agent Profiles
- Gain a channel management overview of team and agent status
- Develop the skills for maximum team productivity
Who Needs Workforce Optimization?

Workforce Optimization enhances team satisfaction through enabling skills growth and smart scheduling, while providing a single location for real-time and historical snapshots of team performance.

Smart scheduling reduces the time Managers/Schedules spend on shift allocations and readjustments in the enterprise.

Coaches gain the ability to develop their agent skills through easy work assessments and assignment of training.

Managers and team leads can view team performance through historical metrics to quickly identify areas for improvement.

With quick snapshots into live queues and the tools to intervene when necessary, Managers can optimize the team’s day-to-day work.

About ServiceNow

ServiceNow delivers digital workflows that create great experiences and unlock productivity. ServiceNow gives you the power to make work, work better—so that employees can be productive, wherever they are, and customers can get what they need, when they need it.