



## WFM Diagnostic

*A Blueprint for Efficient & Effective Workforce Management*

This Diagnostic uses a holistic approach to determine the effect your Workforce Management (WFM) practices are having on your agents, your company's performance and on customer satisfaction. This goal is to identify the strengths, vulnerabilities and missed opportunities associated with your WFM practices including your use of a manual or automated forecasting/scheduling tool.

Amtech's **WFM Diagnostic** service will help you to:

- Minimize payroll costs through an improved forecast
- Increase customer satisfaction through better service levels
- Improve the bottom line through operational efficiencies
- Enhance your team's ability to develop efficient and effective schedules

### Your WFM Diagnostic will include:

<b>Data Submission:</b>	Your WFM team will be asked to submit extensive raw data, sample schedules and sample reports to give Amtech an initial understanding of your WFM principles and practices.
<b>On-site Data Collection:</b>	Amtech will conduct management interviews to understand the key goals and objectives of your call centers. We will also interview your WFM group to gain an in-depth understanding of your current forecasting, scheduling and daily WFM practices. We will also conduct sessions with your agents to identify any WFM challenges that may not be obvious from the management discussions.
<b>WFM Tool Assessment:</b>	We will evaluate the efficiency and effectiveness of your current forecasting and scheduling practices whether they are manual or automated. If you use an automated WFM tool, we will run an analysis to determine how well the tool provides you with the most efficient and cost effective schedule.
<b>WFM Workshop:</b>	Effective workforce management requires a thorough understanding of the key principles of forecasting and scheduling. Your management team and workforce management group will participate in a 2-hour session that clarifies the fundamentals of workforce management and defines the "9 Habit of Effective WFM". This workshop will lay the foundation for recognizing the challenges with your current WFM practices.
<b>WFM Action Plan:</b>	The result of the Diagnostic is a written Action Plan for Change that documents the specific steps to take to enhance your WFM practices.
<b>WFM Practice Session:</b>	Amtech will guide your WFM team in the implementation of the key Action Items that affect your forecasting/scheduling practices. This section will walk your team through the process of developing an effective and efficient schedule using whatever tools you currently have available.
<b>Change Management:</b>	Amtech will meet with your project team by phone at least once a month over the 3-4 months following the completion of the Diagnostic. The objective is to help your team accomplish the implementation of the Action Plan and provide change management consulting to overcome any roadblocks that might impede the implementation process.



**Call Amtech Marketing to enhance your call center's performance through a comprehensive WFM Diagnostic.**

**Call today: 888-546-4844**  
 303-814-1379  
[www.amtechmarketing.com](http://www.amtechmarketing.com)