inContact

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inContact
Workforce Optimization

Full-featured workforce optimization and omnichannel routing – **all in one solution**

inContact Workforce Optimization, an integral part of the inContact Customer Interaction Cloud, is a unified suite of products that let your organization identify unique operational strengths while defining any opportunities for improvement. Transform your customer interactions, agent satisfaction and operational efficiency.

inContact Workforce Management

inContact Recording

inContact Analytics

inContact Quality Management

inContact ECHO Customer Surveys

inView Performance Management

Coaching and Learning

Unlock the **potential** of your team

inContact Workforce Optimization unlocks the potential of your team by inspiring employee self-improvement, amplifying quality management efforts, and reducing labor waste. Our patented technology provides the industry's most accurate forecasts, helps foster a greater sense of employee ownership and accountability, and is fully integrated with the inContact Customer Interaction Cloud. Unlike other workforce optimization products that have cumbersome user interfaces or silos of functionality, our suite of products works together seamlessly to deliver a better experience for your customers. inContact Workforce Optimization helps you achieve an optimal balance between operational efficiency and a superior customer experience.

# **Improve** customer experience

Understand the true experience your customers receive and automate measurable quality improvement plans

- Achieve your NPS, CSAT and other customer experience objectives

- Transform your operation from being a contact center to an experience center

- Increase customer retention by detecting dissatisfaction, even when customers don't tell you about it

- Increase customer loyalty by taking action pro-actively to turn around bad experiences

Increase agent engagement and retention

Happy agents create happy customers. Empowering and helping your agents perform better will improve the customer experience, and increase agent job satisfaction

- Increase the level of personal ownership and engagement of your agents

- Reduce agent attrition

- Decrease supervisor workload while improving agent performance

- Deliver better experiences for your agents when managing time off and schedule needs

- Improve agent engagement and schedule adherence
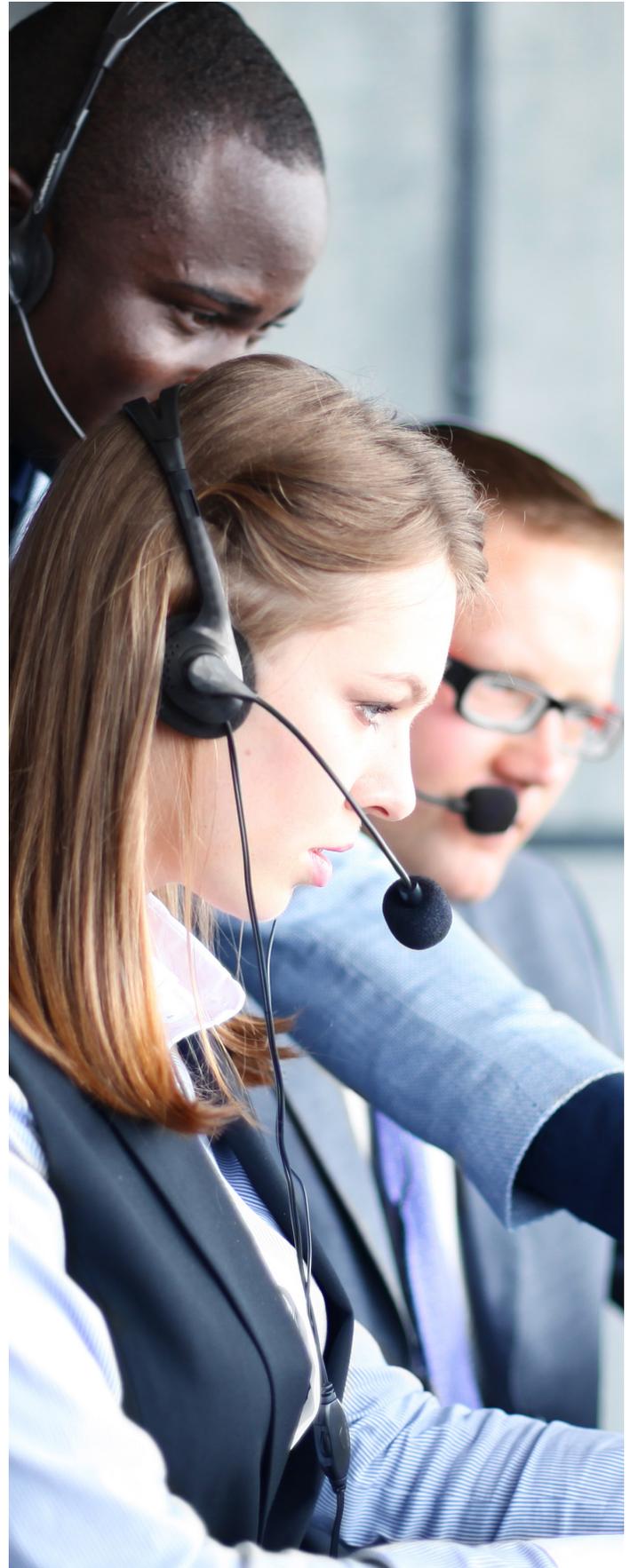
Achieve service levels at a lower cost

- Quickly pinpoint efficiency opportunities and easily implement repeatable solutions

- Optimize headcount requirements to achieve service level objectives

- Minimize administrator effort to generate accurate forecasts and effective schedules

- Gain an understanding of the cause of pain points within the customer journey

- Reduce repeat calls with inContact Analytics and inContact Quality Management by constantly identifying and resolving process issues

- Automatically scale resources to match seasonal volume and other business

"For us, having WFO integrated with inContact has paid for itself time and time again through improvements in productivity"

Sarah McElwee, KBM Group

Lower administration and maintenance costs

- Leverage an advanced, cloud WFO product suite fully integrated with the inContact Customer Interaction Cloud

- Reduce administration and maintenance efforts with a single interface for user configuration, permissions, and skills

- Eliminate data synchronization issues and the need to install and maintain third-party ACD integrations

- Easily add new features as your business needs change

For more information, contact us today at:

Laketec
440.575.6000
www.laketec.com
service@laketec.com

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About inContact

inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. inContact continuously innovates and is the only provider to offer a complete customer interaction platform in the cloud that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.