

# City of Tallahassee - Workforce Management



# Introduction

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- What does workforce management software do?
- Before implementation
- Features
- Results obtained



# Before Implementation

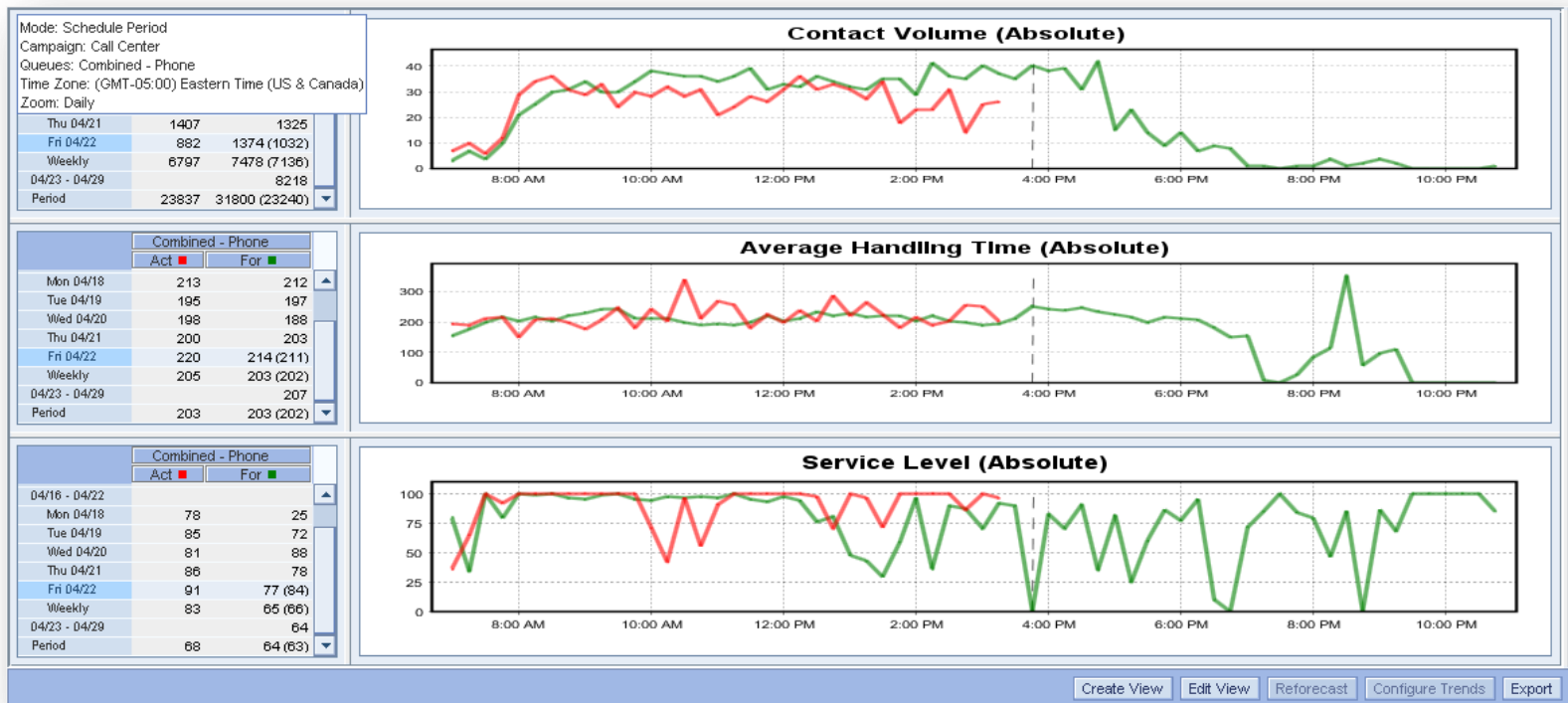
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- Data, data, data
- How many, how long and when?
- Performance?
- Time-off availability and impact



# Features & Benefits

- Call forecasting





# Features & Benefits

- Enhanced performance feedback

Date: Monthly | 03/01/2011 - 03/31/2011

Name of Employee	CC % Time In Adherence			CC Average Wrap Time		Employee AHT (Including Hold Time)		Occupancy	
	Actual	Trend	Drill Through	Actual	Trend	Actual	Trend	Actual	Trend
Brimm-Forbes, Lynda	-			-		-		-	
Carter, Cassandra	96%	↑		0:00:04	↓	0:03:01	↑	63%	↓
Collins, Alfreda	91%	↑		0:00:04	↓	0:03:32	↑	67%	↓
Cook, Paul	99%	↑		0:00:02	↓	0:06:59	↑	80%	↓
Davis, Debra	90%	↑		0:00:05	↓	0:03:16	↓	66%	↓
Dewindt, Sharifah	94%	↑		0:00:20	↑	0:04:14	↑	64%	↑
Favors, Doretha	92%	↓		0:07:55	↑	0:11:04	↑	58%	↑
Hill, Valencia	-			-		-		-	
Jones, Mary	-			-		-		-	
Lewis, Ricardo	98%	↑		0:00:09	↓	0:03:55	↓	70%	↑
Lewis, Tasheka	92%	↑		0:00:04	↓	0:02:54	↑	52%	↓
Permuy, Whitney	97%	↑		0:00:05	↓	0:02:33	↓	61%	↓
Phillips, Albert	99%	↑		0:00:01	↑	0:03:33	↑	66%	↓
Sharpe, Ken	97%	↑		0:00:05	↓	0:06:56	↓	79%	↑
Sloan, Gwen	97%	↑		0:00:05	↓	0:04:33	↓	71%	↓
Stanley, Sotova	88%	↓		0:00:04	↓	0:03:02	↓	64%	↓
Stephens, Helen	98%	↑		0:00:04	↓	0:04:05	↑	68%	↓
Thomas, Kimberly	90%	↑		0:00:05	↓	0:03:13	↑	63%	↓
Thompson, LaTovia	-			-		-		-	
Vaughn, Sybil	93%	↑		0:00:05	↓	0:04:00	↑	66%	↓
Williams, Connie	95%	↑		0:00:07	↓	0:02:48	↑	62%	↓
Wilson, Shirley	90%	↑		0:00:05	↓	0:04:35	↑	71%	↓
Zuokemefa, Perez	93%	↑		0:00:06	↓	0:03:48	↑	68%	↓

Viewing 1 to 23 of 23 | All



# Features & Benefits

- Comprehensive reporting

**Adherence Summary**

From: 07/01/2009 Filtered by "Call Center"  
 To: 07/31/2009 Using Organization Day Boundaries Group by "Employee"

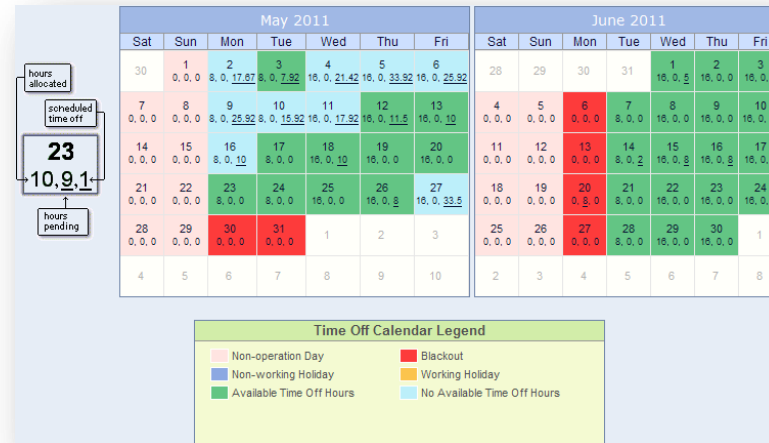
Employee Name	Start Date	Time Adhering to Schedule (Hours)	Time Not Adhering to Schedule (Hours)	Total Time Scheduled (Hours)	Time Adhering to Schedule (%)	Time Not Adhering to Schedule (%)	Adherence Violations
<b>Total:</b>		<b>166.25</b>	<b>6.50</b>	<b>172.75</b>	<b>96.24</b>	<b>3.76</b>	<b>117</b>
▶ Mann, Sharon				Winston, Oscar			
	7/1/2009	3.62	0.38	4.00	90.42	9.58	10
	7/2/2009	7.25	0.75	8.00	90.62	9.38	18
	7/3/2009	0.00	0.00	0.00	0.00	0.00	0
	7/4/2009	0.00	0.00	0.00	0.00	0.00	0
	7/5/2009	0.00	0.00	0.00	0.00	0.00	0
	7/6/2009	7.13	1.37	8.50	83.92	16.08	34
	7/7/2009	7.45	0.55	8.00	93.12	6.88	15
	7/8/2009	6.90	1.10	8.00	86.25	13.75	29
	7/9/2009	5.28	0.22	5.50	96.06	3.94	6
	7/10/2009	7.77	0.23	8.00	97.08	2.92	9
	7/11/2009	0.00	0.00	0.00	0.00	0.00	0
	7/12/2009	0.00	0.00	0.00	0.00	0.00	0
	7/13/2009	7.47	0.53	8.00	93.33	6.67	8
	7/14/2009	2.45	0.05	2.50	98.00	2.00	4
	7/15/2009	7.78	0.22	8.00	97.29	2.71	10
	7/16/2009	7.75	0.25	8.00	96.88	3.12	12
	7/17/2009	7.68	0.32	8.00	96.04	3.96	12
	7/18/2009	0.00	0.00	0.00	0.00	0.00	0
	7/19/2009	0.00	0.00	0.00	0.00	0.00	0

Run Date/Time: Aug 12, 2009 2:53:29 PM  
 Print Date/Time: Aug 12, 2009 2:53:32 PM - 18 -



# Features & Benefits

- Time-off management



▼ This Week's Schedule - Viewing Time Zone: (GMT-05:00) Eastern Time ...

Sat 04/16	Sun 04/17	Mon 04/18	Tue 04/19	Wed 04/20	Thu 04/21	Fri 04/22
Not published	Not published	Not published	Not published	Not published	Not published	Not published

▼ Time Off Summary (Hours) for Year 01/01/2011 - 12/31/2011

Time Off Type	Total	Used	Scheduled	Remaining	Pending
..Comp Time	4.75	0.00	0.00	4.75	0.00
..Sick	81.47	0.00	0.00	81.47	0.00
..Leave Without Pay	0.00	0.00	0.00	0.00	0.00
..Training	0.00	0.00	0.00	0.00	0.00
..Personal Leave	179.90	0.00	0.00	179.90	0.00


▼ Shift Swap

Swap Board Postings	Requests Total	Requests Expired	Requests Incomplete	Requests Pending	Requests Approved	Requests Denied	Requests Invalid
0	0	0	0	0	0	0	0



# Features & Benefits

- E-mail alerts

 This message was sent with High importance.

From: WFM-Team@talgov.com  
To: Beener, Mike  
Cc:  
Subject: WFM Notification: Employee Out of Adherence - Break Employee(s): ['Sharpe, Ken', 'Sloan, Gwen']

**The following employee(s) are out of adherence:**

[Sharpe, Ken](#) [Sloan, Gwen](#)

Sharpe, Ken	
Planned Activity:	Break
Actual Activity:	Available
Minutes Out Of Adherence:	5

Sloan, Gwen	
Planned Activity:	Break
Actual Activity:	Work - Meeting
Minutes Out Of Adherence:	5

-- This message has been checked by ESVA and is believed to be clean.



# Features & Benefits

- Improved feedback/input for employees
- Easy web access

**Schedule Preferences (Simple):** Beener, Mike P.

Start Time Preference

Please mark your First, Second, and Third Preferences for each day of the week. To designate a preference, click the radio button next to the time range.

Day	First Preference	Second Preference	Third Preference
Sunday	7:00 AM - 4:00 PM		
Monday	7:00 AM - 4:00 PM		
Tuesday	7:00 AM - 4:00 PM		
Wednesday	7:00 AM - 4:00 PM		
Thursday	7:00 AM - 4:00 PM		
Friday	7:00 AM - 4:00 PM		
Saturday	7:00 AM - 4:00 PM		

In general, would you prefer to start early or late?  No preference  Early  Late

*Times are shown in the organization's time zone: (GMT-05:00) Eastern Time ...*

Day Off Preference

Select week days and then sort in preferred order

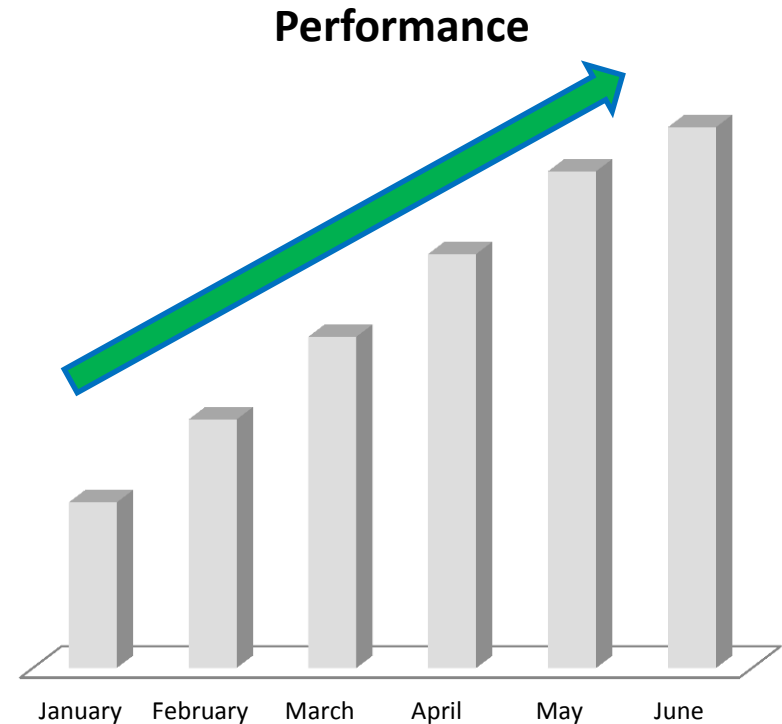
Week Day	Preference
	Saturday
	Sunday
	Monday
	Friday
	Wednesday
	Thursday
	Tuesday



# Results Obtained

In the first year....

- Schedule adherence improved from **85%** to **94%**
- Our ACW time fell from **14** seconds to **6** seconds
- Our QA/QC scores jumped from **81%** to **88%**
- Our service level increased from **64%** to **75%** (answered within 30 seconds)



# Questions?

