

AI Workforce Management: Optimize Capacity, Margins, and SLAs

Manual scheduling and traditional WFM tools have long kept contact centers running. But today's fast paced, omnichannel, complex environment is asking more of them than ever. Without the ability to adapt in real time, over-and-understaffing can cost you millions of dollars in labor every year.

Workforce planners and contact center leaders work together to build a forecast, capacity plan, and employee schedules for the next 2 to 6 weeks. On paper, the plan meets your service goals at the lowest cost and gives agents the schedules they prefer. But then life happens. On any given day there's a volume spike or unexpected absences or a power outage, and those carefully crafted plans are toast.

Cost of Doing Nothing

Manual scheduling and traditional workforce management serve as a strong foundation for achieving your cost and service goals. AI Workforce Management helps you maximize results, unlocking the full potential of your people, processes, and technology. For example, a 1,000 agent contact center with traditional WFM and manual workflows could still be experiencing:

- **Poor customer service:** Every 1-point decrease in NPS could cost you \$3 per customer per year. So, if you have an organization with 900,000 customers, a 1-point slip in NPS could cost you \$2.7M annually.
- **High margins due to overstaffing:** Every 1% error in forecast accuracy costs ~\$400,000 annually. Most contact centers are +/- 10% to 12% accurate. With AI forecasting, Verint's customers typically are +/- 5% accurate; an increase of 5% to 7%, saving a 1,000 agent contact center \$2M to \$2.8M annually.

- **Employee attrition:** The average contact center attrition rate is 32%. At a cost of \$10,000 to \$20,000 to find, hire, and train a new agent, attrition is costing a 1,000 agent contact center \$3.2M to \$6.4M annually.

That's a total of **\$7.9M to \$11.9M annually** that could be avoided with next generation AI Workforce Management.

The AI Workforce Management Difference

AI-powered Workforce Management solutions give you the ability to adapt in real-time to changes in volumes, availability and handle times to maximize capacity and meet both your cost and service goals. These tools aren't designed to replace employees, but rather empower them to respond to change faster, more confidently, and without operational lag. Your WFM analysts and contact center leaders benefit from:

- An early warning system for changes to plan that can impact cost and service goals.
- Real-time visibility and AI insights and recommendations for more informed decisions.
- The ability to adapt and act faster to changes while meeting employee expectations, minimizing costs, and safeguarding SLAs.



Executive Perspective

Here are a few customer examples of what AI Workforce Management can do for you.

Quantify Under-Utilization: Identifies periods of excess capacity for reassignment or voluntary time off.

3X More Interactions Handled

Priceline increased capacity and agility to handle a 3x increase in contact center interaction volume.

Protect Margins: Right-sizes labor spend by continually adapting for changing capacity due to AI adoption/containment.

15% Reduction

GE Appliances drove down cost per call by 15%, cut agent attrition by 25%, and increased schedule adherence by 20%.

Stabilize SLAs: Automatically aligns staffing levels with real-time fluctuations in interaction volumes.

3% Increase in CSAT

Wix drastically cut time spent scheduling agents and drove 15% higher adherence and 10% greater scheduling accuracy, resulting in a 3% boost in CSAT.

Retain Agents: Minimizes burnout via predictable, optimized scheduling and flexible, agent-driven scheduling changes.

\$4.5M Saved

An insurer reduced attrition by 30% by providing agents unlimited scheduling flexibility.

Why Verint

Verint® is a market leader in workforce engagement management, with over 30 years of expertise in workforce management. Verint serves more than 10,000 organizations across 175 countries, including more than 80 of the Fortune 100. The combined Verint and Calabrio organizations have produced one of the largest customer experience data sets in the world.

Verint AI Workforce Management is part of our open CX Automation Platform, which brings AI, automation, and analytics together in one place – so you can elevate every interaction, unlock capacity, and drive measurable ROI from day one.

[Contact us](#) to set up a discovery session with one of our workforce management experts.



Learn more at
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