Verint Long-Term Capacity Planner

Now You Can:

- Conduct long-range planning up to three years in advance for your multi-skilled contact center and customer service operations.

- Test possible staffing scenarios to determine the impact on budgets, service levels, and employee recruitment and retention.

- Analyze historical data to understand tradeoffs, budget implications, and productivity outcomes.

- Validate hiring plans with data-driven justification for additional headcount or cross-skilling of resources.

Long-term planning in the contact center or customer support operations isn't easy. Interaction volumes, channels, and work types fluctuate, staffing requirements change, new technologies get introduced, and the skill sets required to do the work often evolve over time.

Verint® Long-Term Capacity Planner™ is a solution that augments the near-term forecasting and scheduling functionality provided by workforce management software with long-term resource planning. It helps you understand your long-term capacity and staffing needs, so you can create more accurate budgets to minimize resource costs.

It's a powerful tool for developing "what if" scenarios that can help customer service operations determine optimal trade-offs among costs, service levels, revenue, and staffing.

Verint Long-Term Capacity Planner is an integral part of the Verint Workforce Management™ solution and is available as an add-on to the Calabrio® Workforce Intelligence™ solution. It can also be used in conjunction with workforce management software from other providers.

By helping you align your resources with projected customer demand and corporate objectives, Verint Long-Term Capacity Planner can enable you to develop effective strategies for increasing service levels, reducing unnecessary costs, avoiding downstream crises, and staying ahead of your competition.

Improve Operations and Explore Scenarios

Verint Long-Term Capacity Planner can project the optimum balance of staff increases and reductions, vacation hours per period, hours worked, retraining time, and use of overtime hours necessary to meet your business goals — something that's very difficult to do with spreadsheets.

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Verint Long-Term Capacity Planner

Accurate Forecasting

The solution uses sophisticated forecasting techniques so you can make data-driven decisions on future staffing needs, like when to hire, reduce, or redeploy headcount.

It can automatically identify outliers in historical data due to special events and queue reconfigurations, enabling you to exclude or include them in future forecasts. It factors in a myriad of variables including:

- Phone, email, chat, task, and case volume
- Service levels
- Cost per contact
- Revenue per contact
- Handle time
- Staff costs
- Overtime
- Full-time and part-time mix
- Attrition
- Shrinkage
- Occupancy
- Staffing preferences
- Learning curves
- Absenteeism
- Capacity
- Burdened costs
- Blended and task-switching agents
- Special events and days

Incorporating these elements into your analysis can help you create more accurate long-term plans and make data-driven decisions that can withstand tough scrutiny.

What If Scenarios

Quickly understanding the trade-offs among different options is key to gaining a full picture of your contact center or back-office operations. With Verint Long-Term Capacity Planner, you can easily conduct a "what if" scenario analysis for a week, month, quarter, year, or longer. You can vary factors — such as hiring plans, revenue per queue, vacation policies, and new hire ramp-up times — and immediately view performance, productivity, and cost impacts in graphical and tabular form.

For each scenario, the solution generates an executive view that clearly communicates advantages, trade-offs, and budgets. The scenarios and analysis can be exported into a spreadsheet, making it easy to share planning information and budgets with decision makers.

Hiring Plans

Verint Long-Term Capacity Planner helps you understand the skills and roles you will need three months to three years out. You can build more effective hiring plans and schedule new hire training classes at the right time to help ensure you have enough resources with the right skills to meet your service goals.

Analytics and Reporting

The solution analyzes historical data against plans to help you understand the impact and value of various initiatives and business decisions, such as changes in training programs, increases in cross-training/upskilling, impact of shrinkage, intentional understaffing/overtime vs. hiring, and more. The data and insights can help business unit leaders establish annual FTE budgets, validate decisions, and understand where/when to make changes.

Part of Verint Open Platform

Verint Long-Term Capacity Planner is part of a patent-protected platform of cloud solutions that enable the world's most iconic brands to deliver customer experience (CX) automation for elevating the customer experience, reducing operating costs, and delivering AI Business Outcomes, Now™.

Learn more at
www.verint.com

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