**Well Optimised Workforce (WOW!) Framework Assessment**

**How much is inefficient workforce management costing your business? Are you as efficient as you could be?**

Find the answers with a powerful **Well Optimised Workforce ™ (WOW!) Framework Assessment**!

We provide a detailed, tailored assessment based on our proprietary **WOW!** **Framework**. Our framework is scalable and flexible to suit organisations of any size and structure – providing you with a roadmap to successfully achieving better business outcomes, greater efficiency, and cost savings.

Our **WOW!** **Framework** **Assessment** looks at the following key areas;

1. **Planning Capability – how well do you predict and plan for the future?**

We review how you approach forecasting and scheduling activities, including;

* Data accuracy and validity
* Known variations (i.e. Public Holidays & Marketing activities)
* Assumptions used in the planning process

1. **Real Time Management – how well do you respond to changing needs and unexpected events?**

We review how you manage intraday activities, including;

* Reforecasting and planning
* Managing exceptions
* Recovery strategies

1. **System Interaction and Acceptance – how well have you enabled and empowered your team to get the most out of the system?**

We review how you utilise and enable capabilities such as;

* Use of self-service functionality
* Use of meeting and training scheduling functionality
* Support team autonomy and interaction with the system

1. **Reporting – how well are you using the valuable data available to make informed business decisions?**

We review how you utilise available reports and data, including;

* Information currently reported
* Inclusion of workforce management metrics in management reports
* Accuracy and validity of reported metrics

You may be wondering what is involved in the **WOW!** **Framework** **Assessment**?

To keep your team hard at work doing what they do best, we conduct our **WOW!** **Framework** **Assessment** in just a few interviews over a 2-day site visit. For larger and multi-site organisations we also use online surveys to increase the amount of data we can capture with minimal business disruption.

A typical **WOW! Framework** **Assessment** is structured over a number of phases;

**Phase 1 - Analysis**

* Survey designed and distributed
* Initial briefing with Contact Centre Manager
* Detailed overview of workforce management system and processes with Workforce Management team members
* Interviews with Team Leaders
* Interviews with Quality Assurance team members
* Interviews with Training team members
* Interviews with frontline staff
* Follow up discussions with Workforce Management team members as required

**Phase 2 – Report Development**

* Development of initial report of findings
* Discussions with solution vendor (where available) to confirm system capability in addressing key problem areas identified
* Development of final report including recommendations for enhancement

**Phase 3 – Report Delivery**

* Delivery of final report including observations and key recommendations

**Full package price = $10,000 (ex GST)**

**25% discount for key customers = $7,500 (ex GST)**

**Call Athena Management Consulting to book in for your assessment today!**

**Fine Print:**

* Discount offer valid until 30th June 2015, unless sold out prior
* **WOW! Framework Assessment** structure is indicative and may vary for each organisation
* Package price includes 2 days on site plus report preparation, which is suitable for a small to medium sized contact centre with a centralised workforce management team. Larger clients or those with decentralised workforce management teams may request extra on-site days for an additional fee.