Seamless collaboration with outsourcing suppliers
Plan for variability with BPO Exchange

In the modern world it is no longer acceptable to make customers wait, to expect them to adapt to the ability and convenience of the supplier. Competition is often a single web search away. Customer services levels are directly related to customer satisfaction, so targeting these key performance indicators impacts and improves customer loyalty, which ultimately contributes to revenue and profitability.

Staffing costs are the major cost component of a contact center. With the variable nature of traffic demand, it is important that resources do not sit idle, raising costs whilst waiting for peak traffic times. To avoid these costs but still handle such variable traffic, many contact centers use Business Process Outsourcers. BPOs can supply staff for short durations or for peak days – often this increase in demand can be seasonal, or related to a marketing campaign.

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What BPO Exchange does

It is important to be able to work and communicate with BPOs to ensure the right staff and competencies are available. Teleopti's BPO Exchange module allows Resource Planners to directly view any upcoming short falls of staffing against expected demand. Following the recognition of the resource gap, material is easily prepared to send granular requirements to one or more BPOs. Importing the available resources from these BPOs is a simple process, with a file import via a web interface. Ease of use, accuracy and efficiency all result in service levels being maintained and customer satisfaction protected.

How it works

The module introduces a new web page and tab called "Staffing". The functionality of this screen shows, in detail, the expected head-count demand, the current scheduled resources, and the difference between these two figures. From the Staffing screen a user can select to export the head-count gap to a CSV file, which can easily be viewed or edited in Microsoft Excel. Figures are exported on a skill by skill basis, per interval, for a selected period.

The import of available BPO resources follows a similar process. The resources figures supplied by each BPO can similarly be loaded into the Teleopti WFM system, using a CSV file (Excel). The supplied files contain the supplier's name, the appropriate skill, period, and of course, the available resources for each interval. Available resources can be updated on a per supplier basis.

Reap the benefits

- **Lower cost of operation** - Use of BPOs lets companies fill any resource shortfall in a cost-effective manner. Business needs often require variable staffing levels, which can easily be met by clear communication with BPOs.

- **Secured customer satisfaction** - Ensuring service level targets are met means an efficient customer experience.

- **Ease of use** - Resource planning can be stressful, and the clear, accurate presentation of data makes sure that appropriate actions are taken in a considered manner.
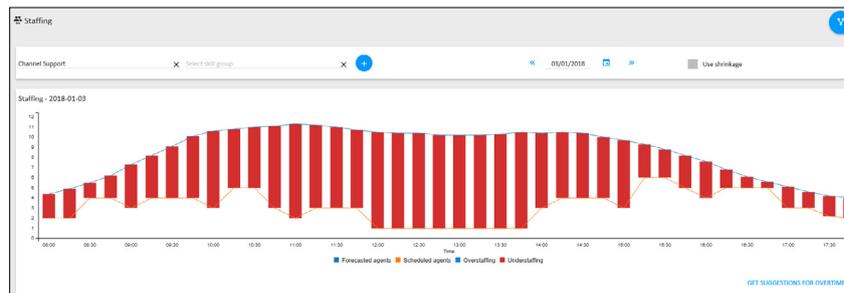
Features Overview

✓	View future staffing for skill and skill group	✓	Multiple BPOs can be used
✓	Export staffing gap on interval basis per skill	✓	Fully editable file formats compatible with Microsoft Excel
✓	Import available BPO resources	✓	Update figures as data changes
✓	Combined view of total staffing situation, both in-house and BPO resources	✓	View of staffing situation separated into in-house resources and each BPO's resources

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Teleopti, a Calabrio company, helps organizations empower their employees to provide outstanding customer service through our cloud-first workforce management (WFM) software. We are a global team of innovators and experts focusing 100% on WFM, enabling companies with user-friendly automation and optimization of omnichannel forecasting, scheduling, and people management. Teleopti WFM supports companies' profitability by elevating operational efficiency, employee engagement, and customer experience. Since the start in 1992 we have grown our customer community to 100 countries, collaborating with partners worldwide, and today Teleopti WFM plans and empowers over 500,000 employees. For more information visit **www.teleopti.com**