Time management isn’t just about numbers and schedules; it’s about transforming moments into experiences and balancing well-being. Ensure your people are productive, engaged, and deliver exceptional customer experiences without increasing costs with a solution that offers easy-to-use forecasting, planning, scheduling, self-service, and real-time management tools.

Alvaria is a proud industry leader in scheduling, forecasting and adherence — together, we’ll ensure you have the right people, with the right skills, available at the right time to meet changing demands.

Key Differentiators

**Forecasting Precision**  
Predictions are a thing of the past. Create a future of clarity with multiple forecasting algorithms, historical pattern weights, and intraday shrinkage.

**Strategy Behind Schedules**  
Craft schedules that align with needs, preferences, and potential, all while testing limitless possibilities to ensure your final choice resonates with your center’s goals.

**Real-Time Adherence**  
Unveil real-time views that highlight non-compliance to ensure your center remains on the path to excellence.

**Empower Your People**  
With self-service scheduling tools, you hand your people the reins of flexibility and minimize administrative burdens.
Key Components & Features

Forecasting Precision
Dive into a world of staffing scenarios where we don’t just crunch numbers, we create possibilities with the perfect blend of historical data, seasonal patterns, contact volume, campaign completion rates, and more. It’s more than just forecasting; get a better understanding of your short and long-term planning.

• Quickly evaluate trade-offs between service quality and staffing numbers
• Determine the impact of scheduling training, meetings, and other off-phone activities on service and campaign goals
• Understand the impact of service quality goals and demand patterns on budget
• Intraday, short-term and long-term business planning with limitless “what-if” scenarios
• Utilize historical data, seasonal pattern, real-time insights, and more for accuracy
• Blend historical and current data for accurate forecasting
• Craft short-term and long-term strategies for success
• Support your employees who handle work items as they come or even in sporadic time periods that don’t fit the usual forecasting model of every 15 or 30 minutes with our Long Handle Time Planner — providing greater flexibility and more strategic use of staffing resources.

Strategy Behind Schedules
Scheduling is more than aligning shifts, it’s about combining human potential, customer experiences, and operational excellence. Creating tailored schedules that honor preference and skillset and navigate demand and resource availability is a perfect way to balance customer-centric service and agent well-being.

• Drag-and-drop schedule editing, previewing possible schedule changes before they go live and viewing daily, weekly and monthly schedules
• Scheduling based on business requirements, employee preference or both
• Make dynamic changes to schedules based on real-time demand
• Generate and compare trail schedules to choose the best fit
• Centralized visibility into employee preferences, schedules, and performance
• Bring the ability to optimize breaks, generate meetings and projects that currently exist in our Official Segment Worksheet, and apply them to the Trial Segment Worksheet — ensuring greater scheduling precision and accuracy
• Use our intra-day management to identify instances of overstaffing and understaffing and take the Next Best Action, customized to you, to make the most productive use of your team’s time

Use Trial Schedule optimizers to test and fine-tune schedules before implementation.
Empower Your People
Give your people control over their schedules and engagement preferences with seamless, browser-based access to submit time-off, swap shift, embrace insights, and so much more. It’s more than just self-service, it’s people empowerment.

- Offer self-service tools for scheduling control
- Allow time-off and shift change requests on-the-go
- Provide real-time insights into schedule adherence
- Enable notifications and alerts about schedule updates
- Minimize manual scheduling tasks and administrative overhead
- Added ability for staff adjustment importing from your Cloud Storage Container including group allowance accounts, overrides, and more, available for Amazon S3, Azure Blob, and Google Cloud.

Real-Time Adherence
Arming supervisors with the right tools to fine-tune operational efficiency is the compass that leads your center towards successful quality. Monitor and manage agent activities in real-time to ensure proactive management.

- Real-time intraday performance and adherence tracking
- Receive alerts and notifications for deviations from scheduled activities
- Make on-the-fly staffing and schedule adjustments to meet demands
- Empower agents with transparent insights into their adherence
- Maintain service quality and prevent disruptions
- Configure user-defined real-time adherence alarms or assign pre-approved sets of alarm criteria for consistent standards across users managing a particular team

Use Next Best Action for real-time adjustments when reality and the intra-day plan deviate.

Greater flexibility and enhanced “bring your own cloud” options with the ability to import from Cloud Storage Container.
Key Benefits

- Staff the right number and type of people at the right time to improve sales-per-hour ratios, dollars collected, customer retention and many other KPIs
- Improve productivity in the back office with savings typically ranging from 20 – 40%
- Optimally staff agents for all contact center channels
- Evaluate multiple staffing scenarios with powerful strategic “what-if” analysis
- Utilize unique multi-skill forecasting and scheduling to determine optimal skill combinations
- Create schedules based on employee preferences, shift templates, work/equity rules or a combination
- Make accurate intraday adjustments to improve list penetration and effectiveness rates
- Optimize meetings, training, and other off-phone activities
- Maximize occupancy and minimize over and under resource utilization
- Cut staffing costs while maintaining or even improving response times
- Reduce the complexity in your contact center with an integrated, total solution
- Easily integrate third-party software using a rich set of APIs