Alvaria Workforce Optimization Solutions

Elevate and empower your people with empathy.

Alvaria workforce optimization solutions connect the heart of your organization — your people — to boundless possibilities. It’s a journey of fostering an environment of engagement and delivering remarkable customer experiences without upping costs. Together, we’re shaping a future where passion meets purpose and where every interaction is a chance to shape a brighter world in customer service.

Key Differentiators

**Thoughtful Scheduling**
Redefine scheduling as a gesture of care that respects both work commitments and the lives of your people. As an industry leader, Alvaria ensures you have the right agents, with the right skills, available at the right time and helps plan and manage the performance of staffing resources across all channels.

**A Communication Hub**
Dissolve distance and create a sense of belonging no matter how many miles apart your team lies with an on-the-go mobile app that empowers your people to manage their schedules from anywhere.

**Powerful Data for Powerful Insights**
With a wealth of insights at your fingertips, you’ll witness the transformation of performance into purpose — with a strong emphasis on agent quality control and compliance.

**Personalized Pathways for Growth**
Tailored training and guidance to transform everyone’s journey into a roadmap to success with KPI dashboard displays, configurable scorecards, and much more.

**Culture of Connection**
Your organization doesn’t fit into a checklist – you’re an enterprise. Alvaria delivers human connection and potential from the inside out, with a dedicated team that understands how to customize our solutions to your unique needs from smooth deployments to discovering ways we can drive even more value from your investment.
Key Components and Features

**Time Management**
Time is a valuable asset that should be thoughtfully allocated to allow your teams to focus on what truly matters — delivering exceptional experiences while maintaining work/life balance and well-being. Seamlessly align schedules with customer demand to ensure every moment counts, eliminating the inefficiencies of overstaffing or understaffing.

- Modern web-based calendar for drag-and-drop editing, previewing possible schedule changes before they go live and viewing daily, weekly, and monthly schedules
- Intraday, short-term, medium-term, and long-term business planning with limitless “what-if” scenarios
- Sophisticated forecasting algorithms that leverage full breadth of historical and intraday shrinkage data and support multiple business objectives
- Forecasting, planning, and scheduling for a multi-skilled workforce in a multichannel environment
- Accurate forecasting across all inbound, outbound, digital, blended, chat, email, and back-office staffing resources
- Scheduling based on business requirements, employee preference or both
- Centralized visibility into employee characteristics, preferences, schedules, and performance
- Real-time intraday performance and agent adherence tracking
- On-the-go mobile capabilities to manage productivity and schedules no matter where you’re located

**Metrics & Recognition**
Create a culture where every milestone is acknowledged, and every effort is honored. With an easy-to-understand summary of personal KPIs that illuminates a path to excellence, you create a catalyst for growth — propelling your people and the organization to success.

- Flexible dashboard display options including grids, scorecards, reports, graphs, icons, widgets, heat maps, and Excel/PDF exports
- Agents can self-correct without supervisor intervention using the clear indicators of their KPIs
- Supervisors can see trends over time and other dimensions to reveal valuable insights
- Set thresholds for agent performance to initiate automated alerts or coaching
- Filter and view Scorecard data by the organization view, team/agent view, or tabular view for more drilled-down detail
- Combine data from multiple sources with standardized data connectors, easily customizable third-party connectors and Excel or flat file data import
- Complex data manipulation (e.g., search, sort, filter, transpose, drill-up, drill-down, create arithmetic expressions)
- Ready-to-use best practice KPIs included with software
Gamification & Motivation:
Turn the pursuit of excellence into a shared adventure, inspiring your teams to reach new heights by transforming goals into quests and achievements into victories. With every badge earned and every virtual high-five exchanged, you create a culture where motivation isn’t just a concept but a force that drives teams to shine.

- Automate, scale, & fire-up competitions instantly; dramatically decrease management time required for setting up, managing, and rewarding competitions
- Impact performance immediately with live dashboards and automated rewards; eliminate manual tracking and SPIFFS
- Facilitate instant agent gratification with an integrated points system
- Leverage an integration with a gift card provider to quickly redeem points for tangible rewards; gain efficiency by removing manual processes and fulfilment
- Add variety with diverse redemption features, including a live auction and raffle wheel, and track rewards
- Display my goals to agents on all four of the user interfaces, made up of individual scorecards
- Set and communicate clear goals; agents and supervisors know what is expected of them
- Leverage peer-to-peer or supervisor-to-agent collaboration to fluidly share best practices among the employee community
- Accelerate training outcomes by leveraging game mechanics, design more engaging training programs and activities to improve motivation

Evaluation & Improvement:
In an environment where interactions become experiences, it’s important to have a guardian of excellence in place — where every conversation is embraced as an opportunity for evaluation, feedback, and growth. A guide towards ensuring each engagement is a chance to refine, learn, and elevate the art of customer service.

- Robust and flexible voice and screen recording
- Annotate the interaction timeline with comments at specific noteworthy points
- Comprehensive view of agent quality as evaluated by supervisor, agent, customer, and automated analytics*
- Provides a valuable source of quality data for KPI scorecards
- Easily turn voice recordings into coaching modules
- Easy-to-use scoring calibration system
- Easy-to-create dynamic evaluation templates with dependent questions and assignable weights
- Agent self-evaluation and feedback tools with online coaching
- Variable resolution of screen recordings to optimize storage capacity
- Saved and shared searching makes it easy for QA staff to develop and share filters for specific call types

Key Benefits

- Ensure your people are productive, engaged and working to deliver an exceptional customer service
- Precisely balance the competing needs of customers, your people, and your organization while best achieving their common objectives
- Create a positive, well balanced working environment for your people
- Automate WFM data processing to create a more productive and engaged environment
- Maximize the productivity and engagement of your people in real-time
- Make real-time, corrective schedule changes to ensure SLAs are met
- Monitor 100% of interactions for QA
- Understand performance and achievements of your people
- Gain valuable operational insights into all interaction channels