

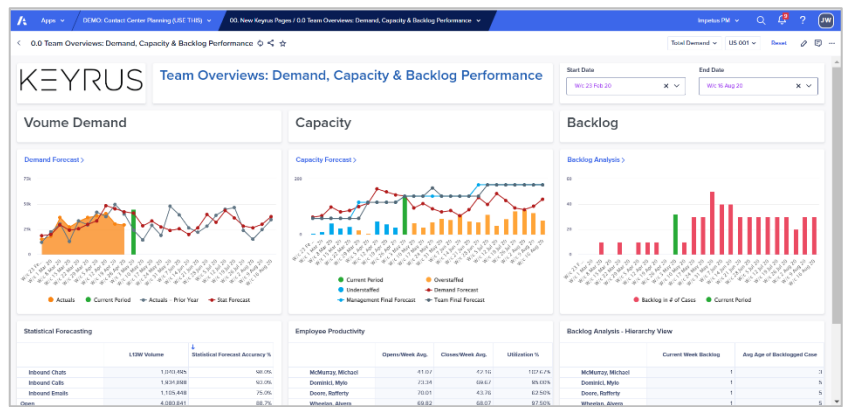
## SOLUTION OVERVIEW

# Contact Center Planning With Anaplan:

Any organization that interfaces with its customers on a high-volume and frequent basis must have a reliable way to **forecast** its activities, **plan** the associated workforce, and **track the cost** to perform said services. Managing a call and contact center can be an overwhelming and often expensive operation if not performed at maximum efficiency.

## IN TWO MONTHS, WILL I HAVE ENOUGH STAFF TO SERVICE MY CUSTOMERS?

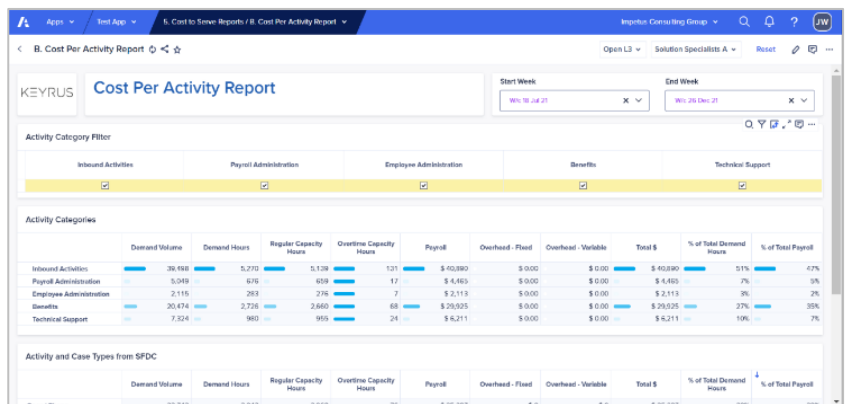
Why continue to rely on inaccurate demand and capacity plans that lead to repeated overstaffed and understaffed shifts? Understaffing your contact center will only lead to decreased service-level agreements (SLAs) and extended case backlogs. Overstaffing your contact center results in unnecessary resource costs that could be invested elsewhere.



Start collaborating smartly and stop wasting countless hours guessing the number of cases and calls you'll get next week. Transform complex, fragmented contact center planning processes with **Anaplan**. Anaplan's scalable, agile, secure platform for connected planning improves insight into what your true forecasted demand looks like and what an efficient workforce plan to meet said demand looks like. It can even suggest case allocations to teams based on historical team performance. It's time for Anaplan.

## WHAT DOES IT ACTUALLY COST TO SERVICE MY CUSTOMERS?

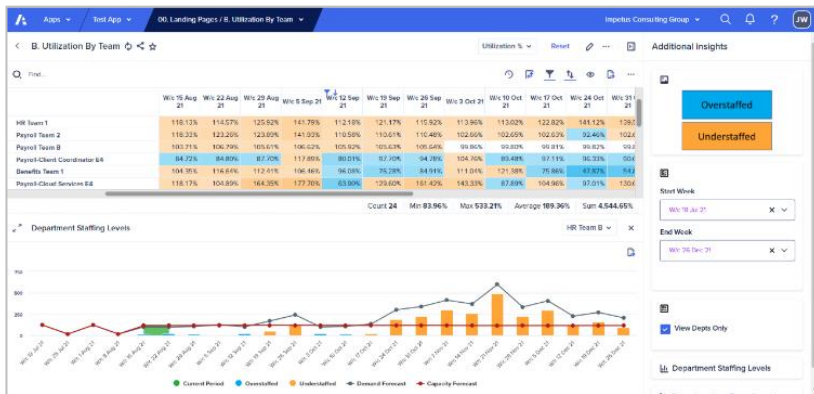
How much does it cost your organization to answer a phone call? Does it cost one team more to perform the same activity that another team also performs? By incorporating team-level payroll information and general ledger (GL) data, the Keyrus Contact Center Planning Solution enables organizations to track team efficiency by calculating a cost per activity or per interaction. This visibility can drive allocation decisions and also help managers hold their teams accountable.



## SOLUTION OVERVIEW

# CONTACT CENTER PLANNING SOLUTION

Built on **Anaplan's** powerful in-memory platform, the Keyrus Contact Center Planning Solution delivers speed-of-thought planning and analytics for business users across your enterprise.



- + Import case-level data, call volumes, and average handle times to provide a bottom-up demand forecast of cases and calls for your various contact center teams. Anaplan innately aggregates these demands up your demand hierarchy and supports drill-down capabilities to provide individual call or case level visibility.
- + Overlay resource and GL costs to calculate the true cost of running your contact center. Compare costs across teams and team-specific inefficiencies by looking at both times per activity and cost per activity.
- + Combine your demand forecasts, capacity plans, and team costs to optimize forecasted case and call allocations. Anaplan will suggest which cases and activities should be handled by which teams. Export suggested plans of case transfers and inform teams which activities should consume their time to reduce future backlogs and increase operational efficiency.
- + Leverage in-memory calculations to rapidly analyze actual demand and capacity, recalculate employee and team-level utilization, reconcile future workforce plans, and distribute plans across the organization.
- + Leverage user-friendly pages and reports for reviewing team and organization performance metrics, adjust team headcount, set expected time-per-activity by team, and adjust your aggressive, conservative, and baseline scenarios.

## KEY FUNCTIONALITY

- A centralized platform to forecast call and case demand, future workforce capacity plans, and expected case backlogs.
- Linear programming tool to optimize case allocations to the most efficient and cost-effective teams.
- Team by team comparison on utilization, cost efficiency, and time per activity.
- Dynamic reports to show cost per activity, cost per team per activity, and expected cost to service a marginal customer.
- In-application statistical forecasting engine that sets the demand forecast baseline which can then be adjusted with various business drivers.
- Scenario planning capabilities that support multiple versions of capacity plans using resource and GL costs.
- Intuitive user experience for all parties, finance and non-finance, from contact center leads to executives.
- A scalable, flexible solution to handle organizational growth and future business needs across the enterprise.

## GET STARTED NOW

Contact us to learn more or receive a demo of this solution

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