



The Real-Time Advantage Over Forecasted Data in Contact Center Automation

Contact center conditions change every second. Understanding the source and frequency of data used for automating contact center processes is critical when evaluating solutions. You want to make sure you receive the most value from your investment.

Intradiem contact center automation uses real-time data, and the guaranteed cost savings pays off.

The Real-Time Difference


Automate training with real-time data. Intradiem contact center automation evaluates all conditions in real time prior to dynamically sending training. This protects the customer experience by keeping enough agents available to handle inquiries.

Contact center automation monitors conditions while agents complete training. If call volume increases, immediate action is taken to return agents to call handling.

The Problem with Forecasted Data

When using forecasted net staffing data, the Workforce Management (WFM) vendor system looks at forecasted data that's collected every 15 to 30 minutes for pending periods with low volume. This data is then used to send a notice to the agent to begin training at a specific time.

While the alert might be sent in real time, the data is outdated. This means agents will begin training or off-phone tasks irrespective of call volume, which means agents will not be available when queues are exceeding expected service levels.

	Intradiem	WFM Vendors
Data Source	<ul style="list-style-type: none">▶ Live ACD queue statistic feed▶ Live ACD agent state feed	<ul style="list-style-type: none">▶ Forecasted net staffing data
Data Frequency	<ul style="list-style-type: none">▶ Data collected every 5 to 15 seconds 	<ul style="list-style-type: none">▶ Data collected every 15 to 30 minutes
Actions	<ul style="list-style-type: none">▶ Notify agent and/or supervisor via desktop prompt or email▶ Ask question of agent/supervisor▶ Change agent state on ACD	<ul style="list-style-type: none">▶ Alert agent and/or supervisor

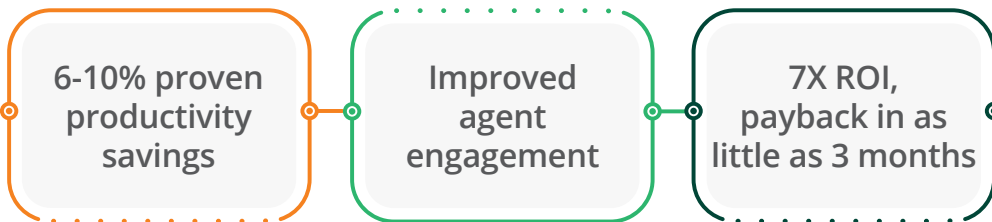
Automated Actions

The specific actions taken by the automation solution also impacts how much value you can receive. WFM providers can only send alerts, and do not have the integrations to the Automatic Call Distribution (ACD) agent state to change agent state. Another limitation is the inability to ask questions of supervisors and agents to assess what other actions might be taken.

Intradiem possesses this critical integration giving customers the ability to automatically change agent state—back to call handing—to preserve the customer experience.

Contact Center Automation Pays Off

We saved our customers
over \$400 million
over the past 12 months



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"We have realized millions of dollars in savings by not only taking advantage of offline time but being able to notify agents when certain performance metrics are out of line such as extended ACW, allowing them to spend more time focusing on productive work."

– Scott D., Workforce Ops Mgr, Insurance Customer

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