



**RECIPES FOR SWEET SUCCESS**  
FOUR FLAVORS OF INTELLIGENT  
WORKFORCE AUTOMATION

Whether your platform is contact center automation  
or the countertop of a bakery, all successful  
operations run smoother with a  
secret recipe.



The platform's embedded business rules engine allows 'citizen developers' at each client organization to write their own automation rules to address their unique challenges and situations. No coding skills are required.

**- Jim Davies, Gartner Analyst**  
*Cool Vendors in CRM Customer Service and Support*





## The Sticky Situation

Some things with rich qualities tend to get stuck. This creamy peanut butter cupcake may get stuck to the roof of your mouth, but it's sure to delight the taste buds!

Sometimes agents with the richest knowledge can get stuck on long calls while serving complex customer issues. This recipe helps them stick within the average handle time threshold and hit their performance goals consistently.

## What You'll Need

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- Handle Time outliers
- A defined After Call Work (ACW) threshold
- ACD system

## Directions

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**IF:** ACW > 120 seconds

**THEN:** Ask Agent if they need assistance

**YES?:** Alert Supervisor

**NO?:** Change state to ready

**TO?:** Agents

## Reviews

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**Deborah Graham** ★★★★★

*Agent, Anthem*

"Great for time management."

**Michelle Lord** ★★★★★

*Reservation Sales Manager, AccorHotels*

"After a month of having ACW Assistant in place, agents whose handle time fell below the threshold were removed from these alerts. A number of them requested that the notifications continue because they found that it really helped them to be aware of their ACW and more accountable overall. That was certainly a big win for us."



## The Smart Cookie

Despite the most sophisticated forecasting models, all contact centers experience unexpected conditions. That's "just the way the cookie crumbles".

This secret recipe turns available time into training time. The result is a more effective training model and a better employee experience. Knowledge is power!

## What You'll Need

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- Available time
- Agent training content
- Agents eager for development opportunities & performance improvement

## Directions

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**IF:** Longest Call Waiting  $\leq$  30 seconds

**AND:** Calls in Queue  $<$  5

**THEN:** Prompt Training Session

**TO:** Users in New Product Group

## Reviews

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**Mescha** ★★★★★

*Agent, Kaiser Permanente*

"I much prefer this approach to computer-led training."

**Dave Thrailkill** ★★★★★

*Led Service Delivery Optimization at Citi*

"Intradiem allowed us to deliver training systematically when unexpected events created availability."



# The Icing on the Cake

Red Velvet's sweet and tangy cream cheese frosting contrasts the cake's cocoa undertones to create a balanced, complimentary flavor.

For agents, breaks from the phones are a much needed breather, serving as the sweet contrast to long hours serving customers. Unfortunately, breaks, lunches and shift end are often delayed or cut short because of long calls. This recipe keeps schedules running as smooth as velvet. Let agents have their cake - and a full lunch hour to eat it, too!

## What You'll Need

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- Instances of long calls running into agents' lunch hour, breaks, or shift end time
- Manual schedule exception entry
- Agents who would rather enjoy their scheduled breaks then be stuck on a long call

## Directions

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**IF:** End of Shift < 5 min.

**AND:** Agent State = Ready or ACW

**AND:** Calls in Queue = 0

**THEN:** Prompt agent to leave now

**TO:** 10% of agents ending shift within 5 min

## Reviews

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**David P.** ★★★★★

*Agent, UnitedHealthcare*

"Perfect for those long 3rd party calls going over your break/lunch!!"

**Denise B.** ★★★★★

*Agent, UnitedHealthcare*

"Cool... always cutting it close because of that last-minute call before break."





# The Guilty Pleasure

Many people say chocolate is their guilty pleasure. Similarly, some agents are guilty of hiding out in AUX.

Whether the goal is to keep your diet or adherence on track, sometimes a little reminder is all that's needed to prevent oneself from indulging in a guilty habit. If you're determined to shape up service level and budget, this recipe is the secret to impacting agent behavior and cutting out empty minutes caused by controllable adherence.

## What You'll Need

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- Adherence outliers
- Agent desktop
- ACD System

## Directions

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**IF:** Time in Aux 0 > 30 seconds

**THEN:** Ask agent if they need assistance

**YES?:** Alert Supervisor

**NO?:** Change Agent State to Ready

**TO:** Agents with low Adherence

## Reviews

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**Jill K.** ★★★★★

*Agent, Anthem*

"I have to say, this makes adherence so much easier!"

**Rita Davis** ★★★★★

*(2017 SWPP WFM Professional of the Year)*

*Real-Time Manager, Rogers Communications*

"My team likes their jobs much better than they did before we implemented Intradium."



Now that you've seen these four recipes, you're on your way to a fully baked intelligent automation strategy.

## CRAVING MORE THAN FOUR?



Handle Time



Training and  
Off-Phone tasks



Schedule  
Adherence



AUX State  
Adherence



System Incident  
Management



Reskilling



Attendance  
Status



Back Office



Coaching



Staffing



Recognition



Process  
Automation

Visit our full menu of automation recipes: [www.intradiem.com/solutions](http://www.intradiem.com/solutions)