



## Transforming excess into SUCCESS



## Workforce Management Shows Remarkable Opportunities



Using the data driven benchmarking approach, Delta Air Lines developed a road map for increased efficiency impacting both service levels and bottom line. With the inContact Workforce Management optimal scheduler, Delta Air Lines drives innovation and breakthrough performance in customer contact center operations by scheduling and deploying its most expensive and complex resource – its agents.



**100%**  
elimination of  
agent shortages



↓ **73%**  
reduction in  
excess agent  
hours



**98.5%**  
schedule  
efficiency



**12%**  
savings in  
schedule costs



**EVEN**  
distribution of agent-  
on-duty time

Schedules generated by the inContact Workforce Management optimal scheduler distributed agent-on-duty time into each interval by even percentage, another requirement of Reservations and Sales, to avoid substantially higher shortages over weekends as generated by the traditional Workforce Management (WFM) software.



### **Setting a baseline**

In order to determine how “optimal” the schedules generated by their WFM software and the other WFM software participating in their study were, the Reservations and Sales Organization developed a plan to benchmark the agent scheduling capabilities of participating solutions over a target week using the following Delta environments.

### **The challenge**

The Reservations and Sales Organization at Delta Air Lines is a leader in pursuing all promising opportunities and technology to increase the responsiveness and operational efficiency of its customer service operations. Unsatisfied with the “Trust us – Our schedules are optimal” claims made, they carried out a data driven study to compare schedules generated by the traditional WFM systems available. Disappointing results in schedule efficiency levels and non-optimal schedules from this study led Reservations and Sales, in collaboration with Delta Technologies, to pioneer their own proprietary technologies. Continued interest in improving schedule

efficiency and service levels recently led the Delta Reservations and Sales Organization to evaluate available WFM solutions and technologies once again. inContact was included in the evaluation. The desire, in this case, was to evaluate the opportunities offered by available WFM software and technologies in the market and determine if any of them are providing truly optimal schedules.

### **Opportunities identified**

inContact Workforce Management optimizes total labor costs by creating schedules with the highest efficiency achievable in a contact center environment. Proprietary mathematical optimization models and algorithms produce the best possible fit, between agents, skills, contact volumes, and servicing goals. Concurrent schedule optimization technology validates that work and off days, daily start times, break times, and other activities are optimally placed within individual agent schedules to align with the overall requirements of the contact center.

In order to determine how “optimal” the schedules generated by their WFM software

## MAJOR BENEFITS REALIZED

### 12% savings in schedule costs:

The total cost for the schedules generated by inContact Workforce Management optimal scheduler were 12% lower than the schedules developed by any WFM software including Delta's proprietary scheduling system.

### 98.5% schedule efficiency:

inContact Workforce Management optimal scheduler provided 98.5% schedule efficiency.

### 73% reduction in excess agent time:

inContact Workforce Management optimal scheduler reduced excess agent hours by 73%.

### 100% elimination of agent shortages:

Schedules generated by the inContact Workforce Management optimal scheduler met all agent and skills requirements while the schedules generated by other WFM systems had significant shortages.

### Even distribution of percentage agent-on-duty (AOD) time into each interval:

Schedules generated by the inContact Workforce Management optimal scheduler distributed agent-on-duty (AOD) time into each interval by even percentage, another requirement of Reservations and Sales, to avoid substantially higher shortages over weekends as generated by the traditional WFM software.

and the other WFM software participating in their study were, the Reservations and Sales Organization developed a plan to benchmark the agent scheduling capabilities of participating solutions over a target week using the following Delta environments:

- Two environments
- Six contact centers in three time zones
- 918 full time, and 151 part time agents
- Two skill types
- Skills-based routing

Using the same contact center data, weekly agent schedules for these two environments were generated by the inContact Workforce Management optimal scheduler and the other WFM software participating in the study that included Delta's proprietary scheduling technologies. Schedules generated by different WFM systems were checked by the Reservations and Sales Organization for conformance to weekly tour, daily shift, and break scheduling parameters, agent and skills availability, operating hours, etc.

The inContact Workforce Management optimal scheduler showed a remarkable advantage and improvement opportunities in all metrics over the other WFM software including the proprietary technologies used by Delta Reservations and Sales.

Using the data driven benchmarking approach, Delta Air Lines developed a road map for increased efficiency impacting both service levels and bottom-line. With the inContact Workforce Management optimal scheduler, Delta Air Lines drives innovation and breakthrough performance in customer contact center operations by scheduling and deploying its most expensive and complex resource – its agents.

#### About inContact, a NICE company

inContact is the cloud contact center software leader, with the most complete, easiest and most reliable solution to help organizations achieve their customer experience goals. Recognized as a market leader by Gartner, IDC, Frost & Sullivan, Ovum and DMG, inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes the customer interaction cloud, an expert service model and the broadest partner ecosystem. inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions, helping organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions. For more about NICE, visit [www.nice.com](http://www.nice.com). To learn more about inContact, visit [www.incontact.com](http://www.incontact.com).