



Schedule > January 2022

Shift Plan January

description shift plan

Workplace	Period	Date Range	Week
<	Mon 09/01/2022	Tue 10/01/2022	Wed 11/01/2022
Skills ^	0 / 25	0 / 20	0 / 21
<input type="checkbox"/> TL	0 / 2	0 / 1	0 / 2
<input checked="" type="checkbox"/> Support CZ	0 / 2	0 / 1	0 / 2
<input type="checkbox"/> Support EN	0 / 1	0 / 1	0 / 1
<input type="checkbox"/> No Skill	0 / 20	0 / 17	0 / 16
Corey Ekstrom		A8 14:30 - 21:00	
Mira Korsgaard	M12 06:30 - 18:30		
Omar Culhane	M8 07:00 - 16:30		
Kaiya Vaccaro			
Randy Curtis		S6 06:30 - 10:30 BO 12:30 - 16:30	
Terry Curtis			
+ ADD EMPLOYEE			



Daktela Workforce Management

for contact centres

Daktela

Workforce Management Intro

Introducing our cutting-edge software designed for contact centres to streamline shift planning and forecasting. Daktela Workforce Management (WFM) provides an efficient and reliable solution for managing agent schedules and optimizing staffing levels to meet demand. Our advanced forecasting algorithms use past traffic data to accurately predict upcoming demand, allowing managers to adjust staffing levels accordingly and avoid over or under-staffing.

With Daktela WFM, agents can submit shift requests and managers can easily review and approve them, ensuring a fair and balanced schedule for all employees. Our software also considers all HR rules and regulations. The result is an optimal shift plan that maximizes efficiency, reduces costs, and ultimately enhances customer satisfaction.

Features

TRAFFIC PREDICTION

Daktela WFM has the ability to accurately predict future traffic based on past activities

ALLOCATION NEEDS DEFINITION

This feature provides you with the ability to accommodate fluctuations in demand

HR RULES

Daktela WFM offers the ability to create customized rules for contracts or users

SHIFT SWAPPING

Daktela WFM provides the ability for agents to swap shifts with one another

SHIFT SCHEDULING

With our intuitive platform, you can easily manage staffing requirements

VACATIONS AND REQUESTS

Users can create requests for vacation or requests for another shift

Video

WATCH NOW



How to contact us

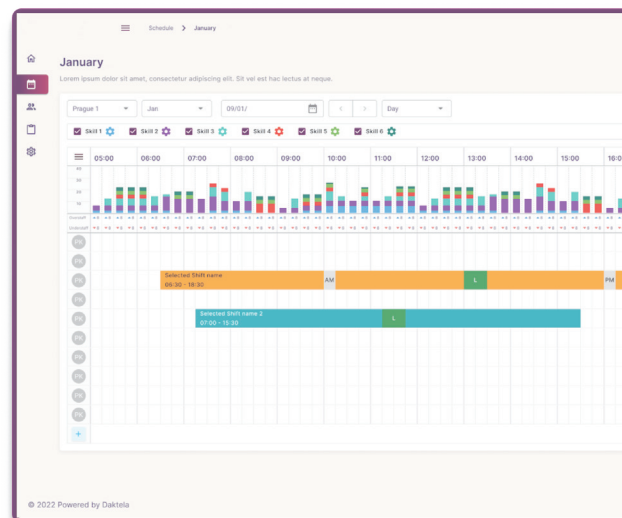
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You can find us on:



Description

TRAFFIC PREDICTION

Daktela WFM has the ability to accurately predict future traffic based on past activities, such as calls and emails, with a remarkable **accuracy rate of approximately 95% and higher**. We gather data from various sources, including Daktela, and use it to train our prediction model. As a result, we can confidently forecast demand for the upcoming months. Daktela WFM continually updates the model with fresh data, making it current and reliable. This allows for accurate predictions and informed decision-making on a **daily basis**. Whether it's analyzing trends, forecasting for staffing requirements, or planning for future projects, our software provides a reliable and up-to-date tool for **making data-driven decisions**.



95%

ALLOCATION NEEDS DEFINITION

When it's necessary to manually intervene in the required shift plan, we have an alternative method for determining staffing needs. Daktela WFM allows you to set the **required number of employees with the necessary skills** for a particular day or period. When creating a new month's shift plan, you can incorporate these needs into your plan. This feature provides you with the ability to accommodate fluctuations in demand and adjust your schedule accordingly. It also allows you to **quickly respond** to unexpected changes in customer demand, ensuring that you always have the optimal number of agents with the right skills to handle customer interactions. By utilizing this alternative method, you can improve **operational efficiency and reduce staffing costs**, all while providing a seamless customer experience.



HR RULES

Daktela WFM offers the **ability to create customized rules** for contracts or users, ensuring compliance with specific policies or regulations. These rules are automatically checked during the shift planning process. If the system is unable to generate an optimal shift plan while adhering to these rules, it will indicate the problematic date-times. With our customizable rule system, you have the flexibility to tailor shift planning to meet the unique needs of your contact center. Whether it's incorporating specific breaks or adhering to contractual obligations, our software ensures that your shift plans are in **compliance and optimized for efficiency**. This function is scheduled to **be available in 3Q/2023**, allowing you to further enhance your shift planning capabilities and maximize the productivity of your contact center.



SHIFT SWAPPING

Daktela WFM provides the ability for agents to swap shifts with one another, providing **greater flexibility** in scheduling. There are two ways to initiate a shift swap: agents can either place their shift in the trade center for another agent to take, or offer their shift to another agent who has already posted a shift in the trade center. Once an agent accepts an offer, an administrator can review the swap request to ensure that it meets any necessary requirements or policies. If approved, the shifts will be swapped as requested. If not approved, the administrator will reject the swap request, and the agents will need to try again or create a new swap request. By allowing agents to swap shifts, Daktela WFM ensures that staffing needs are met while **accommodating the needs and preferences of individual agents**. This increases employee satisfaction and retention, resulting in a more productive and engaged workforce.

SHIFT SCHEDULING

Daktela WFM provides the capability to plan shifts and breaks based on historical predictions or established staffing needs. We begin by scheduling shifts for agents and then plan breaks accordingly, ensuring **optimal coverage** throughout the day. If there are gaps in the schedule due to insufficient staffing levels, our system can either plan an additional shift to fill the gaps or offer an available shift to eligible agents through our shift center. This allows for **maximum efficiency** in staffing while providing flexibility for agents to take on additional shifts. With our intuitive platform, you can easily manage staffing requirements, optimize break schedules, and ensure that your contact center is **fully staffed at all times**.

M8
07:00 - 16:30

VACATIONS AND REQUESTS



Daktela WFM allows agents to create two types of requests: **vacation and shift requests**. Vacation requests are simple and straightforward; the agent selects the desired dates and submits the request for approval by the administrator. Shift requests, on the other hand, are more complex and can be customized to fit specific preferences, such as a desire for a particular shift type or time of day. Some requests, such as those for medical leave, cannot be rejected by administrators and are automatically accepted. When administrators approve shift requests, our algorithm incorporates them into the shift planning process, attempting to accommodate the agent's preferences while also meeting operational needs. By allowing agents to create vacation and shift requests, our software ensures that employee needs are met while **maintaining a balanced and optimized workforce**.

Users can create requests for vacation or requests for another shift. Users can create two types of requests. The first is vacation, which is a simple request where the user puts a date when he wants a vacation and the admin accepts it or not. The second type is a request for a shift. Users can create requests for specific types of shifts, for example, the night shift. Some requests admins cannot reject and they are automatically accepted for example if the user is ill. If users have requests for shifts and the admin accepts them we send them to shift planning and the algorithm is trying to fit that for the user.

5 steps to optimal shift plan



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