# Workforce Optimization

The Business Challenge

Today, managers spend a lot of time digging for data and are limited by rigid tools to improve the performance of their teams. They are slowed by pulling together information and reports from disparate systems to look at snapshots of historical and real-time data. This process is a constant sub-optimal experience of manual labor and frustration, affecting both manager satisfaction and agent engagement.

The ServiceNow Solution

ServiceNow Workforce Optimization (WFO) develops high-performing service teams by optimizing schedules and work assignments, providing near real-time visibility into incoming work items, and providing the skills they need to succeed—all in one workspace. It's a solution for managers, leads, and agents which improves the quality and efficiency of service teams and increases team satisfaction.

WFO is a centralized solution that enables managers to manage, monitor, and mentor their agents. Monitor incoming work items across multiple channels, including phone with our Voice app. Obtain visibility into team's performance and set performance targets for your teams and agents. Leverage historical data to predict and recommend skills for agents, and use queues to route work assignments based on an agents assigned groups, capacity, presence, and skills set. Managers can monitor agent interactions, provide feedback using assessments, and create opportunities to coach and train teams. Agents can also provide feedback on the effectiveness of the coaching they received.

Teams and managers have the ability to manage all schedules and shifts from one place. They can view, change, and schedule shifts according to demand and manage time off and shift swap approvals all from one place.
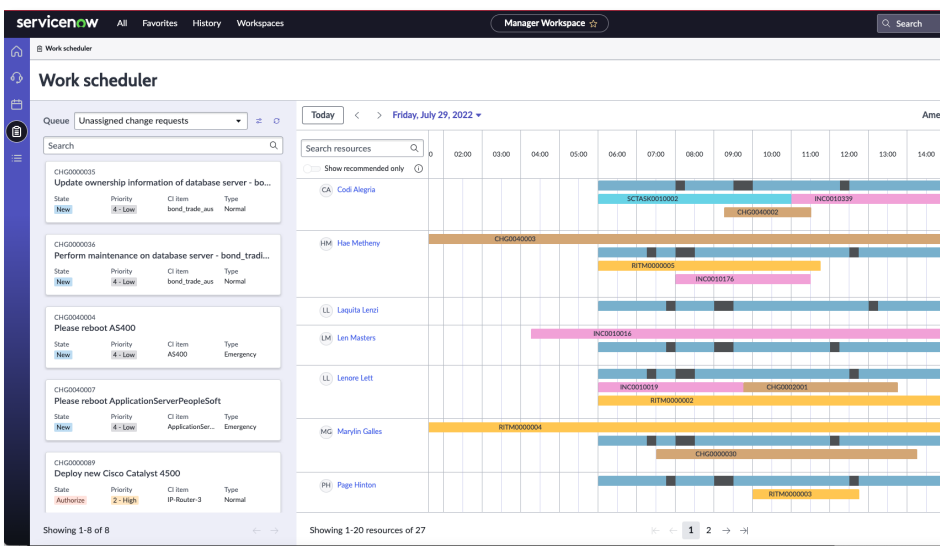
Managers and coaches can assign course items to enable the agents with the skills they need to succeed.

Overview

Available as part of the IT Service Management (ITSM) Enterprise, HR Service Delivery (HRSD) or Customer Service Management (CSM) Enterprise package.

Benefits

Boost team productivity and gain real-time visibility into work items, escalations, and KPIs by each channel so you can manage for optimal performance

Forecast agent demand with precision by modeling demand scenarios to analyze impact to agent schedules, and update forecast to properly staff for demand surges.

Break cross-team silos and manage normal work shifts and on-call shifts from one, centralized experience. Track shift coverage, swaps, and time off requests.

Empower your agents with the skills they need to succeed using internal and external learning management platforms.

The ServiceNow Difference

Single source of truth for work across all channels.

Native integration between work, schedules, reporting and coaching.

3rd Party Integrations for external support channels.

Integrated workflows to harness the power of the Now Platform.

Key Features

Team scheduling
Manage shifts, on-call schedules, breaks, and time-off requests against demands with an intuitive, omnichannel interface to ensure you always have the right staff on hand.

Performance Reporting
View team and individual performance using real operational data and dynamically filter data for helpful context. Drill down into each KPI and set performance targets to track progress against goals.

Omni-channel Optimization
Monitor conversations, analyze voice recordings, and track capacity utilization across all channels.

Coaching and Skills Growth
Improving the quality of work done by your agents using Coaching. Use Predictive Intelligence to recommend skills based on issues the agents have resolved. Create coaching opportunities based on the recommendation and train the agents to acquire those skills.

Skills-based routing
Use rules and language detection to automatically identify skills on new incidents and route it to the right agent.

Bi-directional coaching
Coaches can assess agent's interaction with a caller and gents can then provide feedback on the effectiveness of the coaching. As a coach, you can use surveys to evaluate a team's performance and recognize improvement opportunities. and assign training. As a trainee, you can get trained to address your skill gaps and ensure you are receiving the best possible training.

Agent Engagement
Empower agents to guide their growth with self-assign learning paths and courses based on their preferences. Drive higher satisfaction by allowing agents to easily set shift preferences to tailor work subject matter and hours.

Queue Management
View work as it moves through assignment queues and address escalations in real time. Track wait times and assist agents on long calls.

Learning Management Integrations
Track and assign learning content from internal and third-party systems. Expand the list of available training courses that managers can assign to agents. Ability to track course usage to judge the effectiveness of course.

Demand Forecasting
Managers can set forecast parameters based on historical trends and make manual adjustments as needed to improve accuracy. As a manager, you can make sure the service desk is properly staffed for known peak periods and enable hourly forecast visualization.

Skills management
Obtain insight into key statistics about each skill such as the mean-time-to-resolution (MTTR) for work items that require that skill, experts for that skill, and much more to ensure your team is proficient.

Learn more about Workforce Optimization

Projected Workforce Optimization savings

Queue Management:
60% reduction in time spent on routing

Scheduling efficiency:
104 hours saved per agent on scheduling each year

Training cost reduction:
10% reduction on turnover in year 1 and **$3,567** on onboarding cost per agent

Reporting:
83 hours saved n creating reports like annual performance reviews