

# UKG for Contact Centers

## Transform contact centers into profit centers with strategic workforce management

Contact centers have always faced the challenge of delivering quality customer service while balancing worker productivity with labor costs. As the industry has evolved over the past few years, new challenges have emerged. Customers now expect to interact with contact center agents through a variety of methods, from texts and emails to online chats and tweets. And technology has enabled a multiskill, multisite, and multichannel workforce that includes global, full-time, part-time, on-site, and at-home agents.

Contact center agents are on the front line with customers all day, every day, and they play a critical role in how your organization's brand or service is perceived. As consumers become more adept at going online and using voice response systems for basic customer service, the nature and complexity of calls coming in to the contact center is changing. Today, agents are being asked to solve more complex problems and need more specialized knowledge, higher-level certifications, and deeper skills than in the past.

Even if you already use contact center solutions for tasks such as forecasting, realtime schedule adherence, performance management, and training, UKG (Ultimate Kronos Group) for Contact Centers delivers workforce management solutions that close critical gaps in your effort to optimize your workforce. Closing these gaps can mean identifying and

hiring quality workers and keeping attrition rates low so you can deliver consistently high levels of service to customers. That leaves contact centers free to drive agent engagement and manage absences so they can control costs as well as manage all time worked to help minimize compliance risk.

### Key benefits

**Manage compliance** with pay rules and leave and attendance policies

**Hire and retain agents** who will deliver quality service to customers

**Monitor and understand** true costs of overtime, nonproductive time, and absenteeism

**Consistently implement, manage, and enforce** workforce management policies on a global scale

**Centralize labor data** and integrate with critical systems for efficiency and cost



**Minimize compliance risk by automating pay rules, leave and attendance policies**

With a complex, diverse workforce, contact centers can gain significant benefit from applying pay rules centrally so they can be automatically administered on a local basis. Whether agents are working from home, on site, or across global locations, automation allows managers to easily comply with myriad work and pay rules.

UKG for Contact Centers also automates attestation, giving you a valuable tool for managing and monitoring actual time worked for at-home and on-site agents and ensuring that agents are paid accurately for all hours worked.

The rise in contact center wage and hour lawsuits relating to unpaid overtime has raised new liability concerns. Issues such as computer boot-up and shutdown time and walk-to-station time, along with meal and break requirements, can all be managed with UKG for Contact Centers, helping to minimize FLSA compliance risk.

Efficiently managing planned and unplanned absences as well as extended and intermittent leave is critical to your goal of having an effective agent pool to deliver required service levels. According to the results of a 2013 study conducted by SHRM, the total direct costs of employee paid time off as a percentage of payroll is 15.4 percent, and the average total cost of productivity loss (indirect costs) as a percentage of payroll is 6.2 percent.<sup>1</sup>

In addition, a 2014 survey by IBI Research showed that call center employees have significantly higher continuous and intermittent FMLA rates than other employees: more than three times the average rate for all other exempt and nonexempt noncustomer service employees.<sup>2</sup>

Only UKG for Contact Centers has a comprehensive tool for managing all aspects of employee absence. With UKG (Ultimate UKG Group) you can calculate real-time accrual balances, determine time-off eligibility, generate required documents such as medical certification forms, administer FMLA, and automatically update schedules with planned leave so management can find a replacement. With UKG, your organization’s attendance policies are automatically enforced and your managers have a tool to proactively and fairly deal with attendance issues, helping you manage compliance risks while balancing labor costs with quality standards.



<sup>1</sup> Society for Human Resources Management and UKG, Total Financial Impact of Employee Absences Across the United States, China, Australia, Europe, India and Mexico (2014), at 1.

<sup>2</sup> IBI Research, The Challenge of FMLA Leave in Call Centers (October 2014), at 1.

### **Control labor costs and manage shrinkage**

When contact center workforce planners develop forecasts, they traditionally account for a standard amount of shrinkage. While contact center management solutions can adjust to account for estimated shrinkage, these solutions lack visibility into absence trends. UKG for Contact Centers can integrate with your critical solutions, strengthening your technology landscape and unifying previously disparate systems. This allows you to see just how much absence is truly costing you and to take proactive steps to reduce those costs.

UKG for Contact Centers goes beyond schedule adherence to deliver automatic tracking of points against attendance policies and workflows for preparing and circulating appropriate corrective action paperwork. In addition, audit trails provide a full accounting of all corrective actions taken, ensuring fairness and limiting liability in the event of a disputed separation. By encouraging transparency and fairness across the agent population, and by enabling the workforce with secure selfservice capabilities, UKG for Contact Centers can greatly increase agent engagement.

### **Hire and retain quality agents**

It's not enough to know how many agents you need to hire to meet a service level goal — you need to identify, screen, and onboard them quickly. Contact center agents represent your brand directly to customers, so you need to make sure they will deliver the highest-quality service possible. When staffing the contact center, selecting employees who are most likely to offer better customer service can make the difference in how customers experience your brand. Behavioral assessments built into UKG hiring solutions improve decisions and systematically enhance the overall quality of the workforce. This selection science helps predict a candidate's likelihood of success.

**Put UKG for Contact Centers to work for you:**

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