Analytics Driven Workforce Management

Forecast Workload

Optimize Scheduling and Staffing

Mitigate Crisis with What-if Analysis

Manage Performance in Real-time

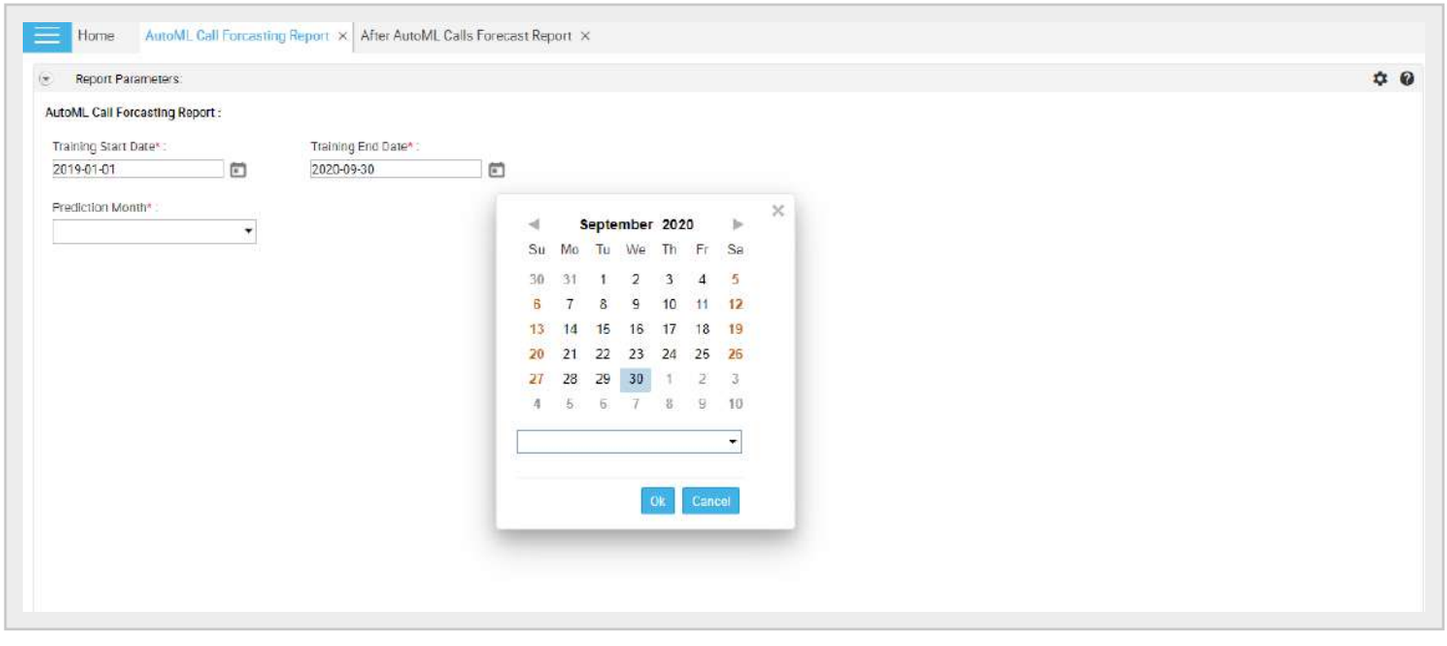
intellicus

Overview

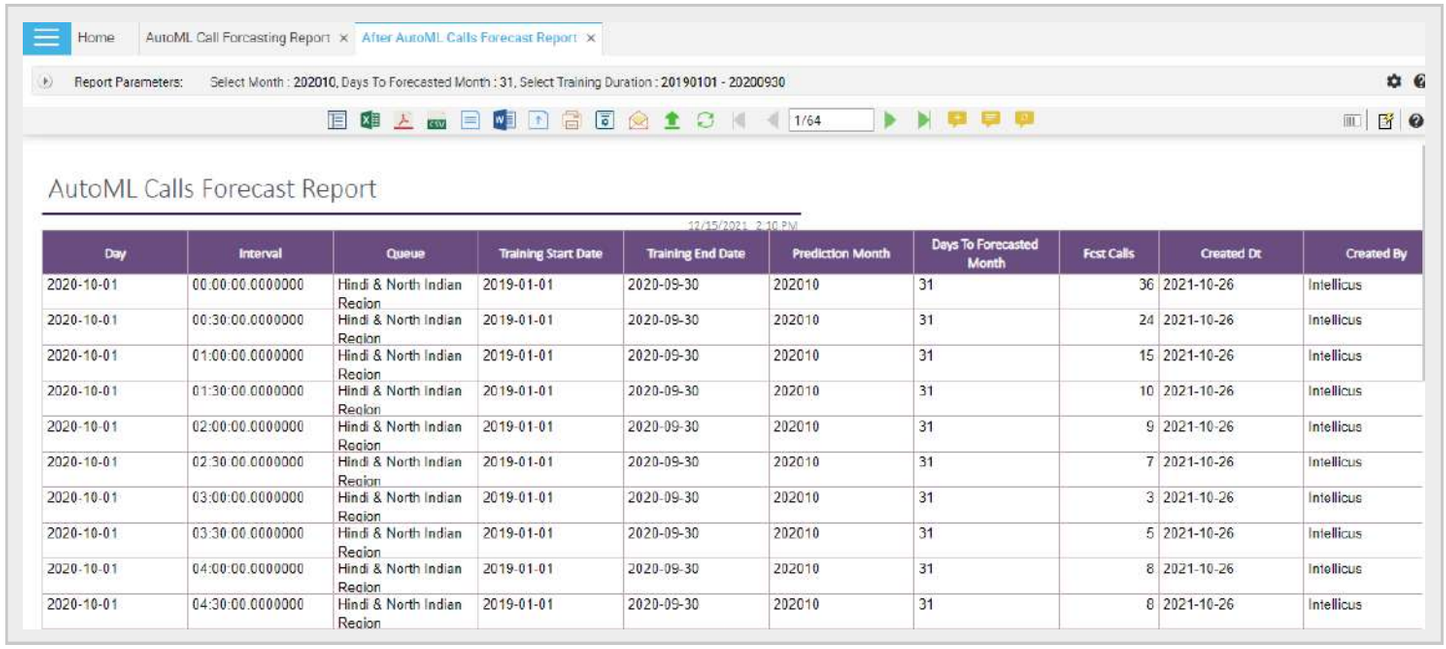
In today's world, BPMs manage huge transaction volumes daily, which comes with its own challenges. Serving high-level demands, facing constant real-time changes in volume as well as staffing, and achieving higher SLAs comprises the day-to-day work of the BPM work force management team. The data being generated from these activities easily goes up to trillions of rows which can be analyzed to generate game-changing insights. Machine Learning intelligence can empower the business to predict volume based on historical arrival pattern, seasonality, festivity, and external factors. Based on forecast, business can also predict staff count, automate schedule and roster of the staff count. Achieve higher efficiency and ROI through AI driven smart scheduling. Manage performance in real-time, optimize revenue and provide better services to your customers.

Stage 1- AI/ML-powered Predictions

Intellicus has made a significant investment in AI and ML techniques that are embedded into its core solution. Find hidden patterns from series of algorithms like Linear Regression Analysis, Random Forest Regressor, Time Series Analysis - Naive, ARIMA, SARIMA, and more using Intellicus data science integrated platform and select the best-fit model based on the most accurate predictions. The user can select the date range to train the ML models and consume the best fit output for manpower planning.

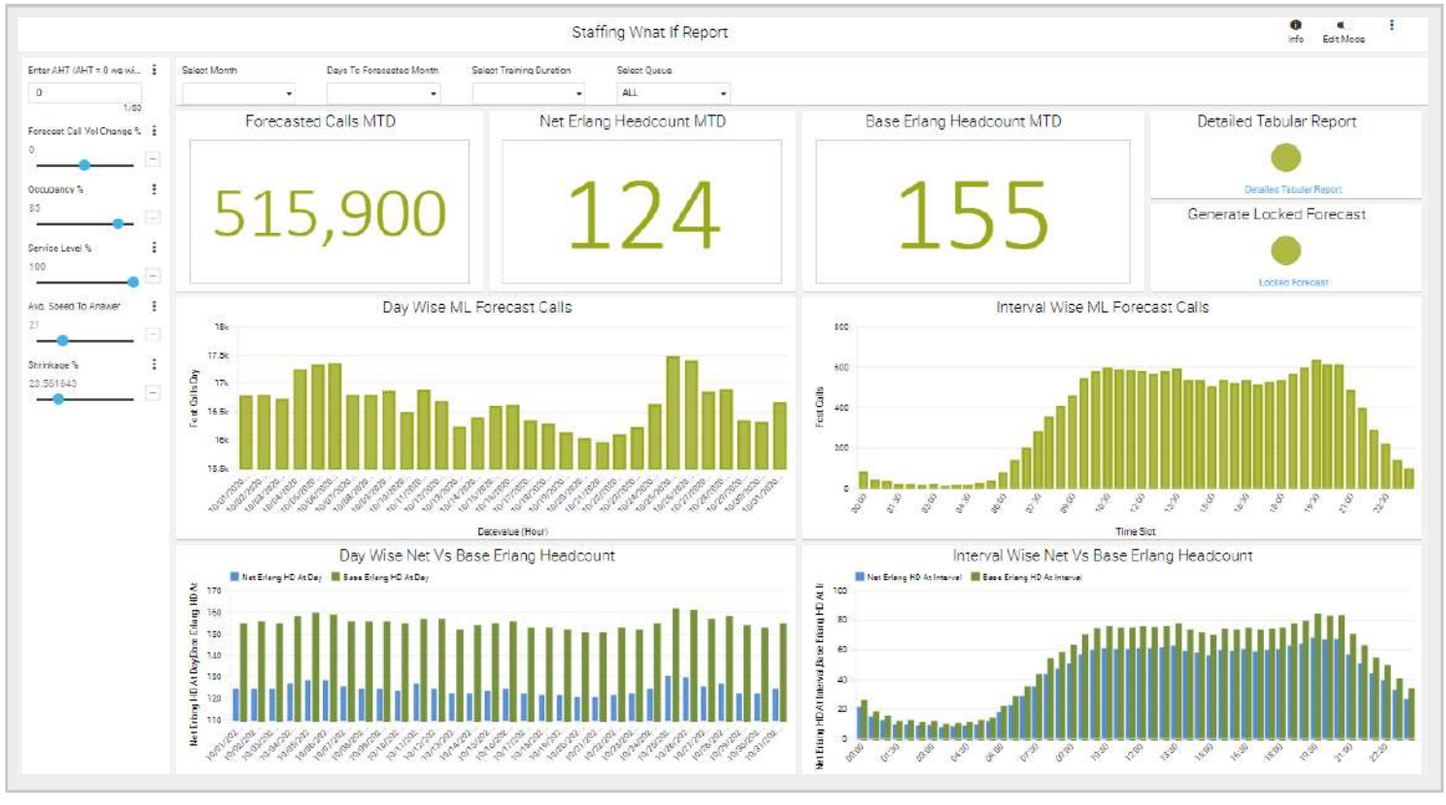


Forecast with Intellicus Data Science and utilize historical data along with real-time data and factors like seasonality, cyclicality, specific business scenarios, or unprecedented situations like COVID, to produce better predictions. Eliminate the limitations of the traditional mathematical forecasting method like ERLANG and make informed decisions. With AI empowered planning the system can learn behavior of each interval across work streams and understand inputs such as work volume, work time, and staffing.



Day	Interval	Queue	Training Start Date	Training End Date	Prediction Month	Days To Forecasted Month	Fcst Calls	Created Dt	Created By
2020-10-01	00:00:00.0000000	Hindi & North Indian Region	2019-01-01	2020-09-30	202010	31	36	2021-10-26	Intellicus
2020-10-01	00:30:00.0000000	Hindi & North Indian Region	2019-01-01	2020-09-30	202010	31	24	2021-10-26	Intellicus
2020-10-01	01:00:00.0000000	Hindi & North Indian Region	2019-01-01	2020-09-30	202010	31	15	2021-10-26	Intellicus
2020-10-01	01:30:00.0000000	Hindi & North Indian Region	2019-01-01	2020-09-30	202010	31	10	2021-10-26	Intellicus
2020-10-01	02:00:00.0000000	Hindi & North Indian Region	2019-01-01	2020-09-30	202010	31	9	2021-10-26	Intellicus
2020-10-01	02:30:00.0000000	Hindi & North Indian Region	2019-01-01	2020-09-30	202010	31	7	2021-10-26	Intellicus
2020-10-01	03:00:00.0000000	Hindi & North Indian Region	2019-01-01	2020-09-30	202010	31	3	2021-10-26	Intellicus
2020-10-01	03:30:00.0000000	Hindi & North Indian Region	2019-01-01	2020-09-30	202010	31	5	2021-10-26	Intellicus
2020-10-01	04:00:00.0000000	Hindi & North Indian Region	2019-01-01	2020-09-30	202010	31	8	2021-10-26	Intellicus
2020-10-01	04:30:00.0000000	Hindi & North Indian Region	2019-01-01	2020-09-30	202010	31	8	2021-10-26	Intellicus

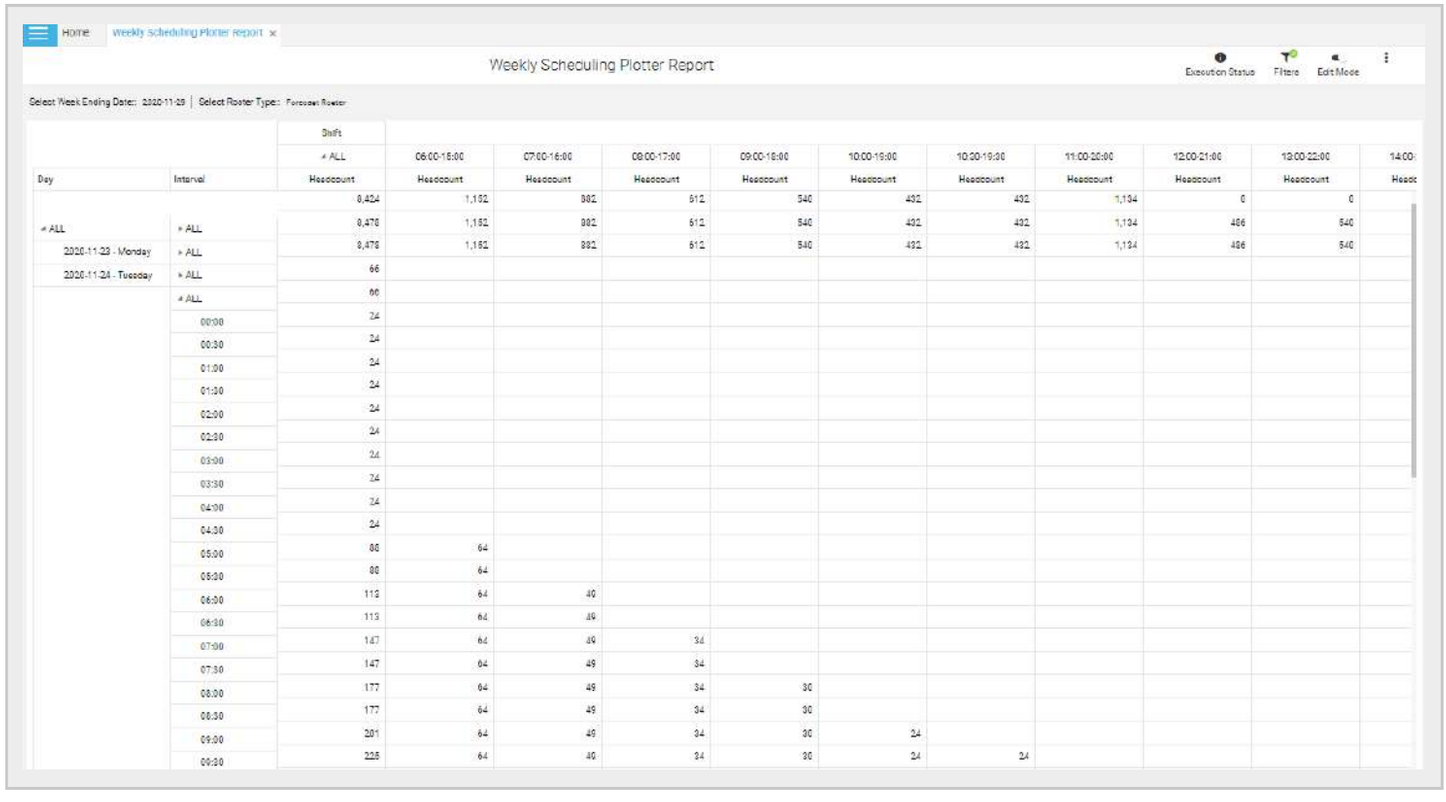
Exercise more control over outcomes by utilizing what-if analysis and creating specific scenarios. Users can create different scenarios using multiple business contractual KPIs and understand the impact of each scenario on the business. What-if empowers the business user to define limits for each contractual KPI and monitor the achievement through real-time management.



Leverage a single dashboard to have a seamless view of the entire operation and know, how the KPIs are or can be, right from a month down to the last level granularity of data. Make business users independent via self-service dynamic dashboards and enable everyone to understand, analyze, compare data on their own and make data-driven decisions anytime anywhere.

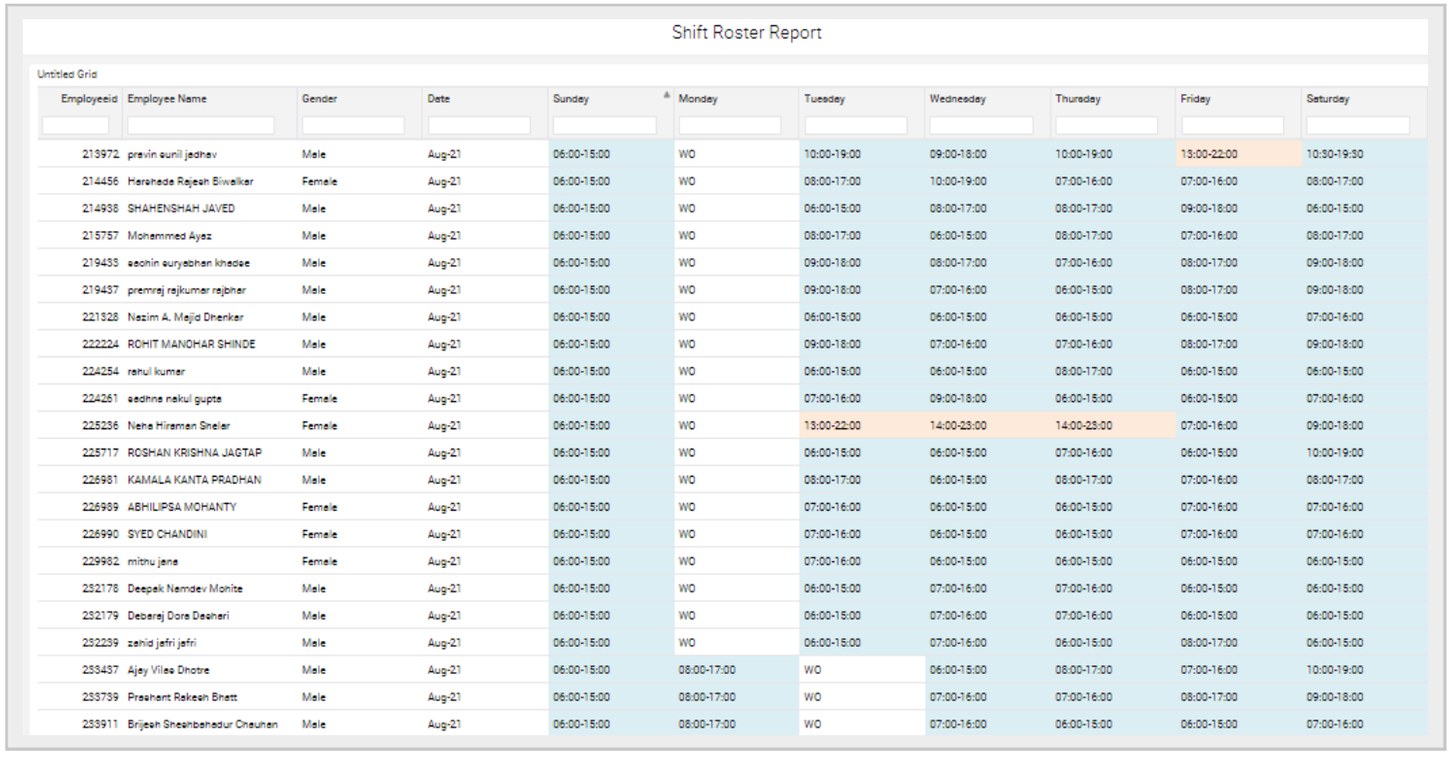
Stage 2- Staffing and Scheduling

Forecast received regarding transactions, average SLA, average handle time, average speed to respond, get applied via ERLANG method. Intellicus can provide the suitable staff headcount and schedule them as per the forecast. Reduce variance between actual and forecasted data to better understand volume and staffing needs and thus maximize revenue. Improve the overall efficiency by identifying quality drivers and understanding their respective impacts on the business. Cut additional costs by optimizing staffing and schedules.



Stage 3- Weekly Roster Generation

With AI-driven intelligence Intellicus can generate/generates weekly roster as per the rules defined by WFM or by the business. The rules can be regarding SLA, occupancy level, leaves, female employee timings, or anything else. For example, the auto ML-generated roster can schedule the team leader's and its member's shift together or closer allowing optimum time for mentoring and learning. It also allows you to allocate the best-suited agent for specific tasks at a specific time slot. It helps the business to efficiently plan, improve on the ROI by improving customer experience and meeting critical KPIs.



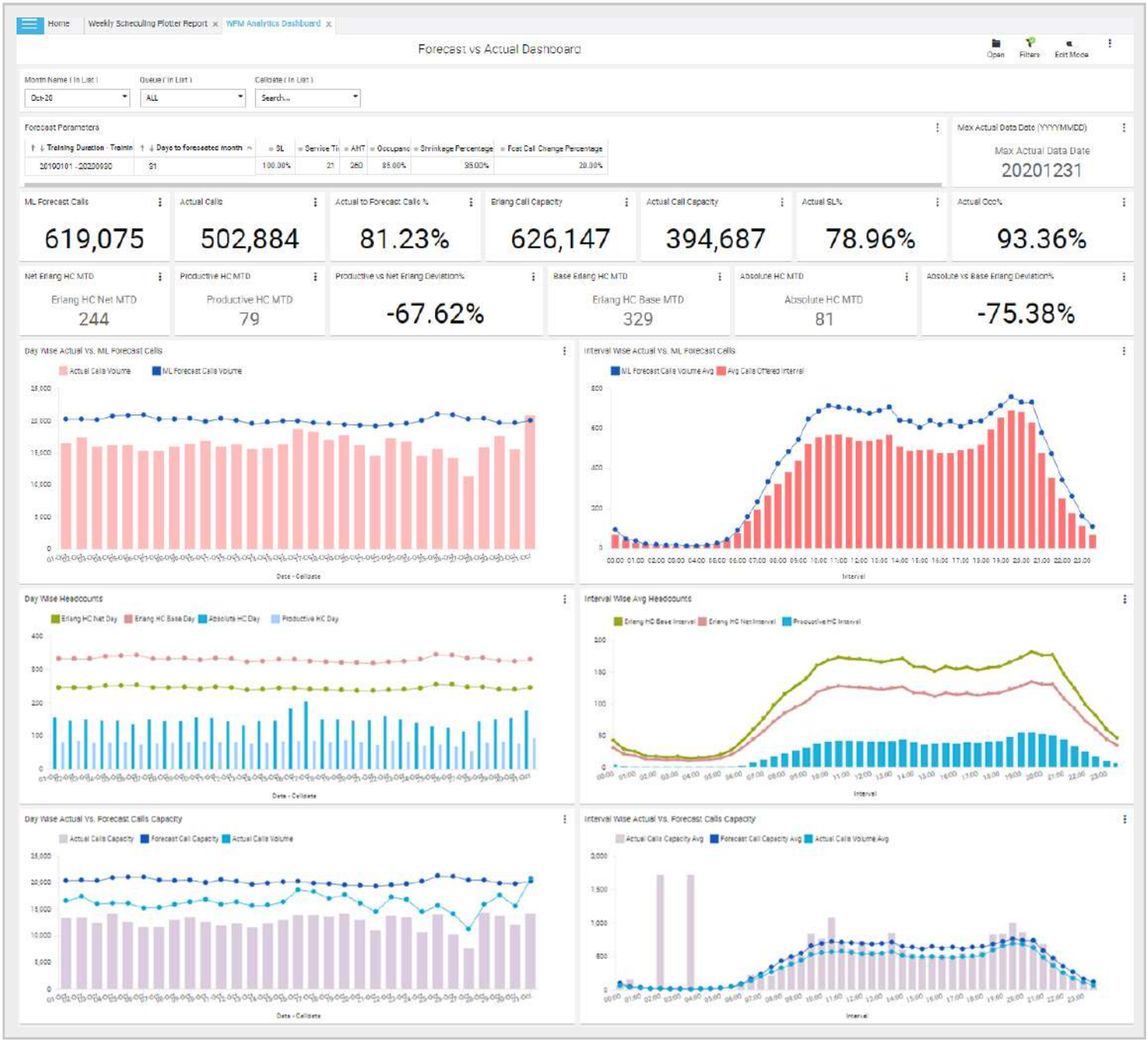
Shift Roster Report

Untitled Grid

Employeeid	Employee Name	Gender	Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
213972	pravin sunil jadhav	Male	Aug-21	06:00-15:00	WO	10:00-19:00	09:00-18:00	10:00-19:00	13:00-22:00	10:30-19:30
214456	Harshada Rajesh Biwalkar	Female	Aug-21	06:00-15:00	WO	08:00-17:00	10:00-19:00	07:00-16:00	07:00-16:00	08:00-17:00
214938	SHAHENSHAH JAVED	Male	Aug-21	06:00-15:00	WO	06:00-15:00	08:00-17:00	08:00-17:00	09:00-18:00	06:00-15:00
215757	Mohammed Ayaz	Male	Aug-21	06:00-15:00	WO	08:00-17:00	06:00-15:00	08:00-17:00	07:00-16:00	08:00-17:00
219433	sachin suryabhan khadse	Male	Aug-21	06:00-15:00	WO	09:00-18:00	08:00-17:00	07:00-16:00	08:00-17:00	09:00-18:00
219437	premraj rajkumar rajbhar	Male	Aug-21	06:00-15:00	WO	09:00-18:00	07:00-16:00	06:00-15:00	08:00-17:00	09:00-18:00
221328	Nazim A. Majid Dhenkar	Male	Aug-21	06:00-15:00	WO	06:00-15:00	06:00-15:00	06:00-15:00	06:00-15:00	07:00-16:00
222224	ROHIT MANOHAR SHINDE	Male	Aug-21	06:00-15:00	WO	09:00-18:00	07:00-16:00	07:00-16:00	08:00-17:00	09:00-18:00
224254	rahul kumar	Male	Aug-21	06:00-15:00	WO	06:00-15:00	06:00-15:00	08:00-17:00	06:00-15:00	06:00-15:00
224261	sadhna rakul gupta	Female	Aug-21	06:00-15:00	WO	07:00-16:00	09:00-18:00	06:00-15:00	06:00-15:00	07:00-16:00
225236	Neha Hiraman Shelar	Female	Aug-21	06:00-15:00	WO	13:00-22:00	14:00-23:00	14:00-23:00	07:00-16:00	09:00-18:00
225717	ROSHAN KRISHNA JAGTAP	Male	Aug-21	06:00-15:00	WO	06:00-15:00	06:00-15:00	07:00-16:00	06:00-15:00	10:00-19:00
226981	KAMALA KANTA PRADHAN	Male	Aug-21	06:00-15:00	WO	08:00-17:00	06:00-15:00	08:00-17:00	07:00-16:00	08:00-17:00
226989	ABHILIPSA MOHANTY	Female	Aug-21	06:00-15:00	WO	07:00-16:00	06:00-15:00	06:00-15:00	07:00-16:00	07:00-16:00
226990	SYED CHANDINI	Female	Aug-21	06:00-15:00	WO	07:00-16:00	06:00-15:00	06:00-15:00	07:00-16:00	07:00-16:00
229982	mitnu jana	Female	Aug-21	06:00-15:00	WO	07:00-16:00	06:00-15:00	06:00-15:00	06:00-15:00	06:00-15:00
252178	Deepak Namdev Mohite	Male	Aug-21	06:00-15:00	WO	06:00-15:00	07:00-16:00	07:00-16:00	06:00-15:00	06:00-15:00
252179	Deberaj Dora Dasheri	Male	Aug-21	06:00-15:00	WO	06:00-15:00	07:00-16:00	07:00-16:00	06:00-15:00	06:00-15:00
252239	zahid jafri jafri	Male	Aug-21	06:00-15:00	WO	06:00-15:00	07:00-16:00	06:00-15:00	08:00-17:00	06:00-15:00
253437	Ajay Vilas Dhotre	Male	Aug-21	06:00-15:00	08:00-17:00	WO	06:00-15:00	08:00-17:00	07:00-16:00	10:00-19:00
253739	Prashant Rakesh Bhatt	Male	Aug-21	06:00-15:00	08:00-17:00	WO	07:00-16:00	07:00-16:00	08:00-17:00	09:00-18:00
253911	Brijesh Sheshbahadur Chauhan	Male	Aug-21	06:00-15:00	08:00-17:00	WO	07:00-16:00	06:00-15:00	06:00-15:00	07:00-16:00

Stage 4- Employee Performance Management

Effectively monitor the employee performance and know what they are doing. With AI-driven analytics, compare the staffing, scheduling, and performance forecast with the actual one. Quickly identify the gaps in implementation that could be causing performance lags, revenue leakages, and employee dissatisfaction.



About us: Intellicus is one of the world's leading Business Intelligence and Analytics platforms. More than 60% of Fortune companies are using Intellicus to build powerful reports and dashboards with ease. Our interactive web and mobile platforms give users the power to access, view, and interact with corporate data anywhere. With over 50,000 installations worldwide, we are assisting organizations to make better informed decisions.