TECH TRENDS: Workforce Management

We asked Fancy Mills, author of "Workforce Management: Underutilized Metrics for Success" (p. 39), to share a list of the resources, tools, and software she recommends to her clients. If you've used or worked with any of the following, we invite you to share your feedback in the **HDI Buyer's Guide**.

Tools and Resources

www.CallCentreHelper.com
This online magazine provides community and resource information for the call center industry and a free Excel-based Erlang calculator.

www.Erlang.com
This site provides information and tools on the traffic and queuing methodology created by A.K. Erlang in the early 1900s, focusing on Erlang B, Extended Erlang B, and Erlang C. You can also download free Excel-based Erlang calculators.

www.ICMI.com
ICMI's QueueView is a staffing calculator for Windows based on Erlang B and Erlang C calculations.

www.KoolToolz.com
Low-cost and free workforce management tools for forecasting, planning, scheduling, and analyzing service performance: cc-Modeler Professional, cc-Modeler Lite, and Schedule24.

www.WFMWizard.com
Affordable forecasting, planning, and staffing tools for small and medium-sized inbound contact centers—try before you buy with a free thirty-day trial!

Software

With the exception of Pipkins, each solution in the list at right can be found in the Gartner Magic Quadrant report for workforce optimization.

Aspect
Workforce Optimization Platform
www.Aspect.com

Calabrio
ONE Suite
www.Calabrio.com

Call Copy
Workforce Management
www.CallCopy.com

Genesys
Workforce Optimization Software
www.GenesysLab.com

Interactive Intelligence
Workforce Optimization Suite
www.Inln.com

Nice
IEX Workforce Management
www.Nice.com

Pipkins
Vantage Point
www.Pipkins.com

Teleopti
Teleopti CCC
www.Teleopti.com

Verint
Impact 360 Workforce Optimization
www.Verint.com