



Case Study - Resource POS

*"Elevation WFM cut our time to build schedules in half"
David Mayerchin - Resource P.O.S.*

Company - Resource POS

www.resourcepos.com

Based in Chicago Illinois
35 Agents (Chicago & Bosnia)
Channels - Voice

About Resource POS

ReSource Point of Sale delivers customizable, end-to-end POS and IT solutions. From network infrastructure to hardware procurement, software implementation, project management and installation to comprehensive support, maintenance and managed services, RPOS is an industry leader. Through state-of-the-art systems and knowledgeable staff, RPOS continues to advance superior service levels to every customer. Headquartered in Chicago with offices and technicians nationwide, RPOS can support everything you need from hardware procurement, implementation and rollouts, depot, repairs and maintenance, to POS help desk and continued support. Whether you're a mom and pop shop, multi-store operation, or a franchise, they can customize the best point of sale solution to fit your unique business needs.

How do you use Elevation today?

We use it for forecasting call volumes and scheduling our help desk agents who support our point of sale systems customers with troubleshooting, issue tickets and general help.

What did you use for scheduling prior?

We used Paylocity which rendered a schedule in the U.S. and an excel based schedule for our Bosnian agents. For forecasting we used Power BI with rolling averages and a lot of estimating for AHT vs scheduled agent coverage. The old solution required a lot of effort, was not agile enough to spot new trends quickly and left gaps for some periods of time in our forecasts.

What business gaps or tech gaps did that solution have?

Our lack of simplified forecast data made us slow to react, often taking two or three weeks to flesh out correct handle times, and after adjustments we would suffer with bad hold times over certain time periods for weeks while looking for the real problem. We had enough agents, just not always enough scheduled at the right times.

What did that gap result in?

The initial impact was poor SLAs. We have a requirement for live answer in under 90 seconds, and for certain periods were not hitting our number. The results impacted our brand reputation with internal and external customers.

Now that you have Elevêo WFM what has improved?

As soon as we started using Elevêo WFM we identified shift coverage problems for specific periods of time where we were over or under scheduling. We fixed those periods by adjusting shifts on our new single schedule for both teams using the forecast data from Elevêo.

During the COVID-19 pandemic, we were able to use call data from the previous two weeks to improve forecasting accuracy due to fluctuations from changes in volume. (We were heavily affected on the retail side temporarily). Elevêo WFM helped identify agents to move to new shifts or furlough and facilitated decisions on when to bring them back as volume increased again.

What has the product done for your business?

Improved the internal reputation of the contact center help desk, improved call coverage, lowered average handle times, reduced complaints resulting in happier customers. Shortly after implementing Elevêo WFM, escalations pretty much dried up.

Would you recommend Elevêo for other business like yours and why?

Absolutely, for all the analytic reasons; to improve SLA, coverage, and save time publishing schedules to agents in multiple locations. With Elevêo WFM we can now automatically publish one schedule for both distributed teams, accurately forecast and better maintain our SLAs. Most importantly our customers are happier.

Any other comments about Elevêo WFM?

The Elevêo team are very receptive to changes in the product. Enhancements we requested were implemented quickly with nearly every suggestion made added within 2-4 weeks from the request.

About Elevêo

Elevêo was formed to provide effective, simplified solutions for complex contact center problems.

Our products provide only features needed to elevate contact center operations & processes, are built using modern frameworks and cloud-native technologies that scale & move with your business.

Elevêo products are birthed from ZOOM International with its rich WFO history and award-winning products, services and reputation for service.