



The WFM Accelerator Program



Introducing the WFM Accelerator Program

- What is the WFM Accelerator Program?

The **WFM Accelerator Program** is designed to help organizations improve their workforce management practices and achieve better business outcomes by optimizing their staffing and scheduling processes, improving employee engagement and performance, and enhancing the customer experience. Our comprehensive approach focuses on optimizing every aspect of your contact center to enhance efficiency, boost performance, and deliver better customer experiences.

The program is designed to accelerate the implementation of best practices in workforce management, including optimizing scheduling and staffing, improving employee engagement and performance, and enhancing the overall customer experience. The program is customized to meet the specific needs of each organization, considering factors such as the size of the workforce, industry-specific requirements, and organizational culture.

The **WFM Accelerator Program** typically involves a combination of assessments, workshops, coaching sessions, and ongoing support to help organizations achieve their workforce management goals. The program is led by experienced workforce management consultants who have a deep understanding of the latest trends and best practices in the industry.

WFM Strategic Consulting and Advisory Service in one simple package!

The WFM Accelerator Program is a specific packaged consulting program offered by Solid Rock Consulting that focuses on helping organizations improve their workforce management practices to drive better EX and CX outcomes.

Our WFM Accelerator Program includes the following key elements:

- **Center of Excellence Methodology Assessment:**
Solid Rock Consultants conduct in-depth operational interviews to understand your organization holistically. Assessments cover various departments, including Marketing, IT, Human Resources, Training, Back Office Operations, and Contact Center Leadership.
- **Schedule Cost Analysis:**
We evaluate your existing schedule model and provide a cost assessment, as well as cost-saving recommendations based on your organization's service goals and hours of operation.
- **WFM Team Building:**
We examine your WFM team's structure and skillsets, reorganizing and training as needed.
- **Data Discovery / Gathering:**
Our team works to identify, collect, and normalize contact center data, ensuring it provides a strong foundation for data-driven decision-making.
- **Solution Advice and Procurement:**
We assess your contact center's system landscape and provide recommendations for current and potential new tools that can help scale and optimize your operations. We also aid in the procurement of new tools and offer implementation and training support.
- **Forecasting Training & Tools:**
We assess your current forecasting practices and align them with industry best practices and your organization's growth goals. Deliverables include a 12-month forecasting plan and a 3-month interval forecast.
- **Capacity Planning Training:**
Utilizing the completed forecasts, we generate a capacity plan and provide a Capacity Planner tool for immediate and ongoing use. Additional services include Capacity Analysis, Resource Allocation, and Risk Mitigation.
- **1-Year WFM Mentorship:**
We document, track, and measure results from the program, making adjustments as needed to optimize outcomes. The deliverable includes up to 8 hours monthly of post-program adoption/training.

The WFM Accelerator Program Consulting Engagement Models

The WFM Accelerator Program Consulting Engagement Model is a phased approach that ensures successful implementation of the program.

The engagement model consists of six phases, each designed to address specific aspects of workforce management and contact center optimization.

Our Consultants have saved over **\$2.5 million** with **ONE client!**

By implementing industry leading WFM techniques and providing training to our client's WFM team, we were able to achieve a financial benefit of \$2.5 million for the project.

With a combination of technical expertise and process knowledge, our team of experts assist in creating a productive, efficient and successful workforce. We evaluate existing systems and workflow, and recommend necessary modifications to improve them.



Phase 1 (Days 1-30)

Onboarding, Project Kick Off, Department Assessments During this phase, the Solid Rock Consulting team gets to know your organization, establishes the project's scope, and conducts departmental assessments to better understand your current practices and identify areas for improvement.

Phase 2 (Days 31-60)

Data Discovery/Gathering, Forecasting Framework, Capacity Planning The focus of this phase is on collecting and analyzing data, establishing a forecasting framework, and generating a capacity plan to ensure you have the right number of staff available to handle customer interactions efficiently.

Phase 3 (Days 61-90)

Current Schedule Cost Analysis, Recommended Schedule Cost Analysis, Intraday Management Assessment This phase involves evaluating your current schedule model, providing a cost assessment, and identifying areas for improvement to optimize your contact center's scheduling and staffing practices.

Phase 4 (Days 91-120)

Solution Assessment, Solution Procurement (if needed) In this phase, the Solid Rock Consulting team assesses your contact center's system landscape, recommends new tools and solutions to support your operations, and provides support for procurement and implementation.

Phase 5 (Days 121-150)

Project Wrap During this phase, the team wraps up the project, provides a final report, and conducts a knowledge transfer to ensure that your organization is equipped to continue to optimize your contact center operations effectively.

Phase 6 (Days 151-365)

Program Maintenance, WFM Team Support/ Mentorship (Up to 8 hours a month) This final phase is focused on ongoing support, mentorship, and program maintenance to ensure that your organization continues to realize the benefits of the WFM Accelerator Program long after the engagement is complete.

The WFM Accelerator Program Consulting Engagement Model is designed to provide a comprehensive and customized approach to workforce management and contact center optimization, ensuring that your organization achieves better business outcomes and gains a competitive edge.

Why Choose the WFM Accelerator Program?

A well-executed workforce management strategy helps businesses to reduce costs, enhance customer satisfaction, and improve overall performance, enabling them to thrive and succeed in a highly competitive market.

We strongly believe that the financial benefits of the WFM Accelerator Program will outweigh its cost, resulting in greater cost savings for your business.

The WFM Accelerator Program is designed for organizations that want to:

- **Improve operational efficiency:** Enhance processes and reduce costs by optimizing forecasting, capacity planning, and scheduling.
- **Increase customer satisfaction:** Ensure that your contact center can handle customer inquiries effectively and efficiently, leading to happier and more loyal customers.
- **Optimize resource allocation:** Align your workforce with your business needs to deliver outstanding customer experiences while minimizing costs.
- **Streamline data-driven decision-making:** Leverage data insights to make informed decisions about staffing, forecasting, and overall contact center operations.
- **Develop a high-performing WFM team:** Build a workforce management team that can adapt to your organization's needs and contribute to its growth.
- **Stay current with industry best practices:** Continuously refine your contact center processes to align with evolving industry standards and best practices.
- **Enhance the capabilities of your contact center technology stack:** Identify and implement the most suitable tools and solutions to support your contact center's growth and performance.



Investing in the WFM Accelerator Program is a smart choice for businesses!

The WFM Accelerator Program is a smart choice for businesses seeking to enhance their contact center operations and realize substantial financial benefits through significant operational improvements and cost savings.

Don't miss out on our exclusive introductory offer for the WFM Accelerator Program. Register at www.wfmaccelerator.com

Unlock a comprehensive suite of services and benefits to elevate your contact center operations and secure a competitive edge. Act now to transform your organization's workforce management and drive long-term success at an incredible price!



Who Should Invest in the WFM Accelerator Program?

The WFM Accelerator Program is designed for a wide range of organizations that operate contact centers or customer service departments. If your organization is seeking to improve operational efficiency, customer satisfaction, and overall performance, this program is tailored for you.

The program is ideally suited for:

- **Small to large businesses:**
Whether you have a small contact center or a large-scale operation, the WFM Accelerator Program can be customized to fit your organization's specific needs and objectives.
- **Companies experiencing rapid growth or change:**
If your business is going through significant growth or transitions, such as mergers, acquisitions, or market expansion, the program can help you streamline your workforce management and adapt to evolving needs.
- **Organizations with complex contact center operations:**
If your contact center handles multiple channels, languages, or locations, the WFM Accelerator Program can help you manage these complexities effectively and efficiently.
- **Companies seeking to improve customer experience:**
Organizations focused on delivering exceptional customer service and fostering customer loyalty will benefit from the program's emphasis on enhancing the customer experience through effective workforce management.
- **Businesses aiming to optimize resource allocation:**
The program is designed to help organizations maximize resource utilization, reducing costs and ensuring that the right staff is available to handle customer interactions at the right time.
- **Contact centers implementing new technology:**
If you are planning to adopt new tools or solutions to support your contact center operations, the WFM Accelerator Program can help you assess, procure, and implement the most suitable technologies.
- **Decision-makers in contact center operations:**
This includes Contact Center Directors, Workforce Managers, and other leaders responsible for overseeing contact center performance, who seek to improve the effectiveness and efficiency of their teams.





Why Solid Rock Consulting?

At Solid Rock Consulting (SRC), we pride ourselves on our extensive expertise in Workforce Management (WFM) and Contact Center as a Service (CCaaS) solutions. Our team of professionals combines industry knowledge and hands-on experience to help organizations optimize their contact center operations and deliver exceptional customer experiences.

By leveraging cutting-edge WFM techniques and advanced CCaaS technologies, we empower businesses to streamline their processes, enhance productivity, and drive customer satisfaction. With SRC's commitment to innovation and excellence, our clients can trust us to provide the strategic guidance and support needed to achieve their goals and thrive in an increasingly competitive market.

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