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Gordon A. Williams, IV • Senior Vice President
877.887.3022 • gordonw@fmsi.com • www.fmsi.com

Under Performing Contact Center?

Lower Your Call Wait Time By Up to 150%



By scheduling agents based on forecasted call volumes, The ContactCenter Management System™ (CMS) allows financial institutions to optimize their contact center staff while achieving desired service levels.

Track, Forecast & Manage Contact Center Activity

CMS helps financial institutions understand the issues that impact their contact center's performance and why they are occurring. Armed with the extensive CMS reports and the expertise of the FMSI Client Services Representative, each client has a CMS "plan of action" uniquely prepared for them to include:

- Benchmark Performance Levels
- Identify Strengths and Non-strengths
- Diagnose and Understand Performance Improvement Opportunities
- Prescribe Actions to Improve Performance
- Establish Goals With Forecasted CMS Data
- Monitor and Improve

"By scheduling our agents based on forecasted call volumes, FMSI's ContactCenter Management System™(CMS) has been instrumental in decreasing our average call wait times from five minutes plus to our targeted goal of below three minutes.

In addition, not only do we receive valuable monthly CMS management reports, our agents now have more flexible schedules that match their preferences – and, most importantly, our productivity has significantly improved."

– Jocelyn Cassidy, Tyndall Federal Credit Union, Regional Branch Manager

Key Metrics Snapshot				
Date	Past (<1 year) Jan 20XX	Current Month Apr 20XX	Change	% Change
Number of queues	1	1	0	0%
Weighted average call per hour goal	23	23	0	0%
Handled calls volumes	37,263	38,704	1,441	4%
Offered call volumes	37,858	39,297	1,439	4%
Abandoned call volumes	595	593	-2	-3%
Average queue hold time	00:17	00:16	-1	-5%
Average call length per agent	1:18	1:17	-.01	-.8%
Productivity (CPH)	19.1	19.4	0.3	2%
Labor cost per call	\$1.13	\$1.09	-\$0.04	-4%
PT utilization %	15.56	13.09	-2.47	-16%
FTE net difference: Optimal vs. Actual	2.23	2.11	-0.12	-5%
Excess labor costs	\$7,232	\$6,691	-\$541	-7%
Excess idle time %	18.2	17.2	-1	-5%
Salary + Benefits (average hourly rate)	\$21.61	\$21.16	-\$0.45	-2%

Senior Level Management Reports



Illuminate Your Contact Center



Easy To Read Detailed Reports & Scheduling Tool

CONTACTCENTER MANAGEMENT SYSTEM™
(powered by FMSI)

For: Inbound Queue
Section ID: 91
Schedule Date: 06/30/20xx

Fit FT/FTC/Productivity: 89.6%
FTE: Planned/Optimal/Diff: 12.27/0.00/+12.27
Productivity: Goal: 23/hr Forecasted: 25/hr

Unscheduled

Activity/Skill	When	Skill Coverage
1. Answer Email	9:45 AM	✓

Legend: Not Covered 0 Covered ✓

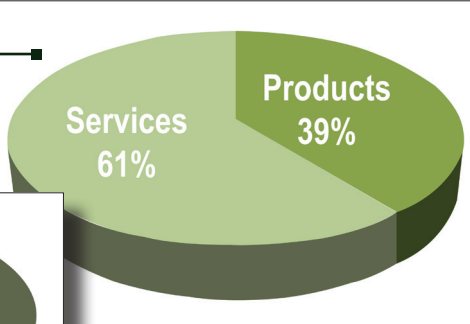
Scheduled Employees

Employee	FT/PT	Shift	Activity Skill
Becky Garcia	F	07:30a-11:30a	
Donna Tyler	F	06:45a-03:45p	1
Harold Dexter	F	08:15a-05:15p	
Hilary Donaldse	F	06:45a-03:45p	
Julian Wise	F	07:45a-04:45p	
Lila Oakley	F	06:45a-03:45p	
Lois Harper	F	06:45a-03:45p	

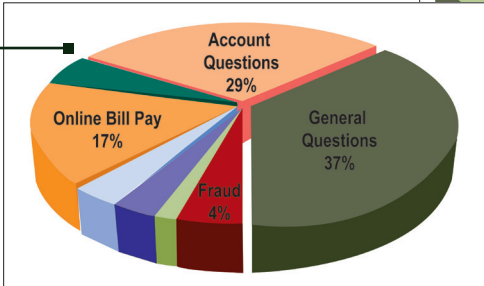
Refresh Mode: Real-time

Automated Scheduling Tool

Products Sold Graph



Services Provided Graph



FMSI VantagePoint
Please visit www.fmsi.com and subscribe to our monthly newsletter, which is filled with in-depth case studies and tips on enhancing branch staff performance.