

# Tools for the Mobile Workforce

In the past year, it has become increasingly common for employees to work remotely. Nearly 30% of contact centre agents are working remotely<sup>1</sup> ([Alvaria Agent Experience Survey, 2020](#)). Alvaria has embraced this dramatic change by helping to provide contact centres and their agents with a simple mobile application which mimics the already powerful desktop version of Alvaria™ Workforce. This fully integrated piece of workforce engagement management (WEM) helps to make your mobile workforce as efficient as possible. Alvaria™ Workforce Mobile empowers the mobile workforce with 24/7 smartphone access to workforce management scheduling, as well as both individual and team performance metrics. Scheduling needs, schedule trades/changes, personal KPIs and more are seamlessly incorporated into a single unique mobile application and updated in real time.

It should be no surprise that phones are a ubiquitous part of our lives. In fact, Asurion President Cindy Christy recently stated that, “Across work, grocery shopping, school and staying connected to friends and family, phones are increasingly critical for most day-to-day activities. This trend has accelerated during the pandemic”<sup>2</sup> ([Audacy](#)). Christy’s statement was prompted by a recent Asurion study that found that people now value phones as their most important possession — even over cars<sup>3</sup> ([Asurion](#)). As a result, contact centres should be actively working to communicate their business needs and simplify employee experience through their mobile devices. Alvaria Workforce Mobile provides agents with easy and immediate access to their own personal metrics and can schedule trades quickly, and supervisors can manage their agents effectively, all while on the go!

**“Remote work will rise to 300% of pre-COVID-19 levels. ...As a major portion of the workforce develops the skills and preference for effective remote work, they will expect work-from-anywhere tech and culture – triggering major changes in talent acquisition (and poaching).”<sup>5</sup>**

*- Forrester*



## Reengage Your Agents

Agents across contact centres worldwide are working remotely now more than ever before and don't have in-person support. A late-2020 Forbes article stated, “In 2021 employees will need to put extra effort into amplifying their engagement virtually to ensure they have access to new opportunities. In a remote setting where employees collaborate mostly via email, engagement is much harder for workers to convey and for employers to identify”<sup>4</sup> ([Forbes](#)). You can help reengage your agents by providing them with the tools necessary to remain efficient and keep your contact centre as productive as possible, while retaining high levels of agent morale. One of the most effective tools at accomplishing this is Alvaria Workforce Mobile. Using Alvaria Workforce Mobile, agents have their schedule and performance metrics at their fingertips, allowing them to remain connected to their colleagues and supervisors from anywhere at any time. This ensures that agents enjoy the greatest convenience and flexibility when determining their schedules or making potential schedule changes, as well as keeping up to date on their KPIs.



## Empower your Agents' Supervisors

Employee empowerment does not solely exist within the walls of an office or at a desk. Alvaria Workforce Mobile allows agents to receive and respond to updates wherever they are at any time. Agents can also

customise how (SMS, email, push notifications) and when they receive these notifications, leading to a higher adoption rate of the application across a contact centre's mobile workforce. Agents are able to easily change their schedules from anywhere via the Alvaria™ Workforce Mobile application and automated approvals/denials. Supervisors can easily manage scheduling processes week-in and week-out, giving them more time to focus their attention on other work.

If a supervisor makes a change in scheduling (such as offering overtime or voluntary time off), agents will receive notifications reflecting the change directly on their mobile device in real time. Additionally, Alvaria Workforce Mobile is constantly running in the background of Alvaria™ Workforce as it checks for conditions in which the contact centre is out of adherence, and it notifies appropriate employees based on configured business rules without the need for supervisor intervention. This automated process removes a supervisor's need to manually contact the appropriate employees. Through Alvaria Workforce Mobile, scheduling extra or fewer agents, viewing individual performance metrics, arranging schedule trades, and more are all streamlined.

Alvaria Workforce Mobile can also let supervisors monitor agents' intraday performance metrics in case they are not physically at a desktop to do so. Supervisors can easily review very specific IDP metrics for each employee and team; likewise, agents can view their own individual metrics on Alvaria Workforce Mobile on their own devices.



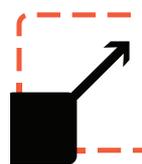
### Manage, Schedule, Motivate

By far one of the largest challenges of modern contact centres is high turnover rates and low agent retention; according to recent research from Quality Assurance & Training Connection, the average turnover rate for contact centres is between 30% to 45% (more than double the average for other occupations)<sup>6</sup> ([Daily Pay 2019](#)). Alvaria Workforce Mobile can help reduce turnover rates and costs by affording agents unique capabilities to take control of their schedules, even while on-the-go!

It's critical for employees to feel like they are being supported, and Alvaria Workforce Mobile does just

that for both agents and their supervisors, providing them with a better work/life balance. A recent Kentik study of global networking professionals found that over half of working professionals are concerned with their work/life balance<sup>7</sup> ([Kentik June, 2020](#)). The ease of use of Alvaria Workforce Mobile makes it simple for employees to coordinate scheduled hours while remaining extremely flexible, and the seamless mobile interface mimics the desktop version of Alvaria Workforce that employees are already accustomed to. The usability, flexibility, and mobility of Alvaria Workforce Mobile results in a better work/life balance for employees, raising morale and potentially reducing turnover.

Alvaria Workforce Mobile is not only a great application to provide both contact centre executives and their employees with the tools they need to be efficient, but it also simply makes the experiences of these agents better. Agents want to freely control their work/life balance while on the go, and their supervisors want to allow them to do so while keeping their contact centre productive; Alvaria Workforce Mobile can help them accomplish this.



### Keeping Up with the Modern Contact Centre

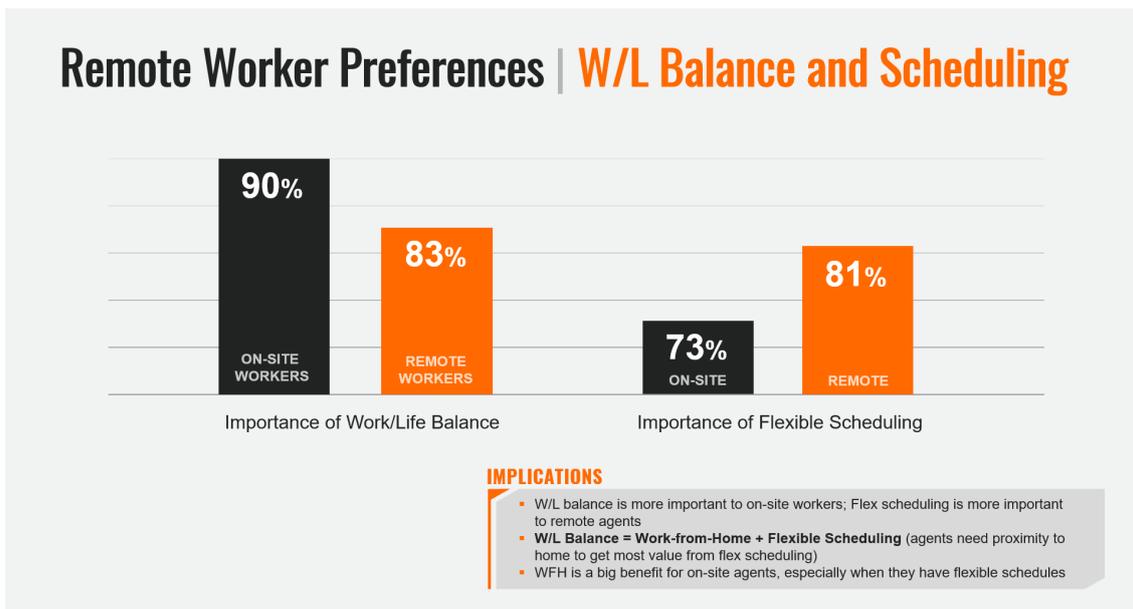
Scalable WEM software that can quickly adapt to changing business needs is critical to modern day enterprises, and the experts at International Data Corporation (IDC) agree, stating "The rate of change and innovation of cloud-based products exceeds any innovation cycle of software in history."<sup>8</sup> ([IDC January, 2020](#)). Alvaria has stayed on pace with changes and advancements in the industry, providing contact centres with yet another phenomenal tool that allows supervisors to tap into their workforce anytime, anywhere.

With more and more agents working remotely, it is crucial to provide them with the means necessary to be successful, flexible, and feel like they have a solid work/life balance. Alvaria's most recent Agent Experience Index Survey found that 90% of on-site workers find a work/life balance important to them, while 81% of remote workers found flexible scheduling important to them<sup>1</sup> ([Alvaria Agent Experience Survey, 2020](#)). Alvaria™ Workforce Mobile can help both remote and in-office agents to strike a balance in their work schedules, as it leaves room

for flexibility and automatically ensures that the contact centre will not be overstaffed or understaffed when employees do make schedule changes. Alvaria Workforce Mobile delivers an agent interface that makes it simple to schedule one’s shifts when they want, as well as pick up shifts as they are needed (even on short notice). Agents clearly have a desire for control, flexibility, and mobility; Alvaria Workforce Mobile provides agents with those three core elements in an easy to use, mobile application.

Sources

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7. Kentik, “[The New Normals of Network Operations in 2020](#)”, Michelle Kincaid, June 23, 2020
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(ALVARIA AGENT EXPERIENCE SURVEY, 2020)

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About Alvaria

Alvaria was founded through the merger of Aspect Software and Noble Systems, technology leaders in Customer Experience (CX) and Workforce Engagement solutions. Our name is derived from Latin for “hives” – nature’s perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™.