# Self-Planning Leads to Schedule Flexibility, Agent Autonomy and Time Savings

N-Allo is a long-time NICE Workforce Management customer that was looking for ways to reduce administrative burden and increase employee flexibility and engagement by making better use of features within the solution such as Availability Points and SmartSync. To maintain focus on their objectives, expand their knowledge, and save valuable time, N-Allo relied on NICE Value Realisation Services (VRS).
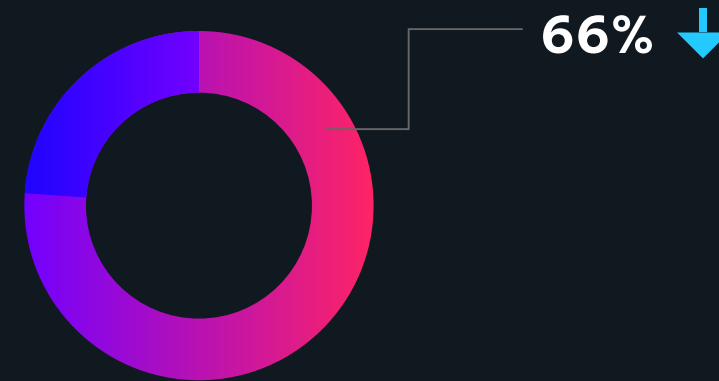
88% REDUCTION
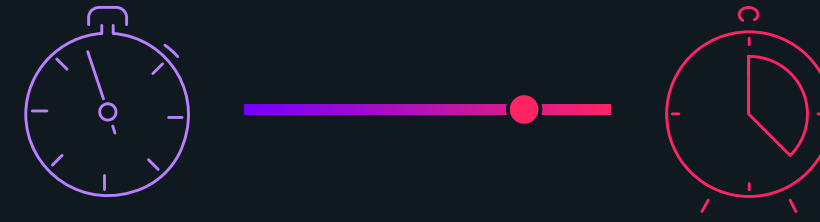
IN TIME TO MANAGE SCHEDULES

66% DECREASE
In steps required to share agent availability

66% ↓

CUSTOMER PROFILE

ABOUT

N-Allo is a versatile, multifaceted contact centre with more than 20 years of experience managing customer contacts. As one of Belgium's biggest contact centre providers, N-Allo offers omnichannel solutions to help clients optimise their customer relations. N-Allo has a complex multi-skilled environment, partly due to the multiple languages they support. N-Allo tailors its work to each client, combining technology and operational efficiency with a personal touch to provide genuine added value.

INDUSTRY BPO

WEBSITE n-allo.be

LOCATION Belgium

SIZE 600

GOALS
- Streamline and improve scheduling processes
- Enable self-planning and greater schedule flexibility for student agents
- Guidance on how to implement multi-media planning

PRODUCTS
- NICE Workforce Management
- NICE Value Realisation Services

FEATURES
- Operational assessment to precisely determine objectives
- Expert guidance to streamline, automate and improve processes
- In-depth, practical experience with workforce management
- Ability to meet team where they are – no wasted time on extraneous training

NICE

01 THE BEFORE

Old Habits Die Hard

N-Allo has used NICE Workforce Management for more than ten years to efficiently handle the workforce management cycle from beginning to end. Over the years, N-Allo has participated in several trainings to ensure they use the NICE Workforce Management (WFM) solution as intended. That said, N-Allo also found that when they established workarounds, they stayed in place even after they were no longer necessary. One such workaround included having to gather huge amounts of data to manage the scheduling process for their student agents.

As a result, N-Allo's IT Manager (who oversees Business Intelligence) began to suspect that the workforce management team lacked proper training, so he initiated a meeting with NICE to explore ways to improve the team's efficiency with WFM. After some discussion, it was clear that N-Allo's team was familiar with the workforce management functionalities and all that was needed was to streamline processes.

02 DESIRE TO CHANGE

Self-Planning Challenges

What was behind this extra admin? In part, N-Allo was looking for a better way to manage availability and leave requests. They wanted a solution for self-planning that would allow people to make their own decisions and have input into their schedules. "We were already doing this for smaller teams using Excel," says Christel Everaert, N-Allo's Workforce and Traffic Control Manager. "But spreadsheets are not an option when you have teams of 200 people."

For its student teams, N-Allo used WhatsApp, an instant messaging app. The team leader would take the messages from WhatsApp and compile them in Excel before passing the file to N-Allo's scheduler, who would determine what hours the agents had to come in. This was all then put into NICE WFM to generate a schedule. The process was time-consuming and frustrating for agents and the workforce management team. For example, only some people check their phones regularly, and text messages often need more clarity, so there were back-and-forth delays in getting the requests right. Also, if a team leader were on holiday, agents would get another number to contact. When the colleague returned from holiday, the temporary contact would keep getting the messages.

03 THE SOLUTION

Schedule Autonomy & Automation

N-Allo deployed Availability Points, a feature within NICE Workforce Management, to address self-planning among their student population and reduce the administrative burden. Availability Points were entirely new to N-Allo's team, so they began working with NICE Value Realisation Services (VRS) to design effective practices. VRS first helped N-Allo establish test cases and then helped N-Allo's team define schedule intervals (to ensure coverage) and set rules for agents to complete their availability and schedule bidding (to enable self-service and flexibility). VRS also worked with N-Allo to identify ways to increase employee flexibility and engagement.

NICE Workforce Management is central to N-Allo's operations—other departments like HR and BI also rely on it. To further streamline, automate and keep data consistent among its systems, VRS helped N-Allo begin using SmartSync more effectively. This included improving practices related to planning for multimedia and other channels and providing guidance on the schedule management models for new hires, students (who require more schedule flexibility), and home-based vs office-based agents.

"VRS is essential for teams that have been using the same tool for a long time," says Everaert. "As your business grows and changes, features you once dismissed become useful, yet you don't have the reflex to check them out. VRS helps you do that and offers a fresh perspective on your challenges and the expertise to resolve them quickly."

NICE

Case Study
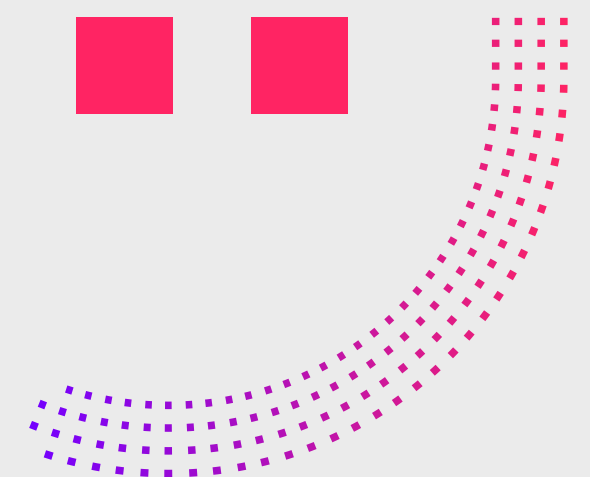
04 THE RESULTS

Time Savings: A Win-Win for Everyone

"Availability Points are a pure efficiency gain for us, says Everaert. "There's a lot less time involved for schedulers, team leaders and students. It's much less work-intensive, and because it's automated, it's almost impossible to make mistakes when entering availability or scheduling. Young people are also app-prone; they prefer the in-app directness vs having to send messages all the time."

Students now have a clear process and deadline for providing their availability. They also have a single point of contact for scheduling and resolving any conflicts. The new process eliminates the need for team leaders to collect availability requests via WhatsApp and then enter them into an Excel spreadsheet, saving 2 hours per week per team. As to scheduling, where it previously took 8 hours per week to manage the schedule across N-Allo's various teams of students, this is now down to 2 hours per week.

05 THE FUTURE

Expanding Multimedia Capabilities

There are limitless possibilities for N-Allo to grow and deliver remarkable results for its clients. N-Allo plans to further its success by expanding its service capabilities and will continue to build on the process efficiencies they've already created. As they continue to focus on multimedia planning, the workforce management team can rely on their expanded knowledge to power their projects.

"Working with **VRS helped us stay focused on our objectives** while expanding our own capabilities. **It's incredible what an effective tool the right knowledge and support can be.**"

CHRISTEL EVERAERT
WORKFORCE & TRAFFIC CONTROL MANAGER
N-ALLO
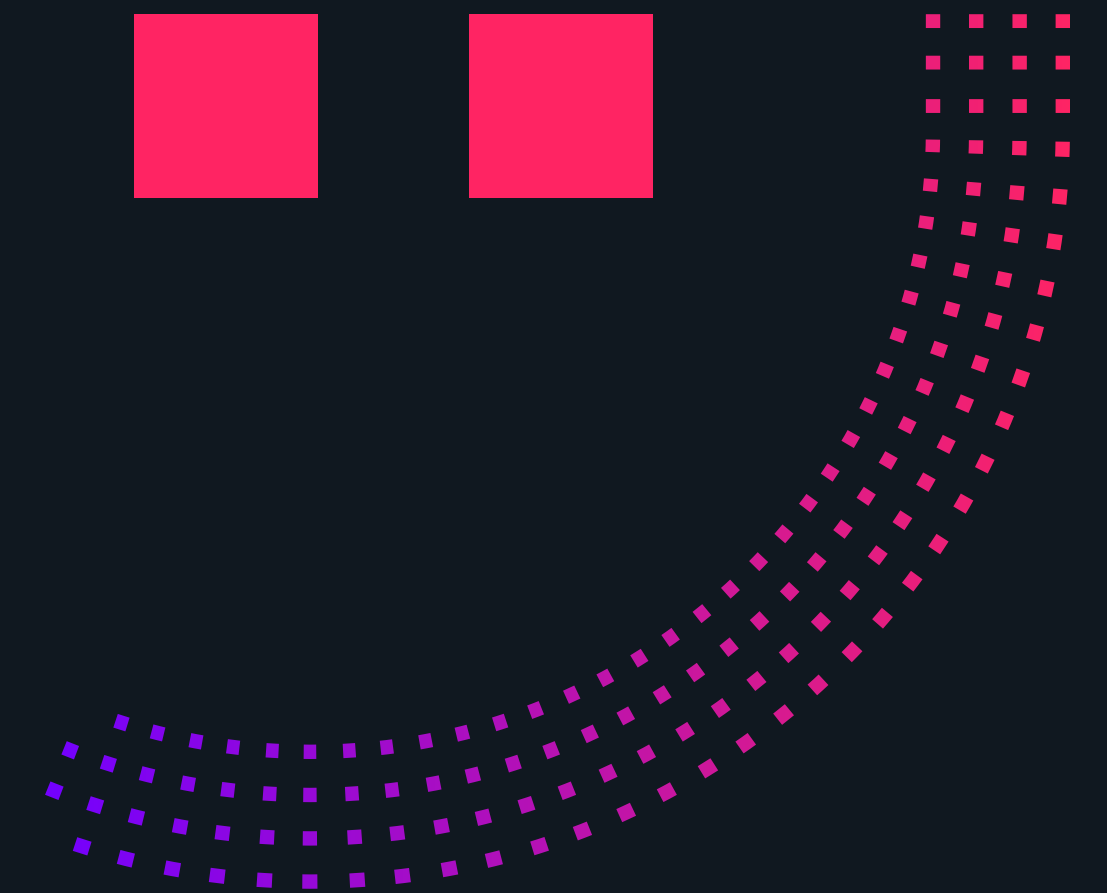
About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

www.nice.com