

# GMS NewGen WFM



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## **An Introduction to NewGen WFM:**

*“Technology is the enabler, but for the new approach to WFM to be successful, enterprise executives and contact center leaders must be on board with the cultural shift: a transition that demonstrates to employees that they are highly valued resources.”*

*“If schedules are set up and managed properly, the need for overtime should be greatly reduced, which is a double benefit, as forced overtime is a primary cause of employee satisfaction today.”*

### **-DMG Consulting LLC**

NewGen WFM: The Future of Contact Center Forecasting and Scheduling, March 2016

# GMS NewGen WFM & GMS

## Production Floor Survey Results with WFM 3.0 potential

**60% commute only 30 mins or less to work**

**40% have an hour or more commute**

**73% take Jeepney to work**

**49% are the primary caregiver of the household**

**54% have internet at home**

**93% would rather have the 6<sup>th</sup> day off than work it**

**85% have worked at a BPO before**

**57% have more than 1 year tenure**

**55% would like to move up in the BPO ranks**

**47% sleep during the night on their days off (off-cycle)**

**63% like the opportunity to work volunteer OT**

**96% would like to improve their skill sets (excel, project management, marketing)**

**Sample size: 491 FC's**



*the* **FAB** *life*

# GMS FabLife Benefits



## **WFM Benefits**

- Variety of shift opportunities w/ Dynamic Scheduling
- Performance-based rankings for shift selection
- Preference-based scheduling
- Incentivized shifts w/ Flexible Scheduling
- Expanded PTO allowances w/ HR integration
- Shift Swap capabilities across same BU
- Tiered Hierarchy for advancement opportunities

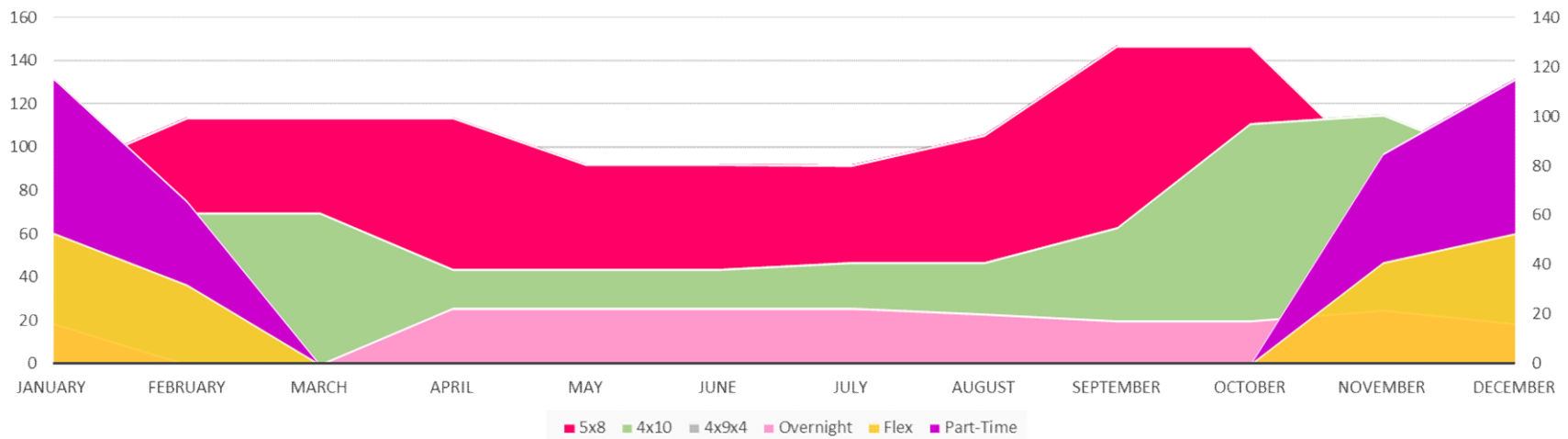
# GMS FabLife Benefits



## Variety of shift opportunities w/ Dynamic Scheduling

- Work patterns will still have consecutive days off
- FC's assigned to 4 different shift pools, limiting variance

2016-2017 Transitional HC Schedule



# GMS FabLife Benefits



## **Variety of shift opportunities w/ Dynamic Scheduling**

- Approximately 57 part-time HC needed in Dec
- All don't need to be actual part-time workers
  - Multi-skilled worker also fit this need
  - QA analysts (TIJ) and Coaches can be scheduled for these peak times
    - NewGen WFM allows for more time for the TS to target their own coaching
    - GPS allows them to pinpoint the need faster
- Ramp up schedule selection will allow for the opportunity to choose the Flex shift prior to boot season

# GMS FabLife Benefits

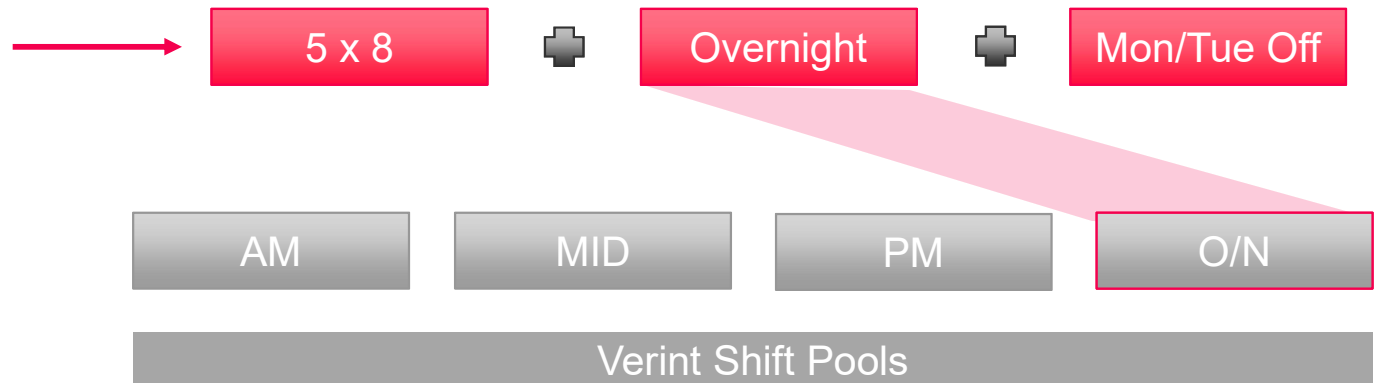


## Performance-based rankings for shift selection

- Top Ranking FC's will have first choice of shifts
- First access to PTO allowances
- First choice for OT
- Rankings evaluated for schedule assignments monthly



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#1





# GMS FabLife Benefits



## Preference-based scheduling

- Applies to general pool (All FC's in Verint)
- Verint will hold preferences for each FC and assign accordingly

Schedule Preferences: Abonales, Troy

**Start Time Preference**

Please mark your First, Second, and Third Preferences for each day of the week. To designate a preference starting at an exact time, enter only the first time in the range. To specify a preferred range of times, enter both the from and to times.

| Day       | First Preference | Second Preference | Third Preference |
|-----------|------------------|-------------------|------------------|
| Sunday    |                  |                   |                  |
| Monday    |                  |                   |                  |
| Tuesday   |                  |                   |                  |
| Wednesday |                  |                   |                  |
| Thursday  |                  |                   |                  |
| Friday    |                  |                   |                  |
| Saturday  |                  |                   |                  |

In general, would you prefer to start early or late? ☒ No preference ☐ Early ☐ Late  
Times are shown in the organization's time zone: (GMT-05:00) Eastern Time ...

**Day Off Preference**

Select week days and then sort in preferred order

| Week Day  | Preference |
|-----------|------------|
| Sunday    |            |
| Monday    |            |
| Tuesday   |            |
| Wednesday |            |
| Thursday  |            |
| Friday    |            |
| Saturday  |            |

Is it more important for you to have your preferred day off or to start work at the time you prefer?

Times are shown in the organization's time zone: (GMT-05:00) Eastern Time ...

**Day Off Preference**

Select week days and then sort in preferred order

| Week Day  | Preference |
|-----------|------------|
| Sunday    |            |
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| Saturday  |            |

Is it more important for you to have your preferred day off or to start work at the time you prefer?

☐ Day off preferences are more important than start time  
☐ Start time preferences are more important than day off  
☒ They are equally important

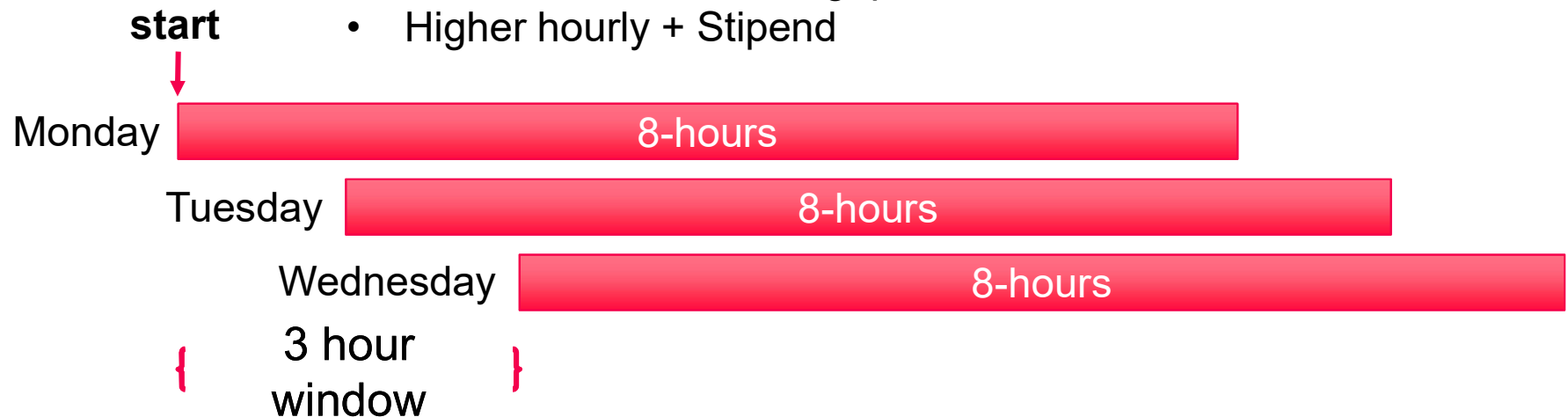
*"Is it more important for you to have your preferred day off or to start work at the time you prefer?"*

# GMS FabLife Benefits



## Incentivized shifts with Flexible scheduling

- Dynamic day-to-day, and week-to-week
- Shifts won't swing more than three hours each day
- Still have consecutive offs, but days off may vary week-to-week
- 12-hour minimum shift gap
- Higher hourly + Stipend



# GMS FabLife Benefits



## **Expanded PTO balances with HR integration**

- 10% > 15% allowances
- More days available! Blackout only the 6<sup>th</sup> -12<sup>th</sup> (1<sup>st</sup> for FL)
- PTO balances will automatically be updated within Verint
- Conditional PTO will have available allowances
- Less manager overrides and approvals
- Workday integration

# GMS FabLife Benefits



## Shift swap capability across teams

- Current: eSupport & Flex Start teams
- Future: All FC's within the same BU
- Requires TS coverage by time pool, not team
  - Currently being tested by FK
- Promotes “Power of One” Mentality



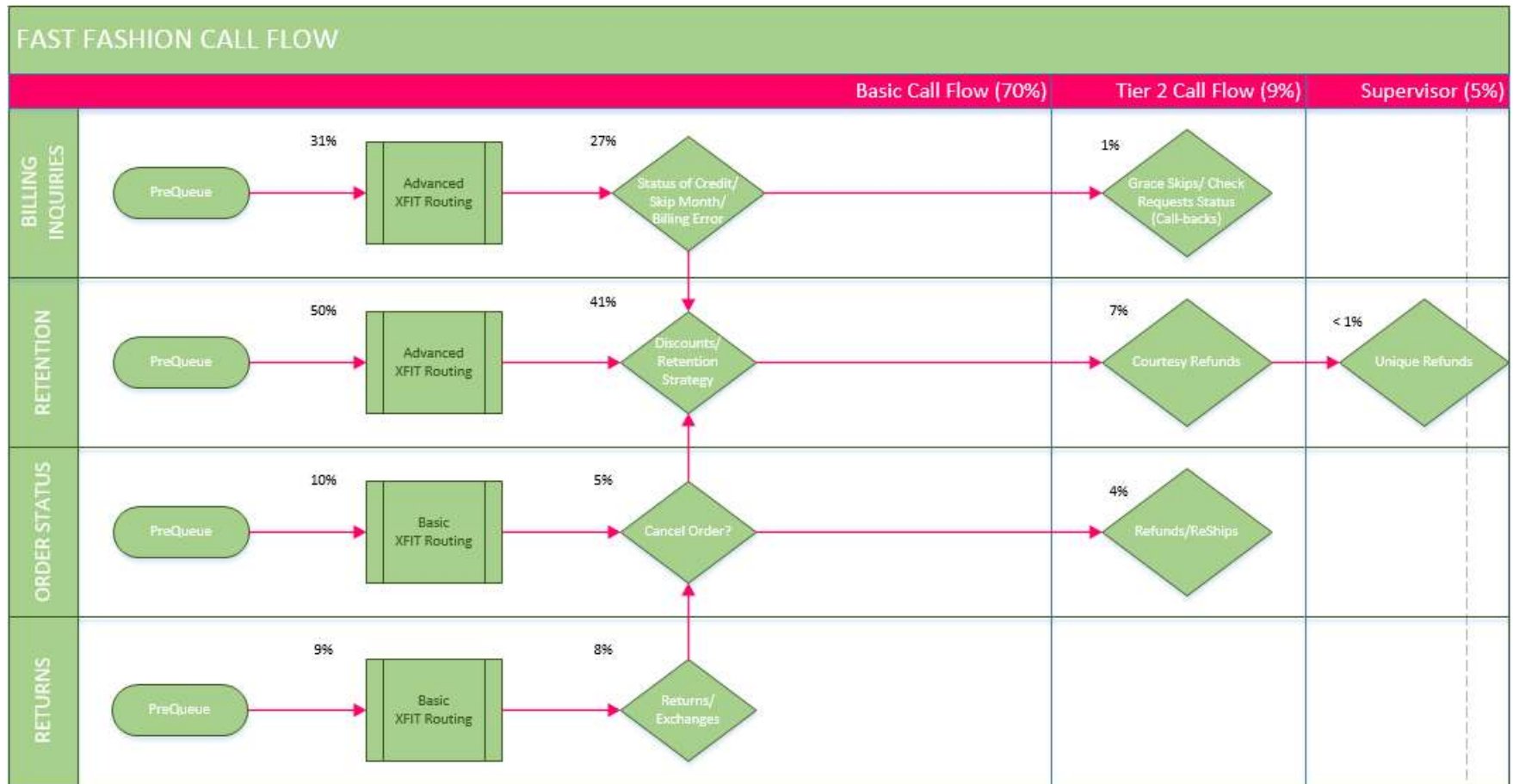
# GMS FabLife Benefits



## **Tiered hierarchy for advancement opportunities**

- Tier 2 should help improve:
  - AHT
    - More complicated calls that require Tier 2 level of investigation will be passed on allowing for more experienced FC's to resolve cases faster
  - “Manager code abuse”
  - This would be to limit excessive use of Reships & Returns
- CID 360 will have a Manager's Queue built-in to help expedite the transfer

# GMS FabLife Benefits



# GMS FabLife Benefits



## **HOUSING Benefits**

- All Flex Shifts will be incentivized w/ a higher hourly rate
- \$2000 peso Housing Stipend per month to Supplement
  - Higher inner-city housing costs
  - commuting costs
- Only full-time employees qualify
- Starbucks article:
  - <http://www.seattletimes.com/business/retail/starbucks-to-help-pay-for-china-workers-housing/>

# GMS FabLife Benefits



## **Smart Commute Benefits**

- Company sponsored commuter van
- All employees qualify
- Various pick-up/drop-off locations
- Targeting 40% of population that commute > 30 mins

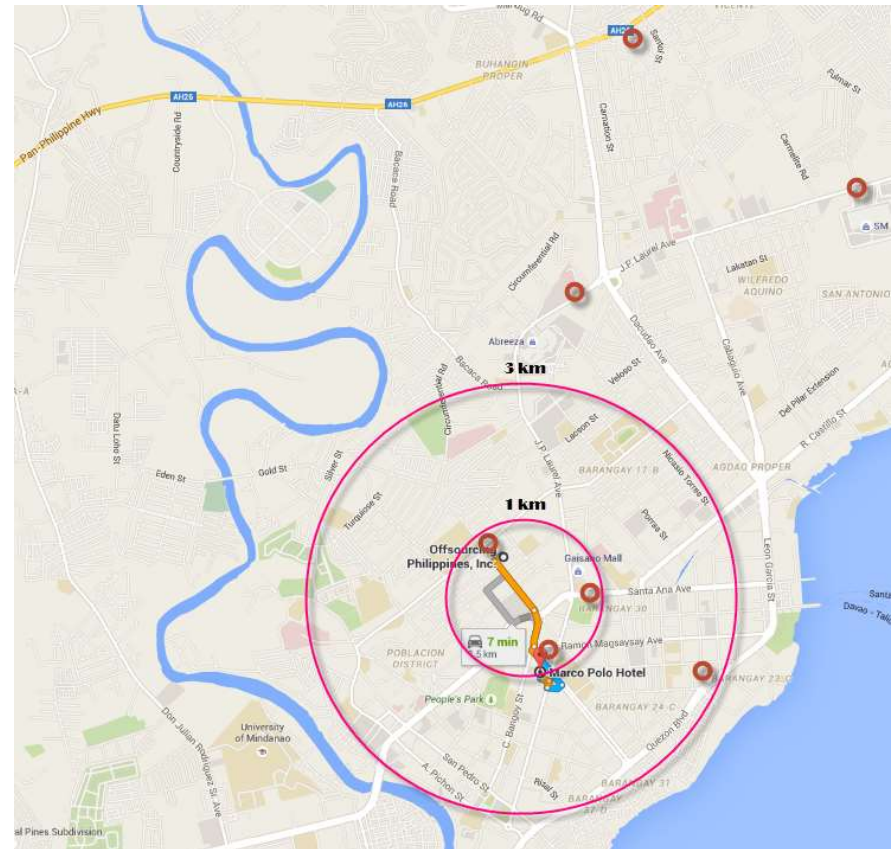


# GMS FabLife Benefits



## Commuter Benefits

- Competing BPO's in the area already pick up agents from our recruitment pool
- To stay competitive, we need to offer daily pick-up/drop-off locations for FC's that have > 30 min commute



Commuter route (north) for Teleperformance

# GMS FabLife Benefits



## Caregiver Benefits

- Subsidized caregiver benefits
- Employees w/ +360 days of full-time continuous tenure qualify
- Full-time employees qualify
- Good standing
- 50% of caregiver expenses up to \$1,500 pesos per month
  - Nanny- average pricing per month is \$3500 pesos
  - Babysitter- average per month is \$2500 pesos

# GMS FabLife Benefits



## **Sabbatical Program Benefits**

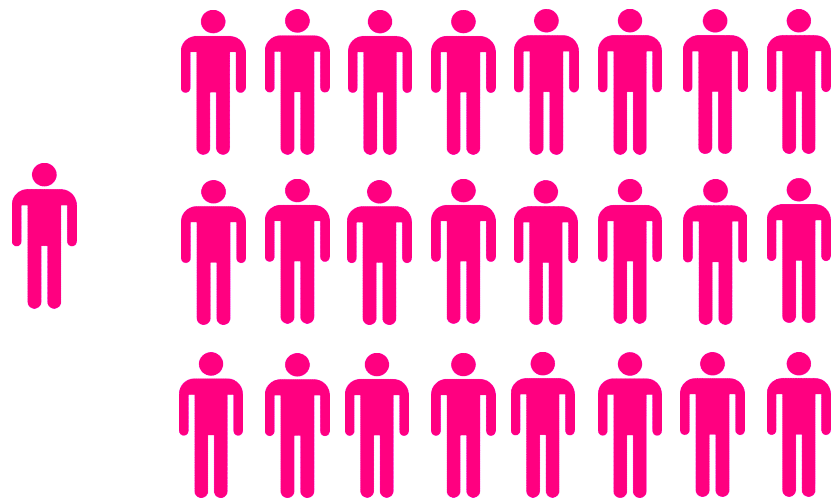
- April-Aug program duration
- Seat saved for the next ramp-up period in Aug
- Employees w/ 90+ days of full-time tenure in good standing qualify
- Return bonus of \$5000 pesos

## **Workshop Series Benefits**

- Completing the FabLife workshop series will add \$1000 pesos each quarter
- Complete Refresher LMS course each quarter to qualify

## GMS FabLife Benefits – The Math

The training costs of our seasonal ramp-up (100 person ramp up from Aug to Dec)


$$\times 4 = \$94,684$$

\$1,271

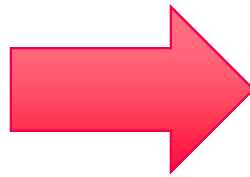
\$896 x 25 = \$22,400

Sabbatical training costs will be 47% less than normal (1 week @ \$423) @ 30%

## GMS FabLife Benefits – The Math

Attrition for last year averaged at 5.24% and is already trending below that for 2016

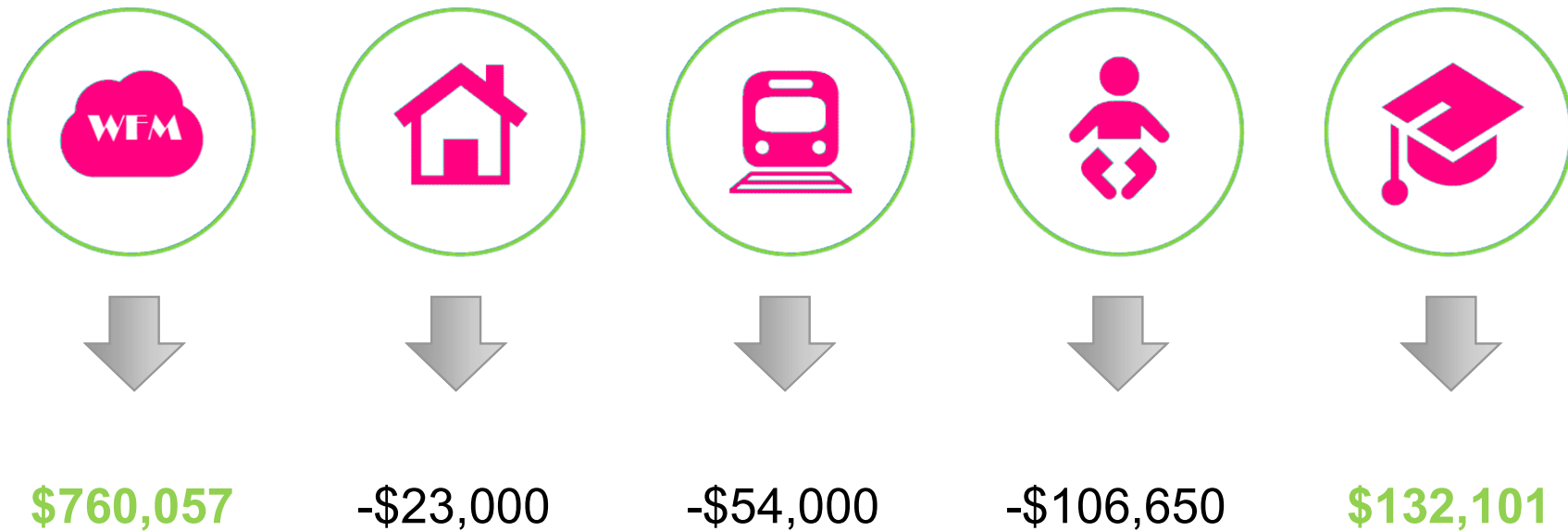
**2015**  
**5.24%**



**2016**  
**4.00%**

Sabbatical training savings + 4% annual attrition will save us \$132,101

## GMS FabLife Benefits- Costs



$$\text{\$892,158} - \text{\$183,650} = \text{\$708,508}$$



# *the* **FAB** *life*

## **Q & A**