

5 QUESTIONS TO CONSIDER WHEN REPLACING YOUR WFO SYSTEM

YOUR CURRENT WFO SYSTEM HAS BEEN DISCONTINUED... NOW WHAT?

Companies often find themselves in a situation where their current Workforce Optimization (WFO) system has been discontinued. This can happen for various reasons, such as company mergers, outdated technology, or high costs. When this happens, contact centers must act quickly and ask the following questions before replacing their WFO system.

1

IS YOUR WFO MANUFACTURER STILL IN BUSINESS?



The first and most important question is whether your WFO manufacturer is still in business. If not, it is likely that support and updates for the software will be discontinued, leaving your contact center vulnerable to a myriad of issues and security risks.

2

HOW WELL WAS YOUR SOLUTION WORKING?



Contact centers must evaluate the effectiveness of their current WFO system before looking for a replacement. Consider the areas where it has succeeded and may have fallen short.

3

HAS THE SUPPORT BEEN HELPFUL AND RESPONSIVE?



Has your WFO manufacturer been able to provide timely support in the past? If not, consider this when choosing a new solution with reliable customer service to avoid further downtime or service disruption.

4

HOW FLEXIBLE IS YOUR WFO SOLUTION TO YOUR BUSINESS'S NEEDS?



Every contact center is unique and may have specific needs that a one-size-fits-all WFO system cannot accommodate. Consider the flexibility of your current solution and if it has met your business's requirements.

5

IS YOUR CURRENT WFO SOLUTION SCALABLE?



As your business grows, so will the demands on your WFO system. It is essential to choose a solution that can easily scale with your growth and continue to meet your needs in the future.

DVSAalytics is a provider of affordable WFO solutions designed to meet contact centers' unique needs. Encore contains features like call recording, workforce management, and quality management to help businesses optimize their operations and enhance customer satisfaction. Contact DVSAalytics today to learn how we can help your contact center thrive.