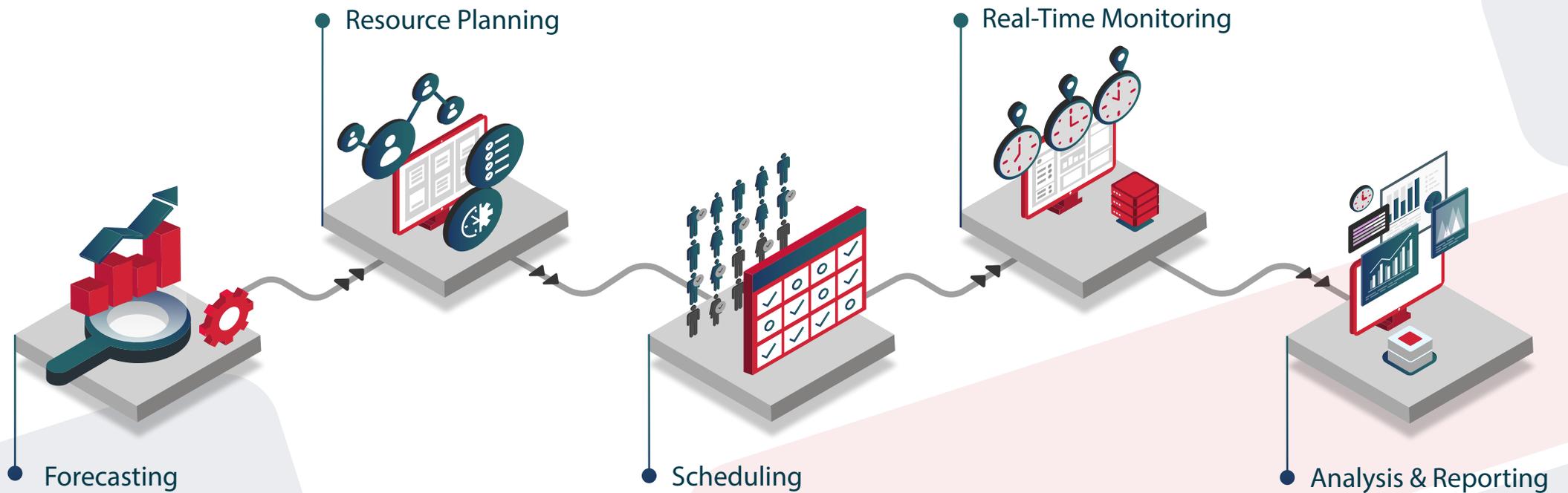


Workforce Management




Increase
Productivity


Optimize Cost


Improve Employee
Experience


Better Performance
Management


Compliance


Enhance
Customer Experience

Lumina Datamatics provides WFM with a service-oriented approach to optimize your workforce, improve processes, and monitor and report metrics, all to ensure that your business goals are always met. Our expert team is skilled in multiple WFM solutions such as NICE, Alveria, LiveVox, and Five9.

What Lumina Datamatics can do:



Forecasting

Develop forecasting models based on level, trend, and seasonality, using mathematical and statistical techniques.

Predict volumes down to intervals based on historical trends, using R, Python, Excel, and other available WFM software.

Businesses with no historical data can benefit from forecasting insights gained from industry expertise and case studies.



Resource Planning

Optimize resource planning and delivery by evaluating resource requirements, skills, and potential opportunities based on forecasts and past business experiences.

Recommend schedule framework by factoring in resource availability and trends.

Plan for contingencies in case of shrinkage and provide recommendations to operations.

Perform comprehensive statistical analysis to develop strategic recommendations for leadership.



Scheduling

Create optimized resource schedules using industry expert insights based on forecasts, resource plans, business objectives, and dynamic requirements.

Analyze over-and-understaffing down to the interval level, to optimize the schedule framework, including trainings, meetings, webinars, etc.

Review and adjust schedules for flexible work requests to meet business demands.

Identify, investigate, and optimize schedules that do not align with business goals.



Real-Time Monitoring

Monitor and help manage intraday volume and CC metrics, including but not limited to AHT, ASA, service levels, abandon rates, etc.

Monitor schedule adherence and conformance and callout deviations in realtime.

Manage skill changes in realtime, based on deviations in actual vs forecast volumes for each channel.

Proficient in managing multi-location vendors, given our expertise in the retail and ecommerce domains with recognized WFM specialists.



Analysis & Reporting

Develop and administer reporting systems for WFM using various business intelligence tools such as Microsoft Power BI and Tableau.

Design and develop reports for end users to provide high-level insights to leadership.

Generate real-time and on-demand reports, dashboards, and scorecards.

Provide detailed and concise gaps & root-cause analysis for any deviation in performance versus forecast and share feedback with other WFM teams for current and future optimizations.

Lumina Datamatics is a trusted partner in providing eCommerce support services to 3 of the 5 largest retailers/marketplaces worldwide. Lumina Datamatics provides product content transformation services, competitor intelligence, and technology services to eCommerce retailers, marketplaces, and brands. Our organization has over 3000 professionals across APAC, Europe, and North America

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