

Workforce Productivity Improvement Solution

A collage of business-related icons including gears, a smartphone, a robot, a lightbulb, a bar chart, and a pie chart, overlaid on silhouettes of people in a meeting.

Improve workforce productivity,
control costs and minimize compliance risk.

As competition increases in every industry, greater workforce productivity becomes essential for sustaining growth. Organizations are continually under pressure to utilize resources effectively, improve workforce productivity and reduce resource management costs. Repetitive manual tasks, inadequate tracking of time and attendance, and unnecessary overtime, all impair workforce productivity and impact your bottom line. On the whole, workforce productivity is driven by several key elements and automating time and attendance tracking is a critical one among the rest.

Bodhtree's workforce productivity solution, built on Salesforce Service Cloud, helps you track the efficiency of your resources and maintain peak performance levels at all times. It further helps organizations strike the optimal balance between workload and staffing, by providing a unified and consistent view of organizational resource data. Employee time spent on a variety of projects can be tracked and analyzed based on different parameters. The solution also enables you to create optimal schedules by balancing defined shift rules, work patterns, breaks, off-phone times, and service-level goals with individual skills, proficiencies, and preferences.

Key benefits of our solution



For Sales

- Track field force productivity
- Obtain customer feedback on different products and services
- Log calls, customer interactions, etc. from anywhere
- Measure sales performance based on different parameters and make insightful decisions



For Customer Service

- Track and improve agent productivity
- Provide a collaboration platform for agents and customers
- Track and optimize call resolution times
- Simplify the agent experience by providing them a platform to record their information on a single platform



For Operations

- Manage by exception instead of sifting through timecards
- Gain insight into your scheduling to match labor to volume and prevent approaching overtime
- Provide employees with self-service tools, allowing them to check earnings and accruals or request schedule changes, time off and more

Features

- Centralized repository for Service requests
- Timesheet management to calculate ideal and actual time
- Automate feedback mechanism
- Generate customized reports for top management and practice heads
- Be aware of project overruns before they happen
- Powerful real-time reporting functionality

Key Benefits

- Streamlines operations and increases process efficiency
- Forecasts daily and long term workloads
- Creates employee schedule to help meet service levels consistently and cost effectively
- Supports inbound, outbound customer service environments
- Provides a single unified solution to help organizations balance customer and employee satisfaction
- Unified and consistent view of employee and customer data
- Empowers you to calculate accurate time spent on projects, which is useful while invoicing the client
- Robust security and infrastructure
- Monitor the productivity of employees efficiently and make smarter business decisions

Case study

A leading Executive Consulting firm

Tracking service requests and resolution times against defined SLAs was critical for the customer's business. The firm needed a simple and user-friendly collaboration platform that engaged different teams and measured their contributions towards resolving service requests.

Bodhtree implemented Salesforce Case Management to integrate all service requests and tickets into a centralized repository and prioritize ticket resolution based on complexity and potential impact on business. It maintains a comprehensive resource roster that tracks resource details, their shift timings, skills and availability so that managers can assign tickets to the right resources. Further, it also allows resources to record and manage their time using a timer window and maintain a log of their case history. Our solution defined product level SLAs, monitored service request queues, resource assignment / re-assignment, workload and resolution times. It automated feedback mechanism to avoid dependency on their HR team.

Key benefits of the solution

- Increased collaboration among teams to resolve service requests
- Simplified their ticket assignment and resolution process
- Provided reports and dashboards to monitor and reward teams that contributed significantly towards ticket resolution