



**CALL CENTER
SCHEDULER**
TIME FOR BUSINESS

*As seen in **Call Center Times**
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Call Center Scheduler Improves Southwest Airlines' Scheduling Process

Call Center Scheduler equips companies of all sizes to solve the staffing challenges facing their call centers. The software calculates the appropriate staffing needs for call centers and automates the staffing process, saving precious time and making employee schedule compliance easy to manage.

Originally developed for Southwest Airlines to optimize the scheduling of their reservations agents, Call Center Scheduler is known as a practical alternative for discerning companies that want to be confident their technology investment is a wise one. A proven solution, Call Center Scheduler yields rapid return by launching performance to new levels and creating efficiencies with measurable results.

Southwest Airlines has call centers scattered across seven states and four time zones, so the airline relies heavily upon the power of Call Center Scheduler to manage its workforce. "Call Center Scheduler helps us meet the changing demands of our customers. Thanks to this product we are able to schedule thousands of agents in multiple centers with various hours of operation at each location – while reducing costs significantly," says Rob Lalim, Director of Automation at Southwest Airlines. "We have also been pleased with the support we've received over our seven year relationship."

Lance Morton, Manager of Workforce Management Systems at Southwest Airlines, agrees, and goes on to say, "If your scheduling person needs more than a day of training, I'd check your hiring practices."

KEY FEATURES

Call Center Scheduler is a fast, effective, and affordable alternative for call centers that need to improve customer service and cut costs.

Call Center Scheduler allows workforce managers to:

- Create call volume forecasts
- Generate schedules
- Perform intra-day staff management
- Develop scenarios to properly staff centers
- Automatically plan for staff vacations
- Properly price telemarketing services programs (key for Outsourcers)
- Easily create schedules by using Wizards

Call Center Scheduler: 1-866-222-2363
www.callcenterscheduler.com