

## 2017 WFO Survey

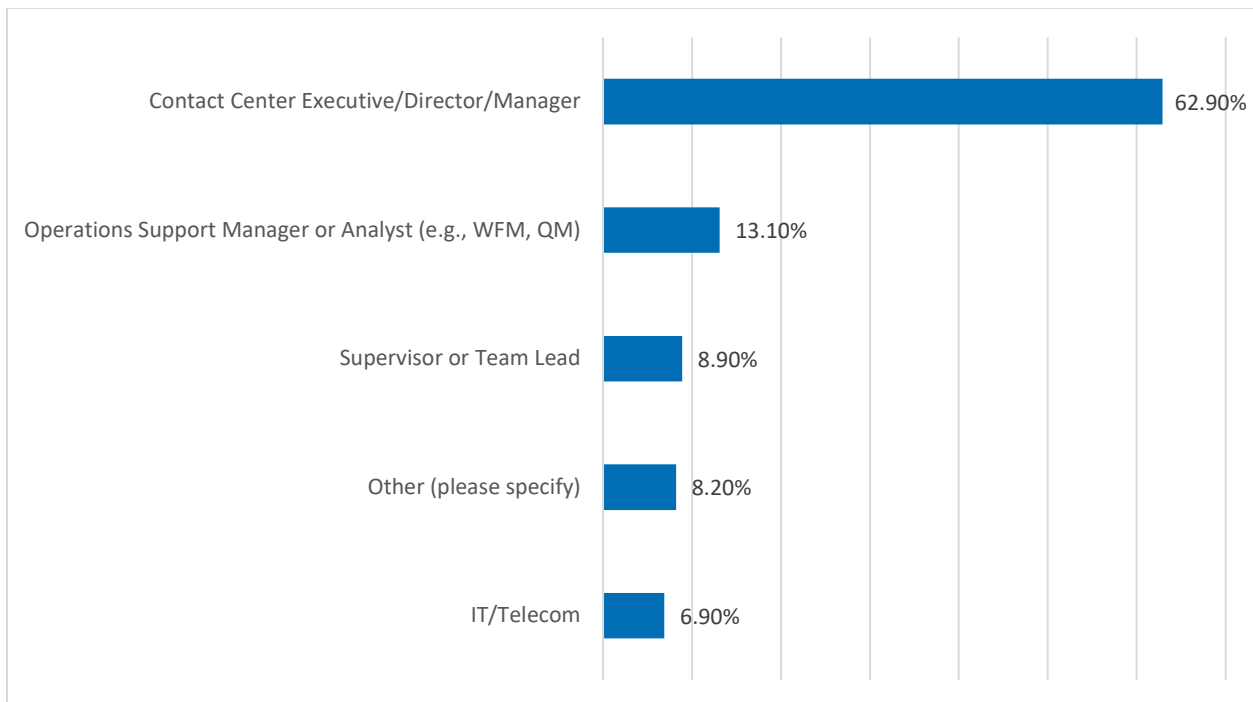
This survey gathered input on what contact centers are doing and where they're headed with Workforce Optimization.

There were 291 total respondents. Analysis and commentary on these results can be found in the [July 2017 issue of Contact Center Pipeline](#).

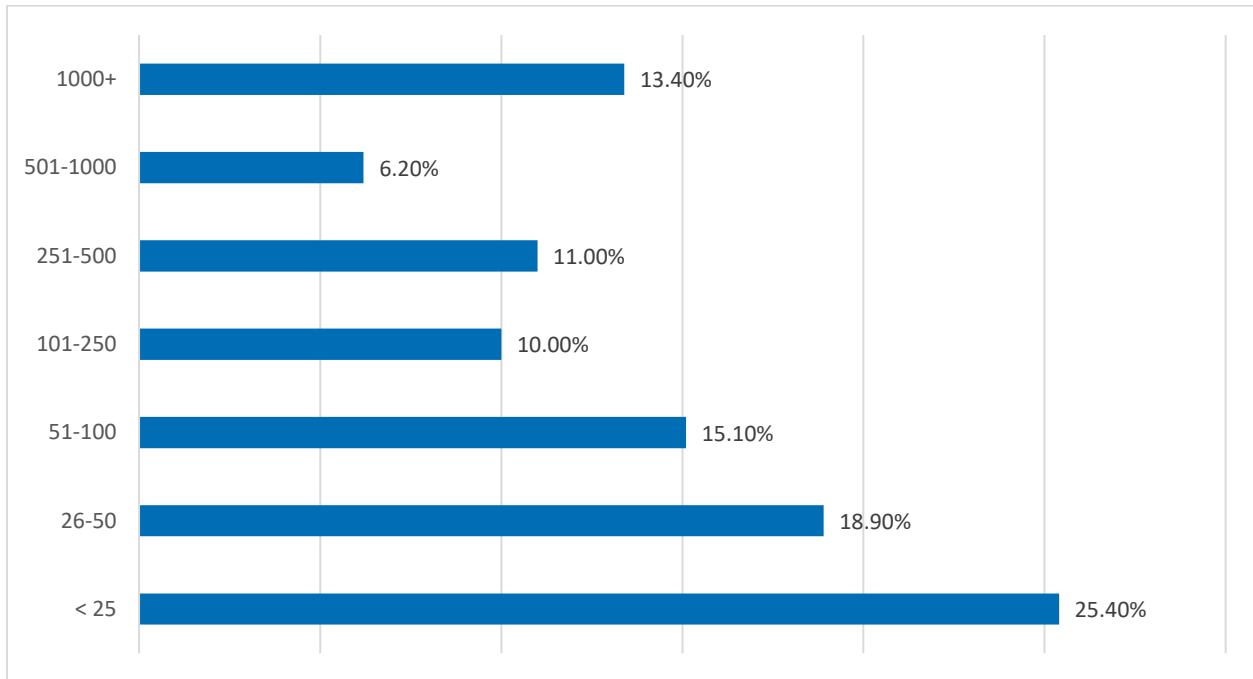
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### *Participant Information*

#### What is your role within the contact center?

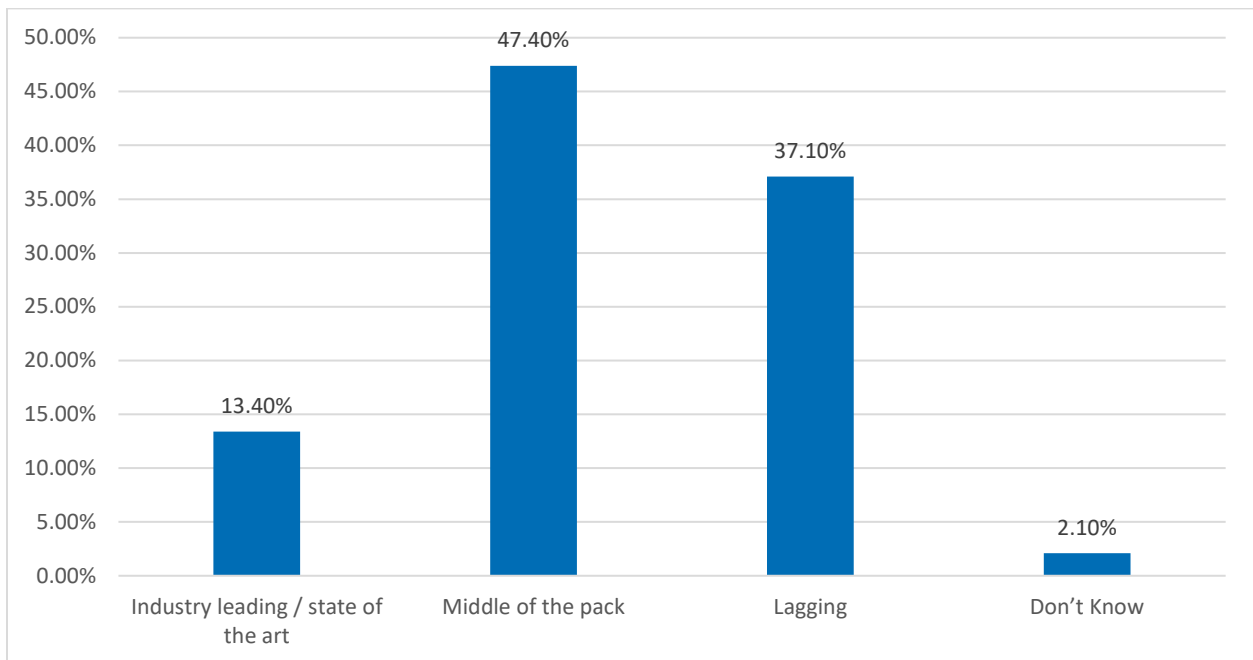


**How many FTE (full-time equivalent) contact center seats does your organization support across all sites?**

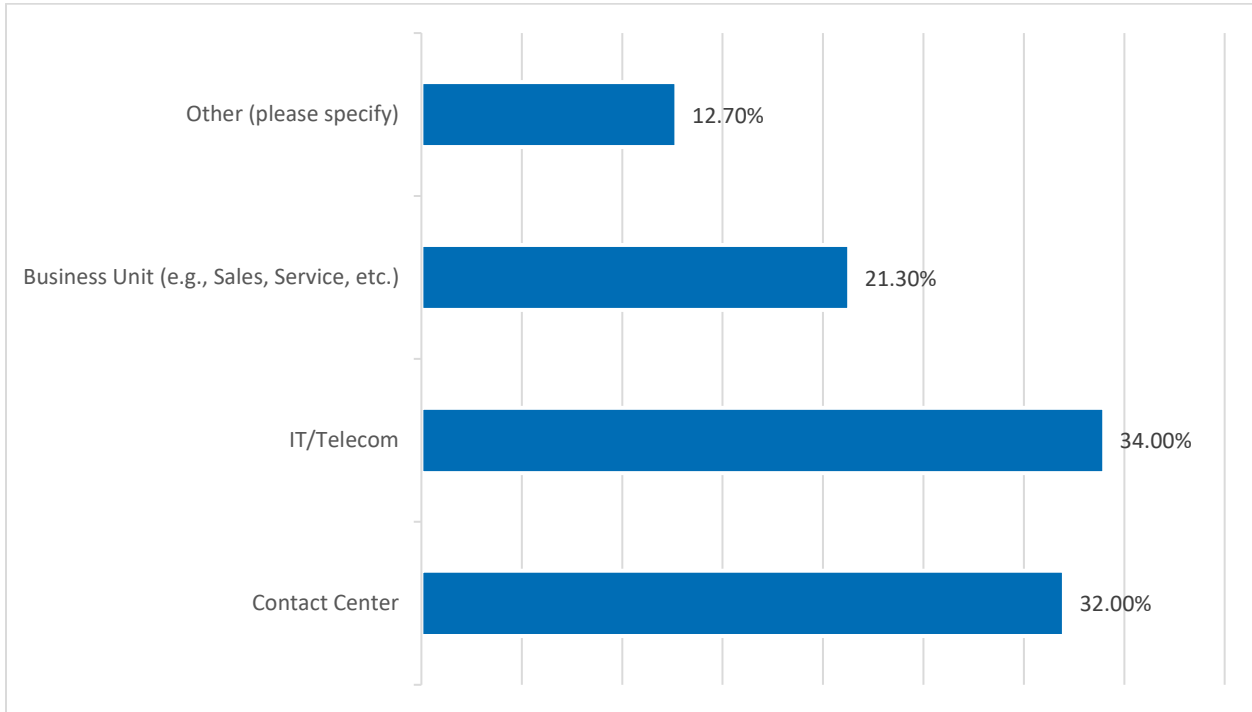


***Technology Investment Profile***

**How would you characterize your company's approach to contact center technology investments?**

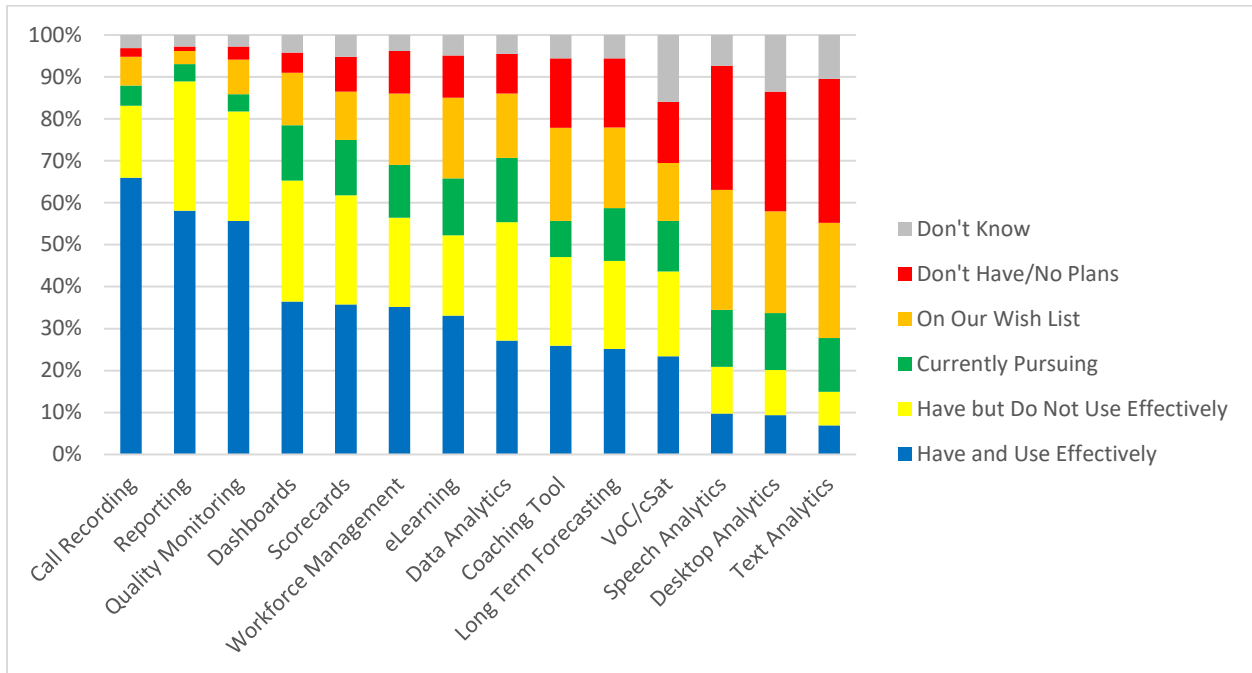


### Who ultimately submits and owns the budget for contact center technology?



## WFO Use and Plans

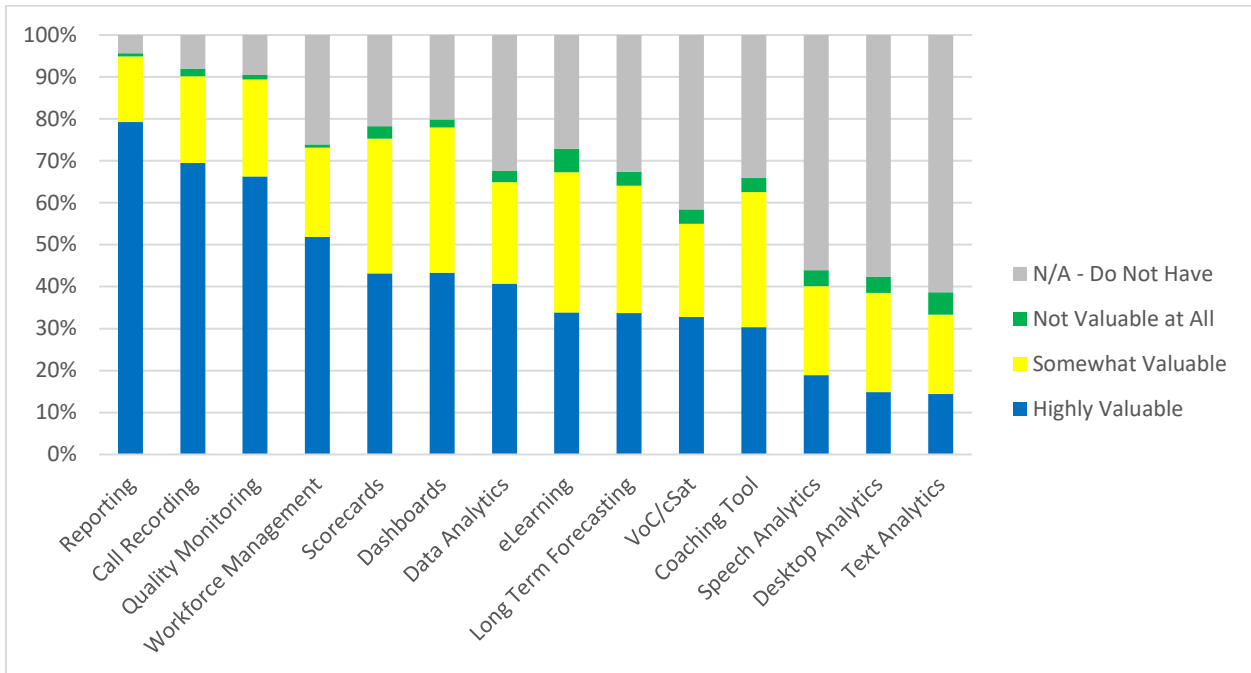
Which of the following WFO technologies do you current have and use, or have on your wish list?



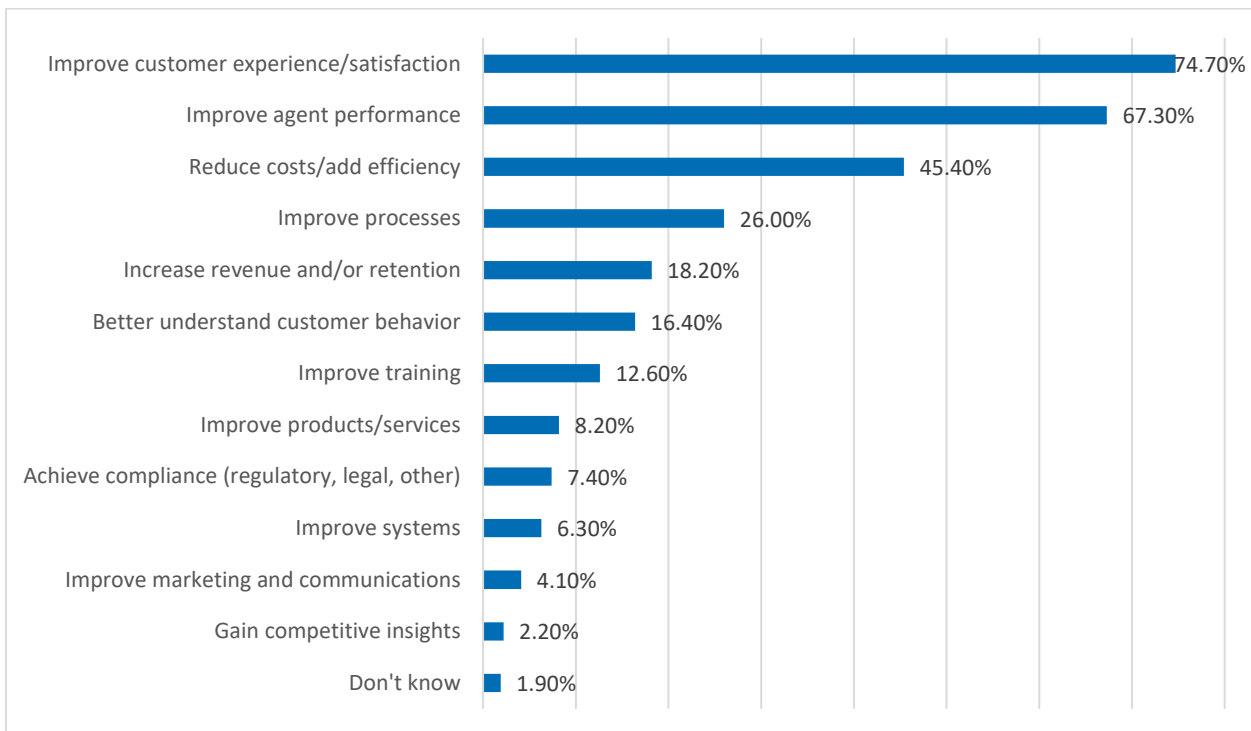
\*We found that technology use varied by contact center size (i.e., number of FTEs). See the article in Contact Center Pipeline for a breakdown of how large and small centers use technology.

## WFO Value

Of the WFO technologies you currently use, please indicate the value of the tools to your organization.

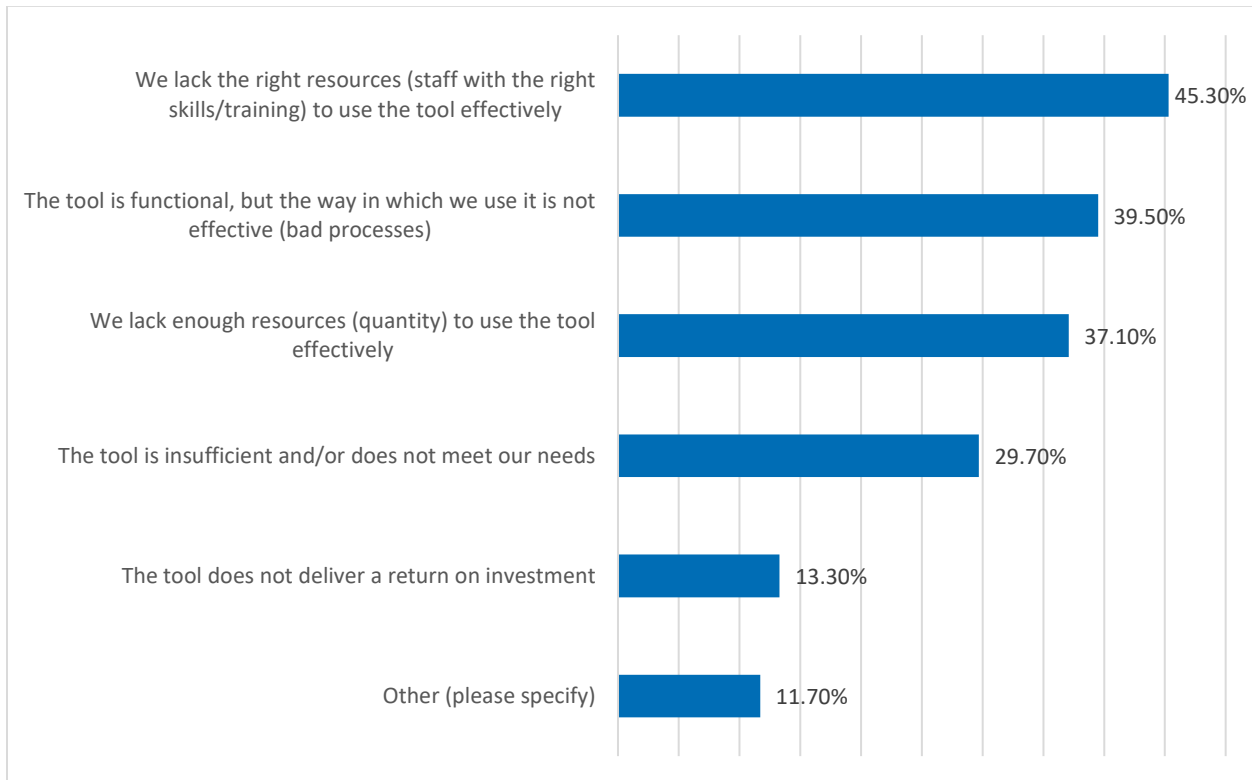


## What are the key goals your center has in using WFO tools?



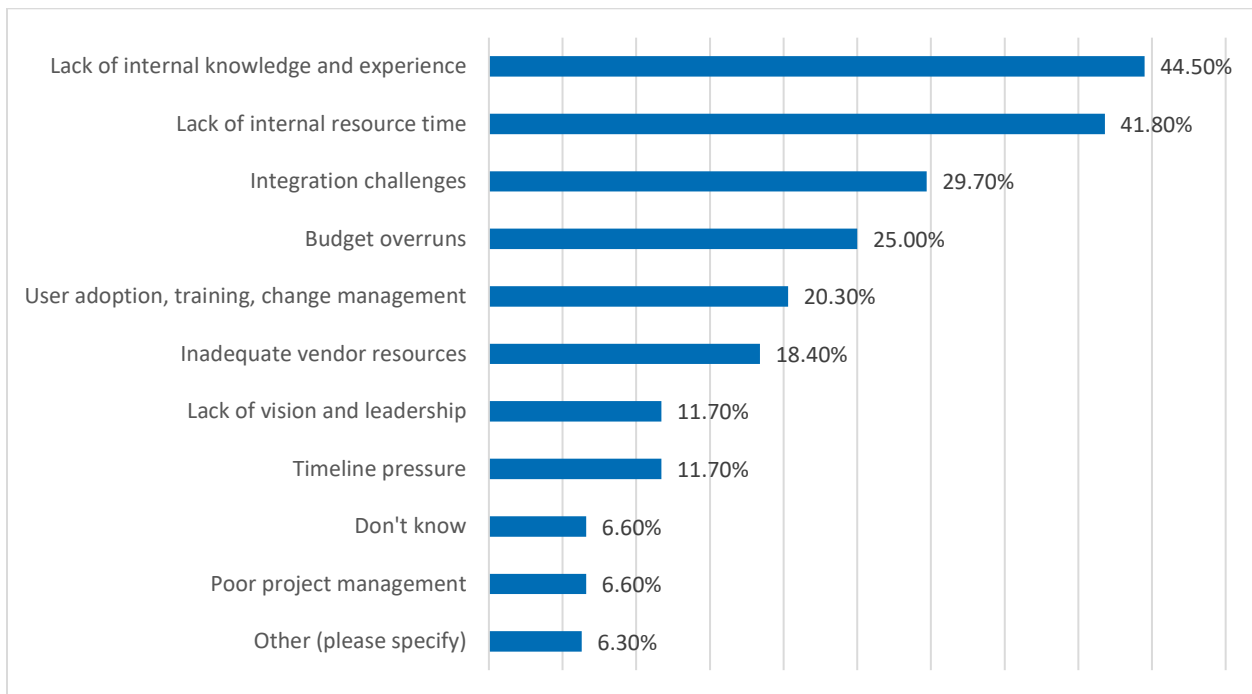
\*Respondents were asked to select up to 3 choices. Responses will not equal 100%.

### What are the greatest challenges in delivering value from WFO tools?



\*Respondents were asked to select up to 3 choices. Responses will not equal 100%.

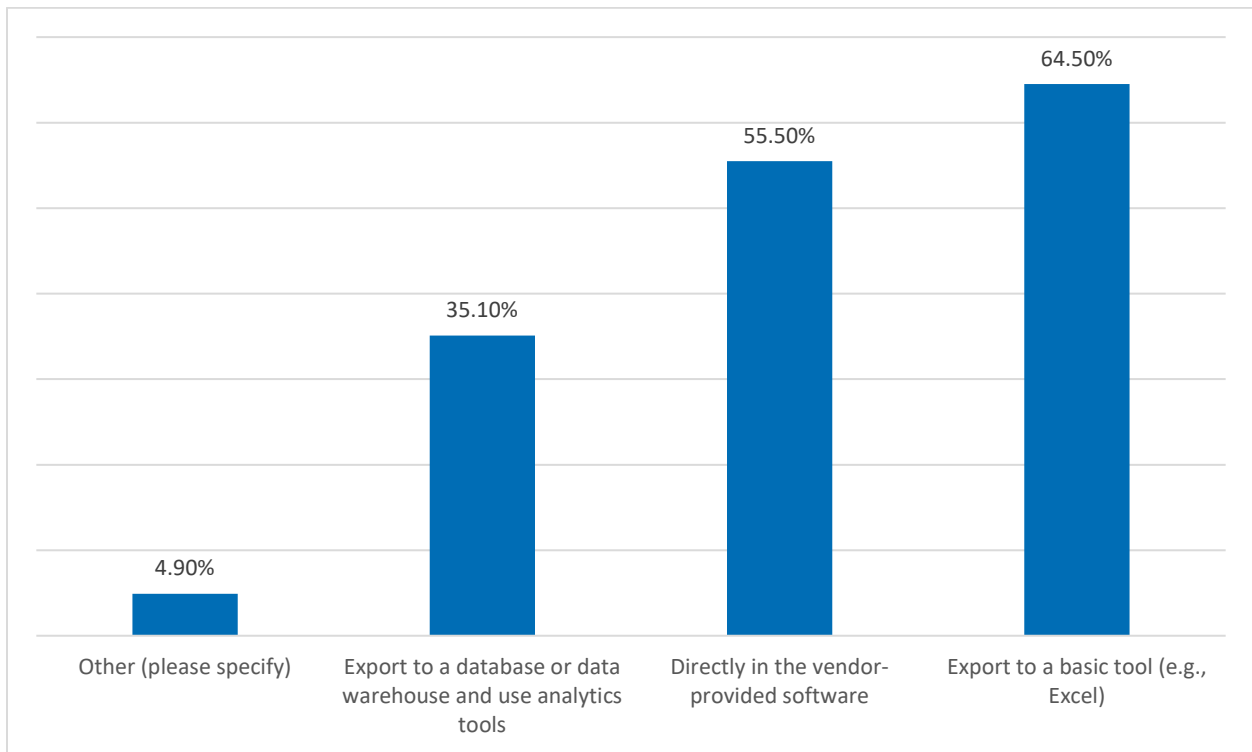
### What are the biggest challenges in pursuing successful implementations of WFO tools?



\*Respondents were asked to select up to 3 choices. Responses will not equal 100%.

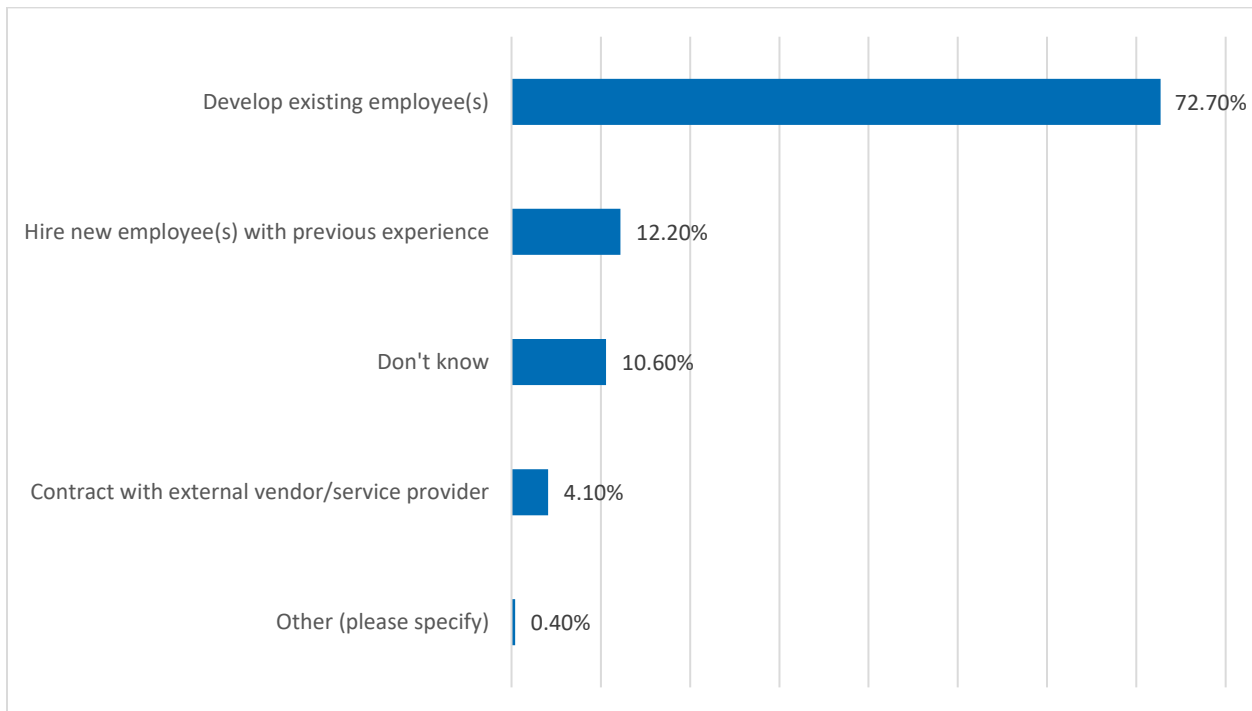
**WFO Use, Processes and Resources**

**How do you work with the data your WFO technology generates?**

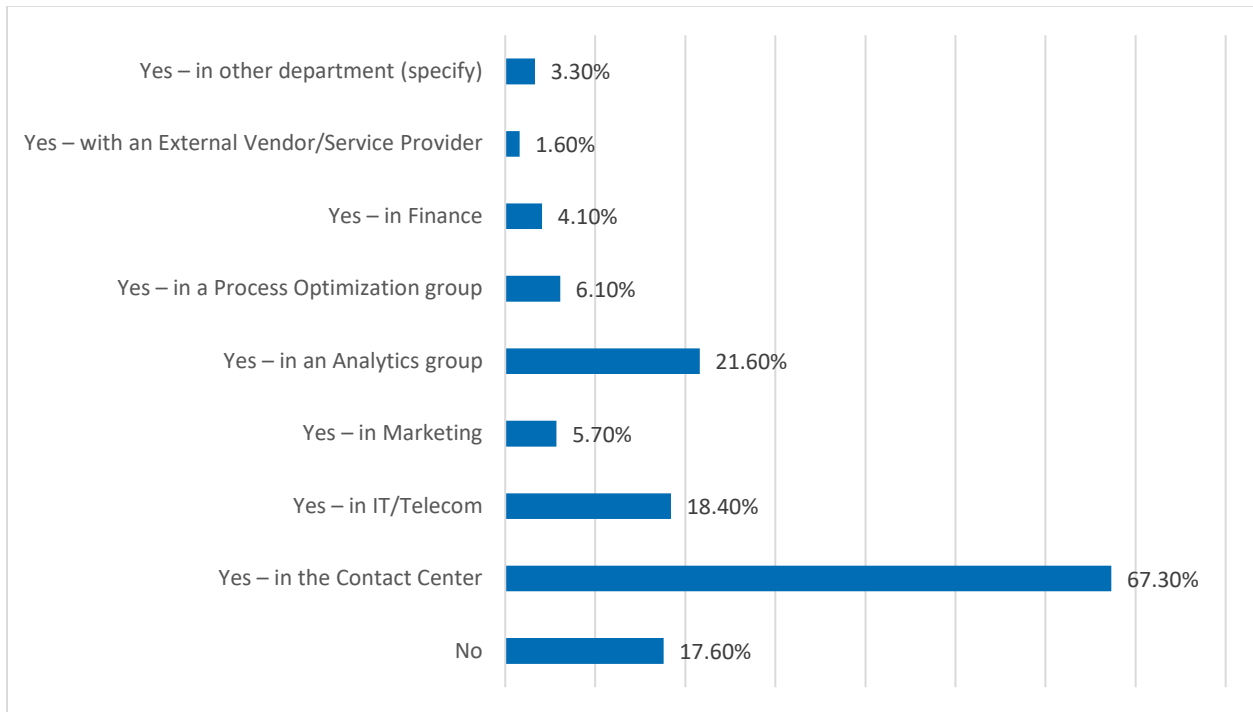


\*Respondents were asked to select all that apply. Responses will not equal 100%.

**What is your primary approach to staffing the users of WFO tools?**



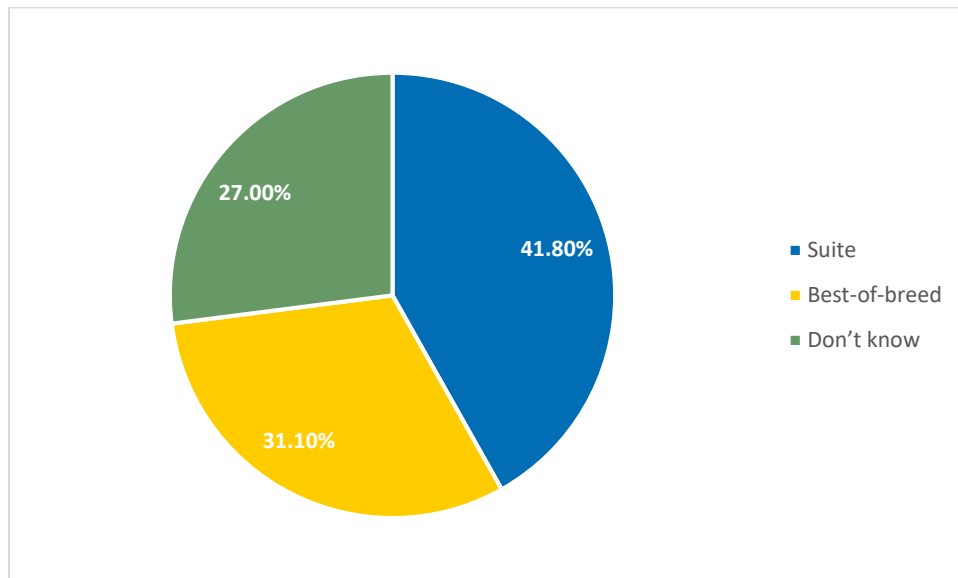
**Do you have resources to analyze the information you get from your tools?**



\*Respondents were asked to select all that apply. Responses will not equal 100%.

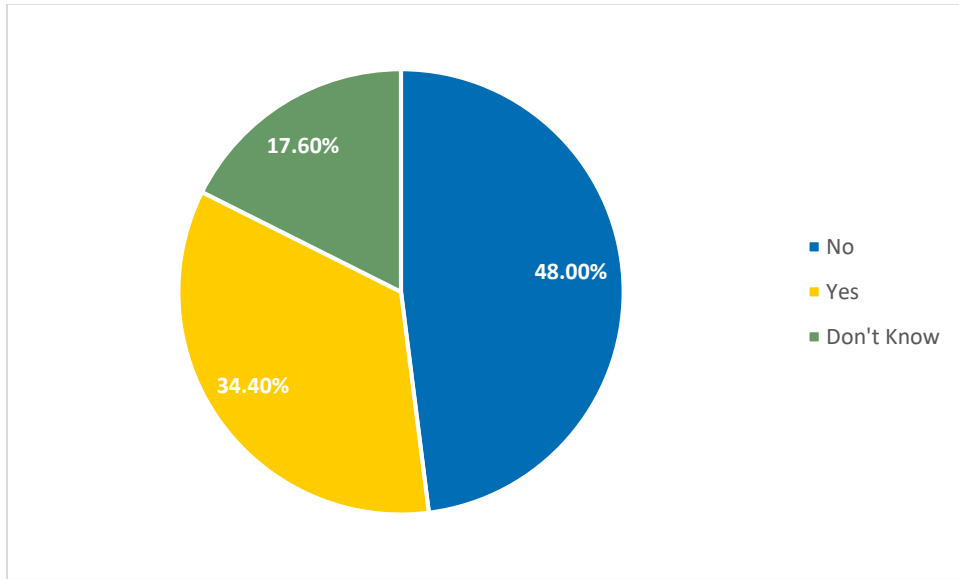
**WFO Technology Approach**

**How are your WFO tools implemented?**

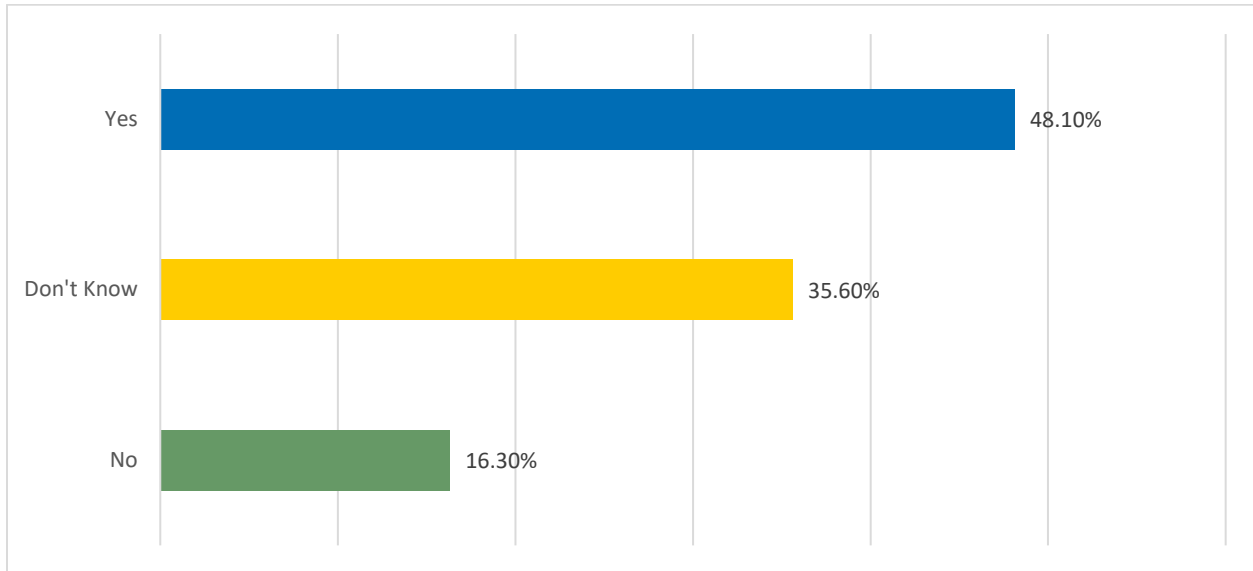




**Are any of your WFO technologies cloud-based?**

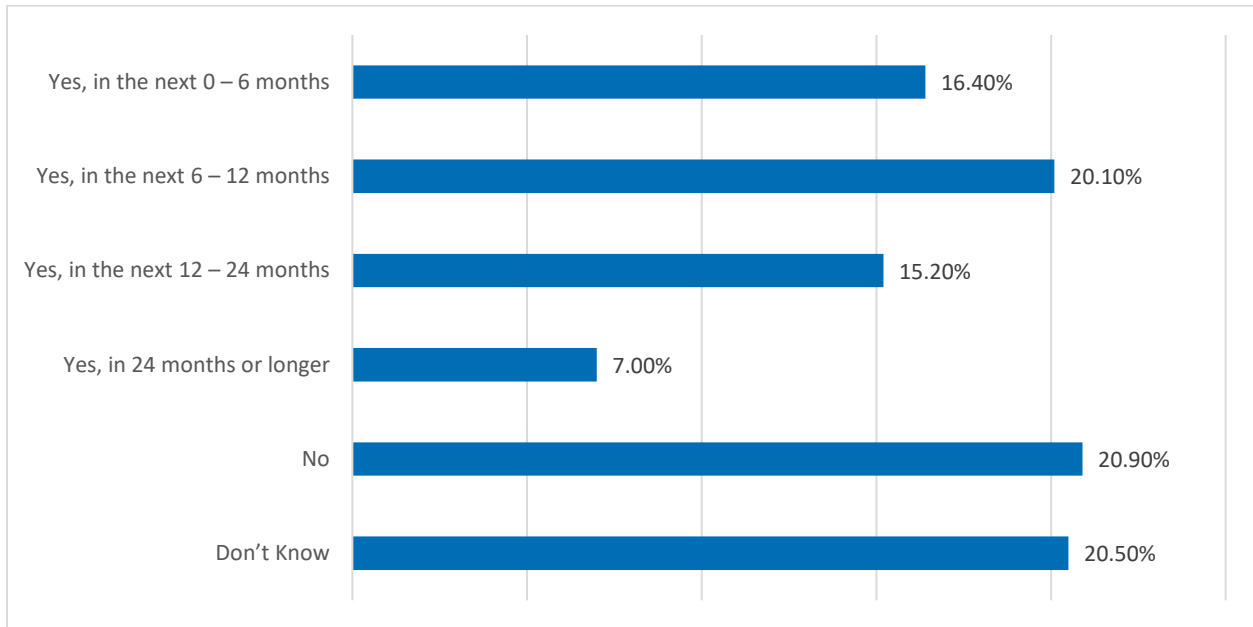


**Would you consider using a cloud-based service for WFO?**

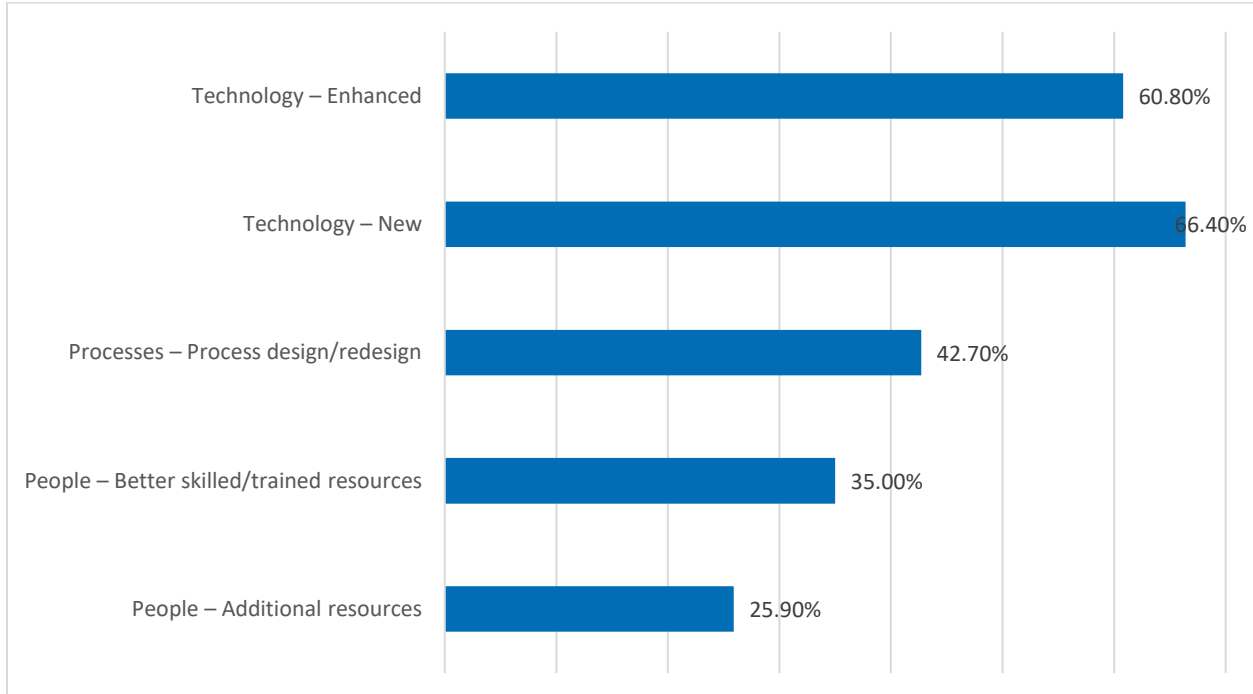


## WFO 2017 and Beyond

**Do you plan on investing in new or additional WFO capabilities (people, processes, and/or technology) in the near future?**

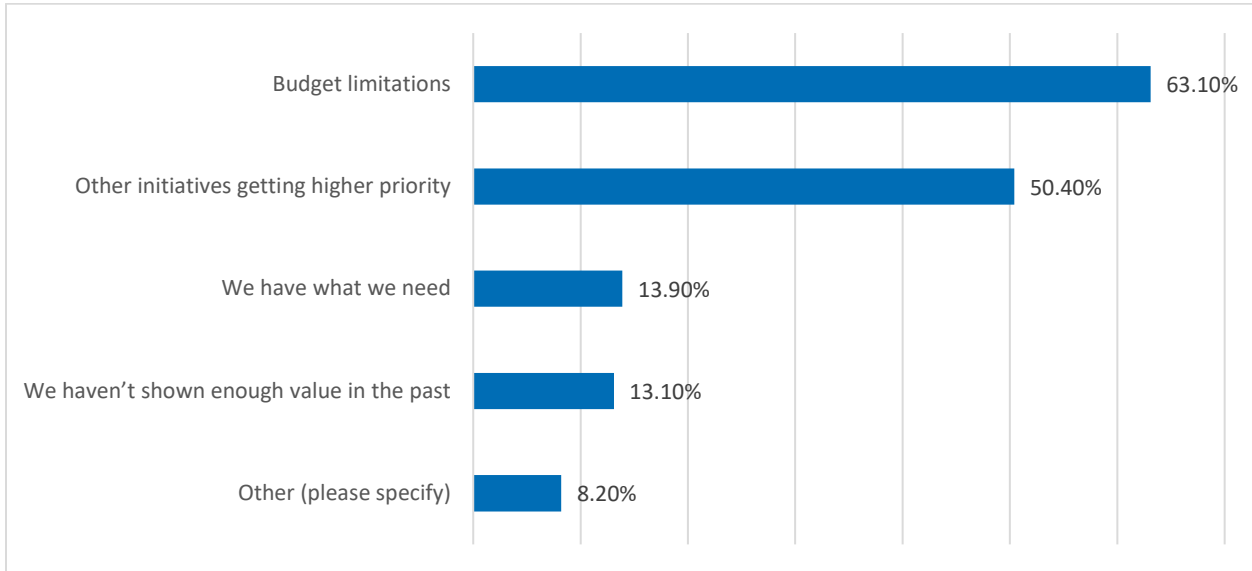


**In what areas are you planning on investing?**



\*Respondents were asked to select all that apply. Responses will not equal 100%.

### What prevents you from spending more on WFO technologies and resources?



\*Respondents were asked to select all that apply. Responses will not equal 100%.