

# BackOffice: Plan Strategically

*Use sophisticated software to address the long-term capacity plan in your Back Office operation.*

Leading companies are implementing new methodologies and technologies to further streamline operational efficiencies. Among those changes is a consolidation of the Back Office function into the overall contact center operations planning process. And like planning for the contact center, planning effectively for the back office function is both critically important and in many cases even more difficult.

CenterBridge simplifies planning for Back Office agents. Analysts use CenterBridge to develop staff and capacity plans commensurate with a variety of service metric goals. CenterBridge users can also run multiple “What-ifs” to determine necessary resource levels while simultaneously tracking process inventory and operational throughput.

## Benefits:

- **Staff Accurately and Meet Service-Level Goals *Every Time*.**  
Set staffing based on specific contact characteristics and consistently achieve service-level, inventory, throughput, and cost goals. An accurate simulation model takes into account all associated variables, like: turnover, training time, skill requirements, budgetary shifts, seasonality, under/over time and more. There is no other technology or method that can accomplish this with CenterBridge’s level of accuracy.
- **Forecast Inventory Throughput and Predict Bottlenecks or Inventory Shortages *Before They Happen*.** CenterBridge user’s can track service levels and inventory levels each week of the plan. Users are also able to achieve an optimal blend of hiring vs. overtime by easily determining the trade-off between staff cost and process performance.
- **Model Capacity “What-ifs” and *Know the Impact of Change*.**  
Is your organization planning to “update” the service or operational strategy? Centerbridge user’s can know, in minutes, exactly what impact those changes will bring to the Back Office operation.

Planning for your back office agents using more sophisticated planning technology will save you money. You will staff your back office to optimal efficiency. Your inventory management will be more accurate than ever before. And you will be able not only to respond more quickly to changes in the business environment, but you’ll also be able to plan for any potential changes before they happen using CenterBridge’s powerful what-if capabilities.

### **What is CenterBridge?**

CenterBridge is the first capacity planning and analysis system designed to analyze complex operational scenarios. Using data from several sources, including ACD, back office, workforce management, and payroll data, CenterBridge delivers analyses that drive for your long-term planning process resulting in faster, more accurate decision-making. Using CenterBridge your business decisions are based on real knowledge about your contact center.

Given CenterBridge's speed and accuracy, you and your planning staff will have the resources to dig deeper, and farther than you've ever been able to go before. You will know the impact of every proposed operational or service change across the entire enterprise before it's implemented.

**Want to learn more about how CenterBridge can help *your* organization? Contact us today to request a [FREE Product Demo](#) or visit our website at [www.BayBridgeTech.com](http://www.BayBridgeTech.com).**

**Bay Bridge Decision Technologies®** is the number one supplier of customer contact channel strategic and capacity planning solutions. In the decade since bringing to market the industry's first contact center capacity planning system, Bay Bridge has been driving innovation in contact channel forecasting, capacity planning, staff planning, and strategic analysis for the world's top brands.

***Industry leading contact centers need to incorporate the same level of rigor to back office planning that they currently perform with their other contact center channels to achieve a truly efficient operation.***