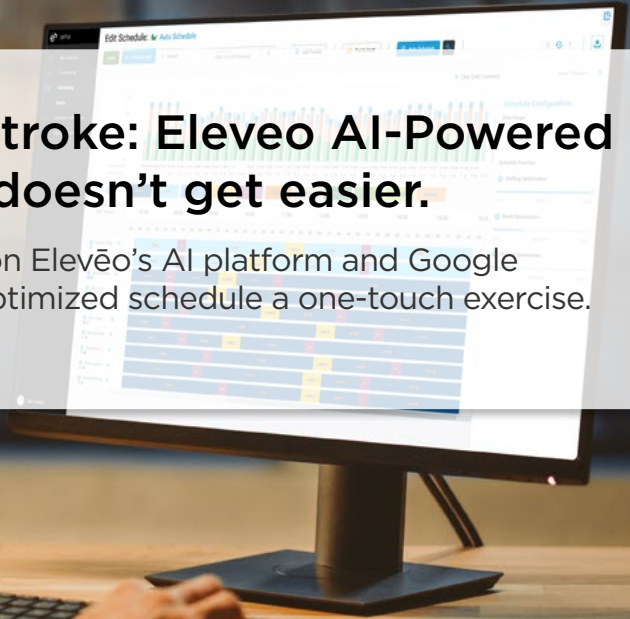# The Power of a Keystroke: Eleveo AI-Powered Auto Scheduling. It doesn't get easier.

Elevēo Auto Scheduling – built on Elevēo's AI platform and Google OR-Tools – makes creating an optimized schedule a one-touch exercise.

Face it, when it comes to assimilating data and performing calculations, computers are smarter and faster than humans will ever be. AI automates once-prohibitively complex, time-consuming activities, providing solutions in minutes or seconds instead of hours or days – and it performs those activities far better.

So, the question is, why not exploit AI for creating agent schedules? Scheduling is time-consuming; why not streamline it? It's complex; why not simplify it? A schedule created manually is inevitably suboptimal; why not optimize it?

Scheduling is a data-heavy, variable-driven exercise, and few, if any, commercial contact centers can afford a dedicated scheduling staff with the expertise to effectively manage schedule creation. But, you still need optimized schedules, just as much as your enterprise-sized counterparts do.

Why not leverage Elevēo's Auto Scheduling tool?

World-class constraint optimization

Elevēo engineers took a no-compromise approach to developing our Auto Scheduling product. We built it on Eleveo's proprietary AI platform, **ELIS**, utilizing Google OR-Tools as the AI engine. Google OR-Tools won four gold medals in the 2021 MiniZinc Challenge, the international constraint programming competition.

Those constraints are built into **ELIS** and specified in shift templates and forecasts. Examples are:

- Break frequencies and durations
- Working hours and shift durations
- Vacations
- Unplanned events, like sick days
- Demand forecasts
- Channel assignments (voice, chat, email)

Once the constraints are specified, schedulers simply don't have to think about it anymore. Elevēo Auto Scheduling will do everything on their behalf with a single keystroke, testing thousands of data permutations every second – and learning - until it finds the best possible schedule.

Save time. Optimize schedules.

The Elevēo tool enables you to simulate and test schedules reflecting three of the most important factors influencing what your ultimate schedule will look like: forecasts, break optimization and channel optimization. Additionally, you can specify times for training and meetings, or you can let the scheduling engine determine the best times for these activities. Regardless, the ability to set your scheduling priorities will improve the agent experience while helping you balance that experience with other organizational objectives, such as SLAs.

With Elevēo's AI-powered Auto Scheduling tool, you'll be free to devote time previously spent creating schedules to value-add activities, like agent coaching and other quality improvements. All the while, you'll enjoy the peace of mind of knowing you're extracting maximum value from your agent resources – and you'll do it all with a single keystroke.

elis

Eleveo's Live Intelligent System

To learn more about the Elevēo Auto Scheduling, contact your Sales Director or email sales@eleveo.com

About Elevēo

Elevēo was formed to provide effective, simplified solutions for complex contact center problems.

Our products provide only features needed to elevate contact center operations & processes, are built using modern frameworks and cloud-native technologies that scale & move with your business.

Elevēo products are birthed from ZOOM International with its rich WFO history and award-winning products, services and reputation for service.