

# Workforce Management

**Lower your operating costs and manage staffing for optimum customer experience.**

**Centralized contact channels:** Gain real-time visibility of all contact channels in one place. Aggregate data from telephony, ticketing, chat, payroll, and HR to get a holistic view of operations.

**Scheduling:** Create smart and efficient schedules to achieve business objectives and reduce staffing costs. Use any number of KPIs, grade of service agreements, and goals to create the most effective schedule for your needs.

**Forecasting:** Forecast future volumes of calls, chats, tickets, or customers waiting in a line. Feed the system in real-time with

workstream data such as web, chat, and SMS. **Real-time & Intraday Management:** Monitor employee schedule adherence in real-time to ensure you always have the scheduled number of staff available. Make intraday adjustments by tracking workload in real-time compared to the forecast, to meet service level targets, and to exceed customer expectations.

**Reporting:** Get visibility of statistics about punctuality, shift start compliance, workstreams, tasks, adherence, occupancy, volume, forecast accuracy, and more. Export important information to Excel or directly integrated via API to data lakes or BI reporting.

## Benefits:

- Provide common and consistent real-time views for agent management across queues and channels; including real time monitoring and management of schedule adherence or compliance and other real time metrics like occupancy.
- Automatically generate a rolling 12-month forecast for accurate forecasting without the need for manual intervention.
- Optimised schedules can be created automatically, taking into account forecast volume, skills / roles, staff availability, target service levels, defined work patterns and rotation policies.
- Allow staff members to use self-service for a number of functions saving time for your managers. Staff can be allowed to manage their own leave requests, work availability, timesheets, and shift swaps.
- Give managers, team leaders and staff the ability to view their rosters anywhere at any time.