

# Welcome to WFM for the Digital Era



Digital-first. Cloud-native. Culture-forward.

Delivering exceptional customer experiences starts with optimizing your most valuable resource - your staff.

Still forecasting and scheduling your agents with spreadsheets or complex tools developed in the dark ages?

Playvox Workforce Management (WFM) tames the complexity and makes the powerful simple.

Designed for the way customer service and support operates now, and built from the ground up for managing the distributed omnichannel workforce.

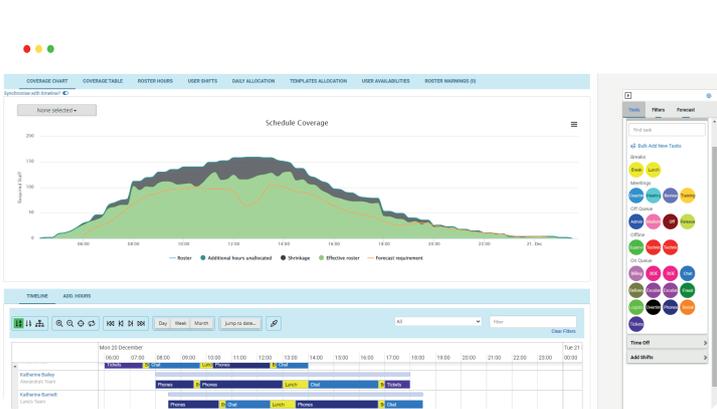
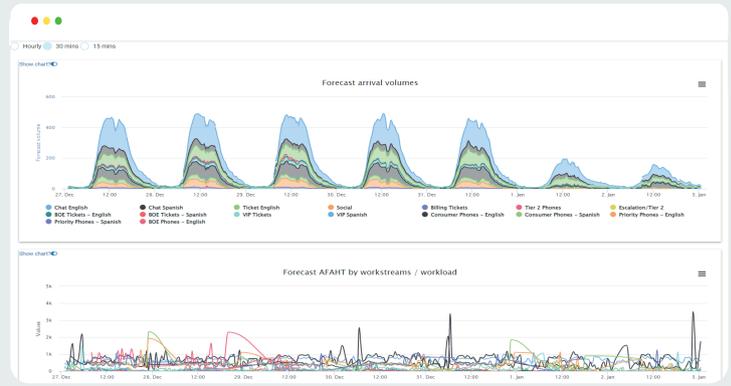


## Our top awards



## Plan: AI-powered forecasting tames the complexity of omnichannel predictions and long-term staffing

Playvox automatically imports historical data, managing trends vs anomalies and multiple algorithms for truly blended omnichannel work, using the power of AI for the most accurate forecasts possible, near-term and long-term.

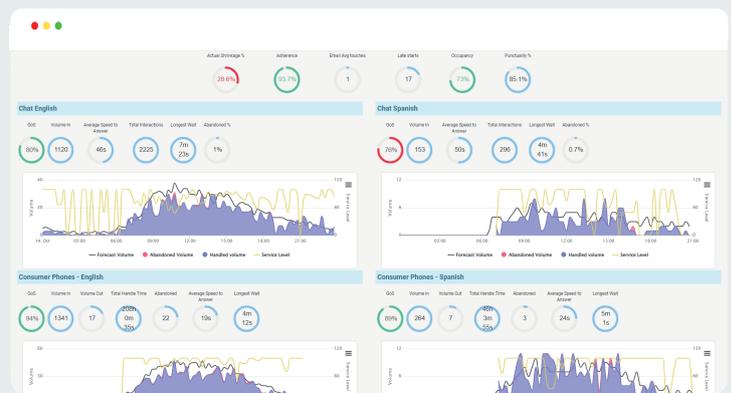


## Execute: Automated scheduling melds locations, work forecasts and preferences, for precision staffing harmony.

Playvox takes into account business requirements, KPIs, agent availability and contract hours, shift rotations, and service level agreements to ensure that the right number of agents with the right skills are staffed at the right time, handling synchronous and asynchronous channels with ease, even concurrently!

## Adapt: Real-time visibility across all operations and performance enables immediate, informed action.

Get a real-time view of planned versus actual for every location and work type, for visibility and oversight never before available. Track real-time adherence and occupancy everywhere, and get AI-powered intraday insights, plus an interactive dashboard to help you master your operations KPIs.



Playvox's powerfully simple workforce engagement management (WEM) solutions transform customer care. We deeply understand that exceptional employee engagement produces extraordinary customer experiences, and we love creating tools that help our customers unlock the full potential in every employee and every interaction. Playvox powers the world's fastest-growing brands.

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- Quality
- Learning
- Performance
- Customer AI
- Coaching
- Workforce Management
- Motivation