

OUR WORKFORCE MANAGEMENT SOLUTION

Improved Accountability,
Performance & More Personalized
Customer Interactions
(No Spreadsheets Required)



SCHEDULING

Drag-and-drop visual display
of entire team's schedule

Personalized views and filters

Integrated resource availability
including PTO, shift types, work
types, teams, and queues



FORECASTING

Full contact center history is
available for configuring schedules
and resource requirements

Average Handle Time (AHT) and
agent seat requirements are
calculated based on selected periods



REPORTING

Metrics on agent performance
and adherence available
on-demand

Real-time and historical
reporting available



ADHERENCE

Real-time dashboards on
activity and performance

Automatic alerts based
on changes in conditions
or demands