

# WORKFORCE MANAGEMENT

Optimize your contact center's efficiency.



AI-infused workforce management that lets you see and optimize agent performance and engagement.

## AI-BACKED WFM

Make your capacity planning, forecasting, employee scheduling, and intraday planning easy, accurate, and less time-consuming. With WFM, you can:

- Optimize operational efficiency by tracking adherence and occupancy rates
- Use AI for forecasting and scheduling
- Improve agent autonomy with a self-service portal

## BOOST OPERATIONAL EFFICIENCY

Reduce your staffing costs and improve your service levels with smarter, easier forecasting, scheduling, and reporting.

With it, you can:

- Consistently monitor KPIs
- Use historical data and predictive analytics to forecast and schedule
- Automatically shift your resources

## WORKFORCE MANAGEMENT FOR YOUR CONTACT CENTER

Create operational efficiencies and boost the agent experience with access to capabilities that scale with you, no matter how complex your needs are.



### AI Forecasting and Scheduling

Boost staffing precision, reduce costs, and ensure adequate coverage with AI.



### Multi-Time Zone Scheduling

Maintain consistent customer support and workforce coordination across global operations.



### Real-Time Analytics

Instantly see workforce performance and service levels so you can respond quickly.



### Track Adherence and Occupancy

Instant access to optimize workforce productivity and service quality.



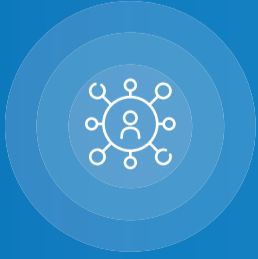
### Automated Staffing Adjustments

The system automatically shifts resources in real time to meet unexpected demands.



### Capacity Planning

Align long-term workforce planning with business growth and seasonal demand.



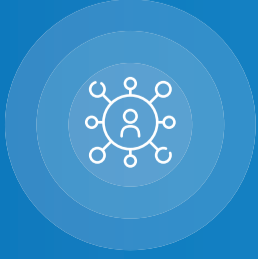
### Flexible Scheduling

Give agents flexible scheduling options to boost their engagement and satisfaction.



### A Self-Service Portal

Give agents access to schedules, shift swaps, and time-off requests, reducing administrative overhead.



### Reduce Costs

Reduce administrative overhead and optimize staffing levels for appropriate coverage.





## TECH SPECS

WFM offers key capabilities with open APIs for wide customizations, all while meeting industry-standard security and compliance guidelines.



### SUPPORTED CHANNELS

Available on voice with email, chat, and social media as requested.



### QUICK DEPLOYMENT

Cloud-based, fast, and easy to implement within weeks.



### OPEN APIs

Built on an open API architecture for custom integrations.



### ROBUST REPORTING

Intuitive reporting gives drill-down functionality for detailed analysis.



### SECURITY AND COMPLIANCE

As with all our solutions, WFM adheres to industry standards and regulations for data security and privacy.



## FREQUENTLY ASKED QUESTIONS

#### Question

How can WFM help my contact center?

#### Answer

WFM addresses issues like manual staffing processes, long customer wait times, challenges in managing global workforce schedules, and real-time insights into agent performance, adherence, and occupancy rates.

#### Question

What makes WFM from GoContact different from other WFM tools?

#### Answer

We offer AI-driven forecasting tailored for voice channels, real-time analytics, and customizable reporting tools. With it, you can ensure precise staffing, operational efficiency, and seamless integration with your existing systems. What's more, since you're contracting through GoContact, you simplify your billing, and you'll have a single point of contact for your entire CCaaS system, including WFM.

#### Question

How does WFM help improve my team's efficiency?

#### Answer

Because our WFM uses AI-driven forecasting, you can proactively predict staffing needs to ensure you always have the right number of agents available based on your demand patterns. This reduces overstaffing and understaffing, optimizing labor costs and improving service levels.

#### Question

Can you explain how consistently monitored analytics benefit my team?

#### Answer

Analytics give you immediate insight into your agent's performance and customer service levels. This lets you and your managers make agile, data-backed decisions, easily respond to operational changes, and maintain high service standards.