



Workforce Management (WFM)



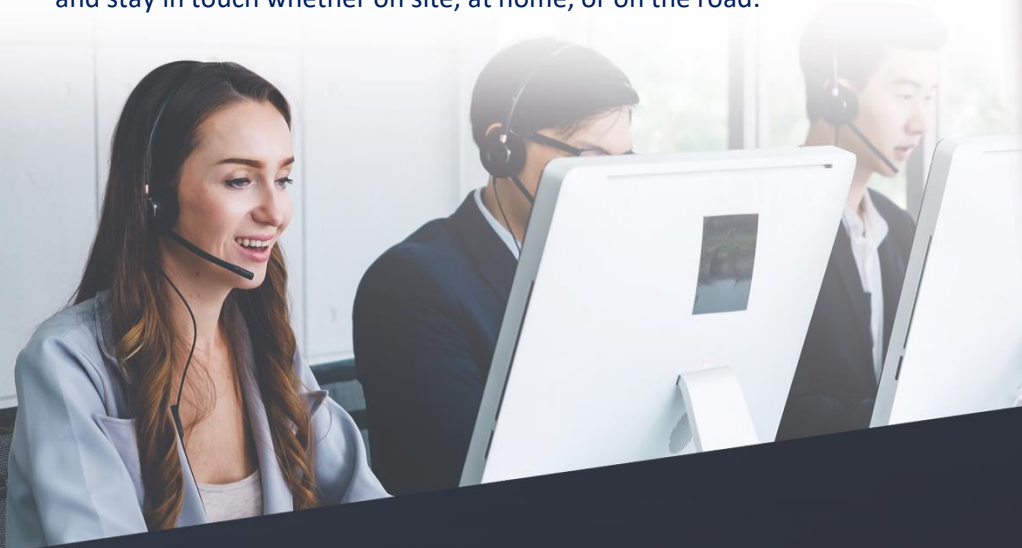
CommunityWFM

Solution Overview & Functionality

Enghouse Interactive Workforce Management is delivered using industry-leading CommunityWFM, which enables analysts, supervisors, and agents on your Enghouse Interactive Contact Center to work in collaboration to deliver optimized forecasts and schedules while helping to control costs.

Benefit from tight integration with Enghouse Interactive Contact Center. CommunityWFM is designed to quickly flex your staffing requirements and notify agents and supervisors using a fully integrated communication platform that includes email, text messaging, SMS, agent portal or the **CommunityWFM Everywhere™** mobile app

- Accurately forecast agent requirements based on contact center demand
- Generate precise forecasts using rich data collection and analysis
- Optimize operational flexibility with real-time analytics and reporting
- View data in visual dashboards and intuitively generate reports
- Enable agents to manage their own schedules, review ongoing adherence, and stay in touch whether on site, at home, or on the road.



Target Users

Enghouse Interactive Contact Centers, with up to 10,000 agents, that want to improve resource utilization for:

- WFM Analysts
- Supervisors
- Agents

Use Cases

- Flex Staffing Plans to Meet Changing Call Volume Demands
- Automated Attendance Monitor – Check-Ins, Lateness, Sick Absences
- Real-Time Adherence Monitoring
- Flexible Scheduling and Individual Shift Bidding and Trading
- Save and Reuse an Unlimited Number of Staffing Plans
- Mobilize Your Workforce

Benefits

- Modern and Simplified Solution
- Control Costs and Reduce Operational Risk
- Ensure Accurate Scheduling and Ongoing Operational Optimization
- Increase Efficiency via Skills-Based Staffing Algorithms
- Deployment Options: On-Prem or Hosted Models

Learn more at [EnghouseInteractive.com](https://www.EnghouseInteractive.com)
Contact us in North America at:
hello@Enghouse.com | 1.833.ENG.INTv (364.4688)

