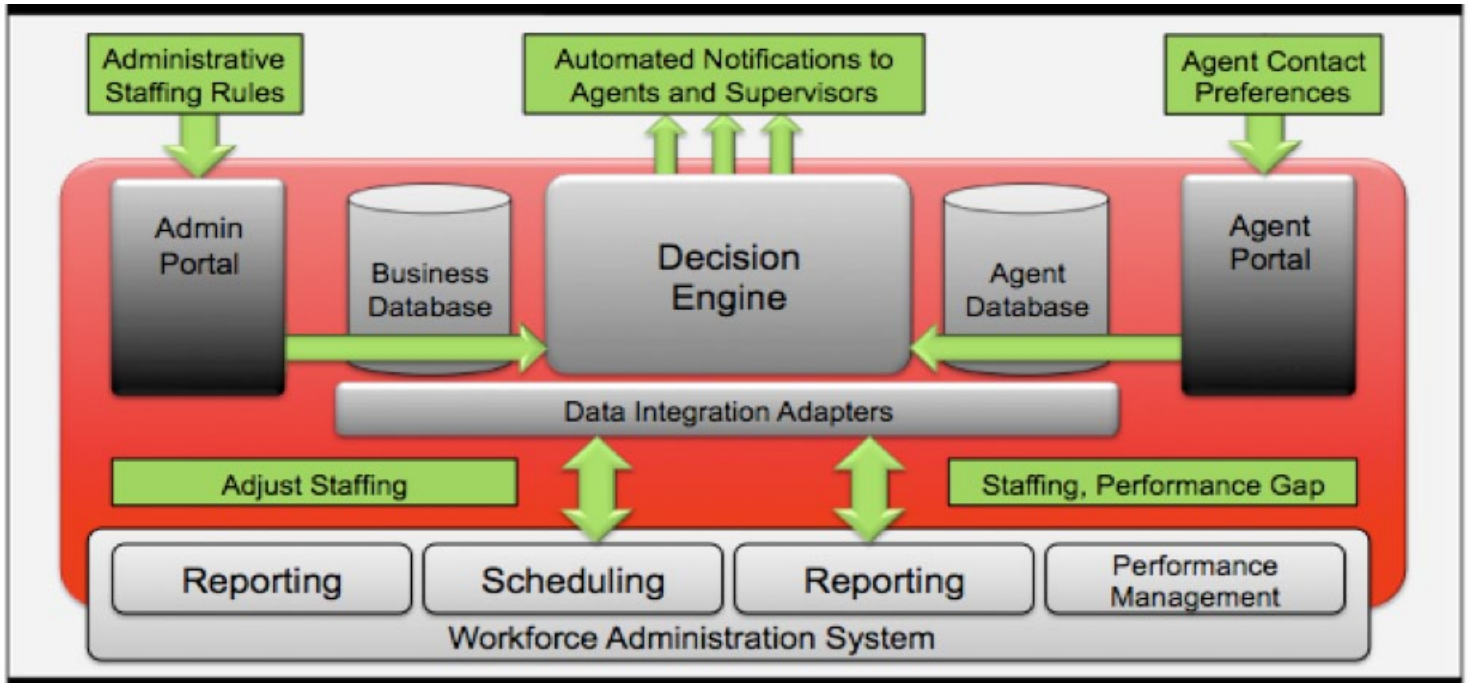




**INTRADAY STAFFING
AUTOMATED & OPTIMIZED
WORKFLEX MANAGER OVERVIEW**

WorkFlex Manager: the Power of Automated Intraday Workforce Administration in the Contact Center



WorkFlex Manager uses real-time supply chain methodology to analyze intraday gaps in supply and demand, determine best-case solutions to fill those gaps and automate the staffing adjustment process.

Workforce forecasting is a lot like predicting the weather: forecast accuracy decreases with time, which makes it difficult for workforce administrators to accurately predict and manage an adequate workforce to meet changes in demand.

As a result, intraday costs increase as administrators are often left to scour through individual schedules and manually manage agent outreach to fill those gaps.

Although workforce forecasting can be unreliable, there are new ways to adapt that will solve intraday staffing adjustment challenges resulting from unpredictable events that alter daily forecasts.

The solution is WorkFlex Manager.

WorkFlex Manager – WorkFlex Solution’s flagship product – automates the intraday staffing process and incorporates both administrative rules and agent contact preferences to achieve best-case staffing results. WorkFlex Manager:

- Increases revenue and operating income with precise, timely alignment of supply and demand
- Reduces overhead costs resulting from automation of intraday workforce administration processes
- Assures regulatory and contractual compliance using an objective rules-based decision process.

WorkFlex Manager enhances existing enterprise Workforce Management systems, and because it is deployed as a SaaS solution, it’s easy for organizations to implement with minimal cost and disruption.

To learn more, scan the QR code to schedule a demonstration
Or visit our website at www.workflexsolutions.com

