

# ZOOM Workforce Management



Remove the guesswork from your contact center planning by carefully balancing engaged agents and efficient operations.

## How ZOOM Workforce Management Works



### Forecast

Take full control of your shift planning. Know what to expect and avoid unexpected surprises. Forecast for multi-skill, multi-site, multi-channel, for any interval, including trend and seasonal analysis.



### Schedule

Staff costs are the single biggest expense in most contact centers. So it pays to bring together business needs, agent preferences and scheduling rules to produce the best possible schedules.



### Manage

Put real-time data at your team leaders' fingertips. Manage intraday situations and stay in control of the day. Adjust schedules on-the-fly based on agent status and fluctuations in call volumes.

## What makes us different?

### AGENT EMPOWERMENT

Let agents manage their own time and allow them to choose when they would like to work. Build the right schedule for both business and employees from the start.

### REPORTING

Manage performance with extensive schedule adherence reporting and drill-down graphs. Quickly access agent scorecards for various KPIs, such as absenteeism, schedule adherence and productivity.

### WHAT IF SCENARIO

Test the impact on service levels that would result from scheduling scenarios such as unusual sickness levels, changed opening hours, training schedules, product launches or ad campaigns.

### REAL-TIME ADHERENCE

Intraday reporting and real-time schedule editing allows you to monitor agent adherence and use drag-and-drop capability to adjust schedules based on real-time agent status.

### WHEREVER YOU ARE

Available for your smartphone and tablet through web based tools. For managers and employees who need access to the right information regardless of when and where they are.

### GAMIFICATION

Motivate your employees and reward achievement against targets. Agents will engage in a game-like competition that boosts motivation and rewards high performance.

