

Modern Adherence

Improve Contact Center Performance with CommunityWFM Enterprise

Monitor critical metrics and see firsthand how agents are performing through the CommunityWFM adherence solution.



Holistic View

See the exact percentage of agents that are currently in and out of shift adherence.



Granular Detail

Know when and why each agent is out of adherence and when they are set to return.



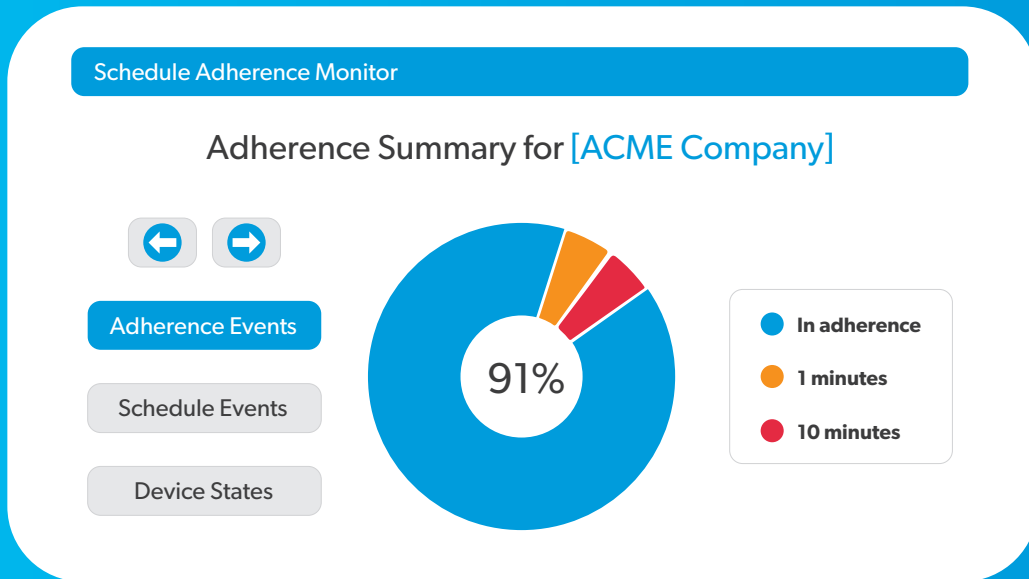
Quick Adjustments

Manually modifying the adherence of an agent takes seconds and can be seen by everyone.

Make the Right Decisions with Modern Adherence

- Adherence summaries can be accessed by event, skill, or phone state (based on ACD data).
- Photo-based indicators make locating a specific agent faster and creates a better experience.
- Adherence data can be combined to provide metrics at a team level for different departments or groups.
- Three types of reporting at the supervisor, WFM analyst, and agent level.
- Adherence information is retained forever and can be referenced at any time.
- Quick views into the contact center threshold value and individual agent statuses help with fine tuning operations.

Sophisticated and Easy to Read Adherence Reporting



Tracking contact center adherence has never been easier than with CommunityWFM Enterprise. Reports display exactly when and why agents were out and team schedule adherence monitoring lets you see the status of everyone in day/week/month views.

Always Stay Current Through Real-Time Adherence Alerts

The CommunityWFM Enterprise adherence solution is built to assist contact centers by providing alerts to indicate changes in the agent work status.

- ✓ Create unique alerts based on specific activity in one or multiple locations.
- ✓ Set your own refresh time for alerts based on your system configurations.
- ✓ Alerts are customizable so only certain violations, such as being out of adherence for an extended period, will cause an alert to occur.



Adherence on the go with Community Everywhere

Both agents and supervisors can now keep an eye on adherence through the Community Everywhere mobile app. Data around agent performance is transparent and accessible from anywhere.