

Real-time Intraday Management

Automate Intraday Management with CommunityWFM Enterprise

Quickly modify contact center staffing as customer interaction volume fluctuates while keeping both costs and efficiency in mind with the CommunityWFM intraday management solution.



Assess the Risks

Evaluate the potential impact of possible shift adjustments before making a decision.



Be Selective

Let agents who have the right skills opt-in for future shift adjustment opportunities.



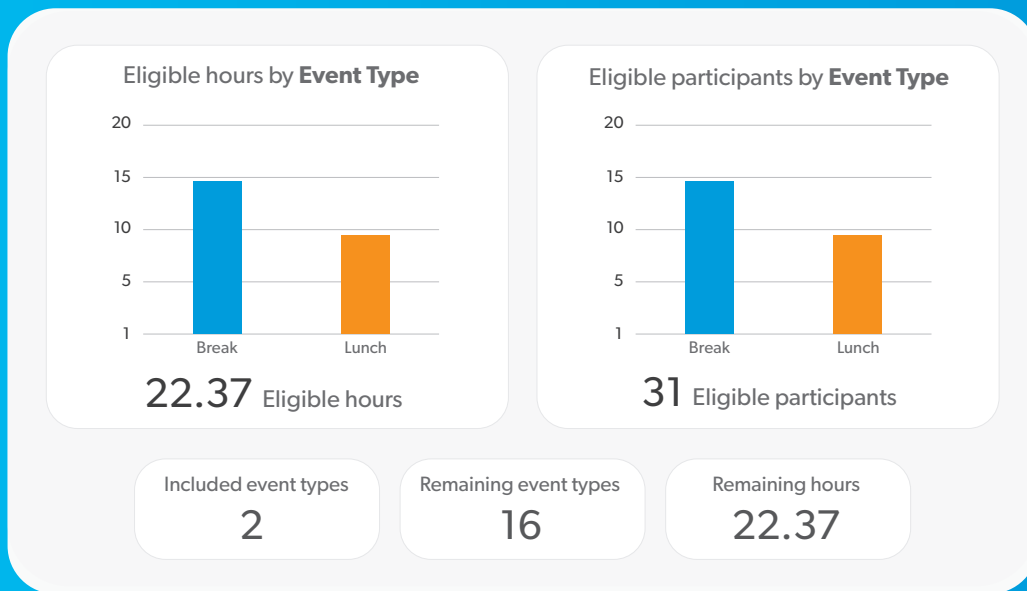
Change Quickly

Altering the schedules of one or many agents takes only a few clicks, not a few hours.

Drive Efficiency with Sophisticated Intraday Management

- Move or cancel events in bulk without manually adjusting schedules and notify all involved.
- Parameters around channel skills can be configured so only the appropriate agents for the shift are considered.
- Re-optimize off phone time to improve contact center morale and operations.
- Agents with overtime considerations can be immediately excluded from shift opportunities.
- Plan meetings and automatically consider the availability of everyone involved.
- Eight unique scheduling strategies are outlined step-by-step to simplify the intraday management process.




The Automatic Schedule Adjustment Plans Framework

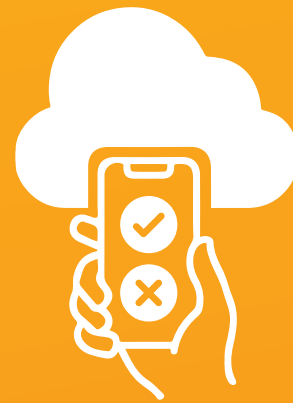


The automated schedule adjustment plan (ASAP) is vital to intraday management. It enables a WFM analyst to load an existing plan, such as for overtime or voluntary time off opportunities, and alerts all relevant agents instantly about the shift changes.

Custom Notifications for Improved Responsiveness

The CommunityWFM intraday management solution empowers a WFM analyst to execute simultaneous response strategies across multiple channels.

-  In app notifications within the CommunityWFM software where bi-directional communication exists for questions or follow up information.
-  Automated emails for agents with clear action areas so they respond faster.
-  Text message notifications reach agents regardless of their phone model.



Accept or Decline Shifts from A Mobile App

The Community Everywhere mobile app adds another layer to intraday management. Agents can accept or decline shift opportunities from the app and each decision is logged immediately within the cloud hosted CommunityWFM solution.