

Modern Scheduling

Improve the Agent Scheduling Process with CommunityWFM Enterprise

Ensure you have the right number of agents at the right time while managing to stay within budget through the CommunityWFM scheduling solution.



Start Effectively

Utilize past schedules as a template for future weeks without having to start from scratch.



Fewer Steps

Generate a schedule in minutes by taking a multi-step and highly intuitive approach.



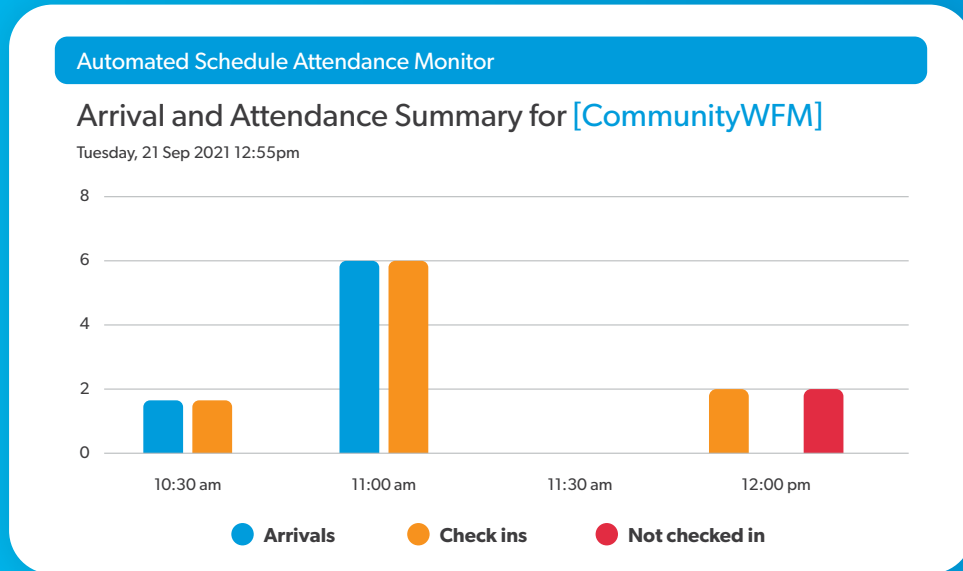
Many Options

Create and evaluate multiple types of schedules then choose the best one.

Minimize Costs and Maximize Productivity with Modern Scheduling

- Cutting edge skill-based algorithms to support multi-channel contact centers.
- Fixed, floating, and rotating schedules provide contacts centers with options to meet agent availability.
- Split shifts create a new work/life balance offering for agents by providing a mid-day break.
- Measure the impact of scheduling processes through built-in efficiency metrics.
- Fill shifts with non-scheduled agents via the Community Everywhere mobile app.
- Valuable what-if features including phantom agent schedules, optimization bias controls, and more.

Automatic Schedule Check-ins through ASAM



The automated schedule attendance monitor (ASAM) integrates with the phone system and mobile app to provide a real-time approach for tracking agent arrival and attendance.

Get Service Levels Back up with Scheduling Adjustments

The CommunityWFM Enterprise scheduling solution is built to help contact centers respond to and improve service levels.

- ✓ Ensure the right agents are staffed based on experience and expertise.
- ✓ Adjust agents quickly while still tracking channels, skills, and adherence.
- ✓ Detailed reporting can help find a correlation between service levels and staffing trends.



Schedule Bidding to Improve Agent Relationships

Schedule bidding is an automated way to boost agent morale and retention. Unique schedules with color coding indicate the probability of bid success for each agent. Schedules are sent to all agents immediately when the bidding ends.