

# Modern Forecasting



## Why Forecasting is Different with CommunityWFM Enterprise

Create highly accurate forecasts to meet your ever fluctuating contact center demand with the easy to use CommunityWFM forecasting solution.



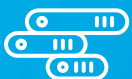
### Analyze

Review historical data from multiple sources and across multiple locations.



### Predict

Run advanced "what-if" analysis quickly with varying demand to improve accuracy.



### Create

Leverage multiple modeling options to create a forecast that meets your needs.

## Leverage Forecasting Solutions to Save Time and Money

- Build forecast models around previous metrics including call volume history, handle times, and shrinkage.
- Create an unlimited number of optimized schedules and forecasts to accurately meet realistic contact volumes.
- Forecasting data sources can include third-party information from outside of CommunityWFM.
- Multiple calculation methods are factored into the scheduling algorithm to improve accuracy.
- Forecasting scenarios are put together in minutes and are generated significantly faster than many traditional options.
- Turn a forecast directly into one or several schedules in just a few clicks.

# Integrate Our Forecasting Solution with Your ACD System

## 5.0 Working Forecast

### Contact Volume

**41,840**   **337**  
Total Contacts   Total AHT

### Staffing Requirements

**734**   **922**   **22%**  
Baseline (FTE)   Adjusted (FTE)   Gain (Hours)

### Shrinking Percentages

**18%**   **2%**   **20%**  
Discretionary   Non-Discretionary   Total

## Working Forecast Steps to Success

### Basic properties

Click here to enter basic properties



Enter basic properties

### Security

Click here to configure security permissions



Configure security permissions

### Copy forecast data

Click here to copy this forecast to another week






Copy this forecast to another week

Contact volume balances can be shared between an ACD system and CommunityWFM Enterprise in real-time. Excel information uploads are also supported.

## A Single Source for Forecasting

The CommunityWFM Enterprise forecasting solution is built to be the sole repository of forecasting information.

-  Forecasting data sources are easily configurable and selected by the end user.
-  Seamlessly combine information within the solution alongside spreadsheet data through a straightforward import process.
-  Quickly create several forecasts for the same date range and choose the one that best meets your needs.



## Forecasting to Meet Service Levels

A major concern in a contact center is accurately measuring service levels against agent costs. Forecasting within CommunityWFM supports both time of day and day of week service objectives to ensure levels are consistently met.