



# Playvox Workforce Management

Built from the ground up for digital-first, omnichannel contact centers and supports the workflows required today.

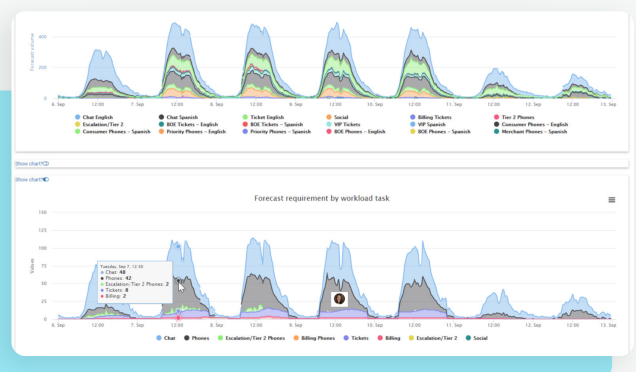
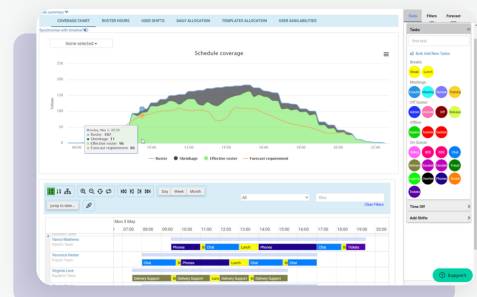
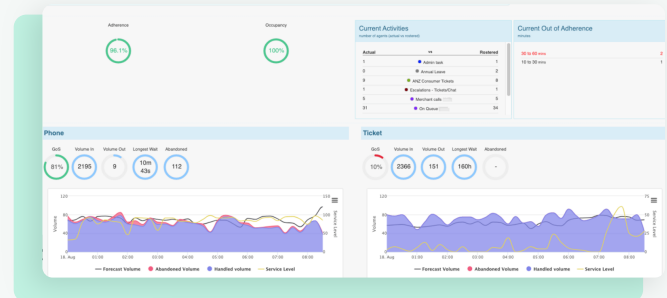
Intelligently forecast, schedule, and monitor your workforce without the need of specialized resources or data analysts

Omnichannel Workforce Management (WFM) doesn't have to be hard. Playvox's complexity-taming AI makes your capacity planning, forecasting, scheduling, and intraday planning easy and accurate.

While other systems were built for the voice-centric channels of yesterday, Playvox WFM was built for the digital channels. Get real-time visibility of all contact channels in one place. Don't keep trying to force-fit digital channels into a system that never envisioned the proliferation of social media, chat or email. Get more accurate schedules and forecasts based on the actual work rather than assumptions or best guesses.

*"We were able to initiate a global shift alignment within 30 days to know exactly where we needed to put all of our people on what shifts 24/7 because we could see our trouble spots that we were blind to before."*

Erin Filsinger,  
Director of Workforce Management, Zendesk



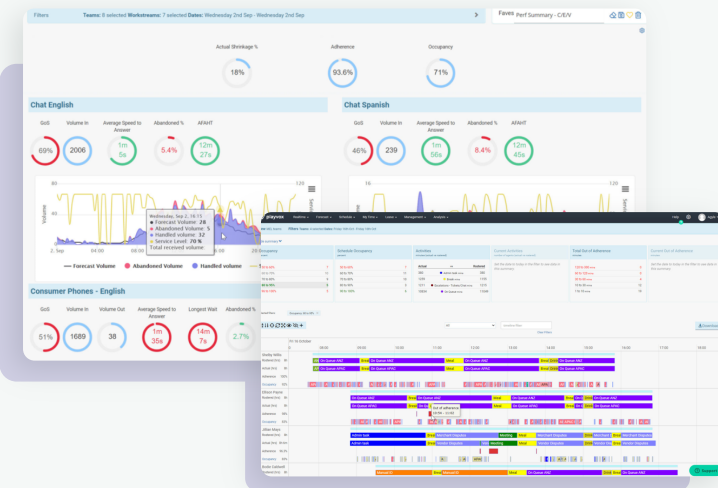
## Our top awards



## Real-time dashboards give the visibility you deserve.

Playvox WFM real-time dashboards provide both summary and detailed views of business performance as it happens.

Offers a view of forecasted volumes vs. the actual volumes that have arrived along with service level and other metrics, and a real-time view of agent adherence and occupancy to track if team performance is above or below targets.



## AI-powered, automatically generated forecasts and scheduling

Save time with fully automated omnichannel scheduling based on your specific business rules and priorities. Playvox WFM takes into account forecasts, KPIs, business requirements, SLAs and goals to create the most efficient schedule for your needs.

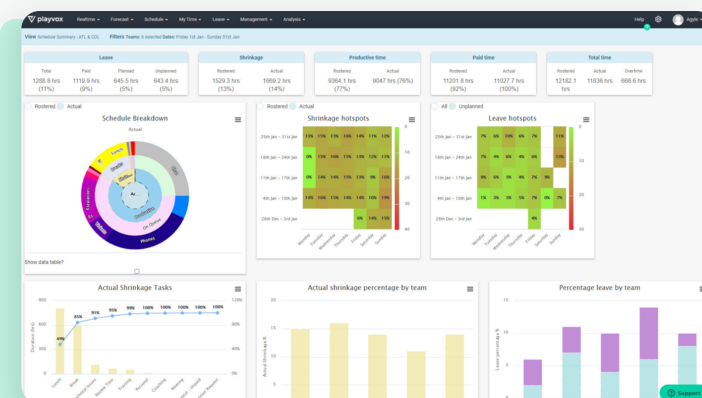
Handles synchronous and asynchronous workloads seamlessly in an omnichannel environment and reduces costs by having the right agents available at the right time to service customers, without overstaffing.

Uses real-time data and self-adjusting algorithms to continuously improve forecast accuracy.

## Reporting & Analysis

Take advantage of dashboards and reporting for center-wide optimization, down to agent-level tracking, to help with performance management and agent engagement.

Reports with drill-down functionality provide insight into key measures: punctuality, adherence, occupancy, service levels, workstreams and tasks, forecast accuracy, and more.



Playvox's powerfully simple workforce engagement management (WEM) solutions transform customer care. We deeply understand that exceptional employee engagement produces extraordinary customer experiences, and we love creating tools that help our customers unlock the full potential in every employee and every interaction. Playvox powers the world's fastest-growing brands.

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