

IMPACT 360 Express Workforce Management



With Impact 360 Express Workforce Management, you can produce optimized schedules that balance cost, service level, and employee preferences.

Now You Can:

- Benefit from a workforce management solution designed specifically for contact centers with up to 150 seats.
- Accurately forecast using historical data, with the ability to model recurring events.
- View and fine tune contact center operations in real time.
- Create optimal schedules to help meet service levels consistently and cost effectively while accommodating employee skills, proficiencies, and preferences.
- Monitor staff adherence to schedule and manage adherence exceptions efficiently.
- Increase productivity by automating routine administrative tasks.

Smaller contact centers face many of the same issues as larger centers, along with some extra challenges, such as forecasting and scheduling in an environment in which a single agent can affect service levels. Creating accurate forecasts, building efficient schedules, and delivering cost-effective, high-quality service can be a complex task for smaller centers — one that's well beyond manual methods or spreadsheets.

At Verint® Witness Actionable Solutions®, we understand the needs of smaller contact centers. With hundreds of small and mid-sized contact center customers, we know that the right workforce forecasting and scheduling solution can make a crucial difference in your center's operations. That's why we offer Impact 360® Express Workforce Management. Designed specifically for centers with up to 150 seats, it combines many of the workforce management capabilities used by large contact centers into a prepackaged, affordable solution that's easy to use and fast to deploy.

Impact 360 Express Workforce Management can help reduce overstaffing and overtime, provide employees with the schedules they actually prefer, identify time-off opportunities, and reduce shrinkage. What's more, it can automate routine administrative tasks, freeing your supervisors to coach their staff.

With Impact 360 Express Workforce Management, your smaller contact center can simplify and automate the complex task of forecasting and scheduling, enhance agent morale, and increase productivity. It's a smart solution that can deliver a return on investment quickly.

VERINT

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Impact 360 Wfm Guide

JG Myers



Impact 360 Wfm Guide:

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