

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.

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Adopting the Song of Term: An Psychological Symphony within **Impact 360 Wfm Guide**

In a world consumed by monitors and the ceaseless chatter of immediate connection, the melodic splendor and psychological symphony developed by the prepared term usually diminish into the back ground, eclipsed by the constant sound and distractions that permeate our lives. But, located within the pages of **Impact 360 Wfm Guide** a wonderful literary value filled with raw emotions, lies an immersive symphony waiting to be embraced. Crafted by an elegant composer of language, this captivating masterpiece conducts readers on an emotional trip, skillfully unraveling the concealed melodies and profound impact resonating within each carefully constructed phrase. Within the depths with this emotional assessment, we will investigate the book is central harmonies, analyze its enthralling writing design, and surrender ourselves to the profound resonance that echoes in the depths of readers souls.

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