

Contact Center WFM

Scheduling, Forecasting, and Adherence On-Demand

WFM gives managers detailed, up-to-the-minute information on scheduling, forecasting, & adherence directly in Contact Center.

FAQ: ICLOUDCONNECT WORKFORCE MANAGEMENT

Supervisors need a comprehensive picture of their team's availability, performance, and incoming call volume to manage effectively. Workforce Management (WFM) provides managers with complete, detailed, and up-to-the-minute information directly in iCloudConnect Contact Center — no external spreadsheets, calendars, or ad-hoc solutions required.

Centralizing the data and reporting that managers need simplifies scheduling and enables informed decision-making while reducing time spent on administrative tasks. With WFM, managers can more quickly and effectively allocate resources to address incoming call volume and measure employees' performance over time.



iCloudConnect

iCloudConnect | 10281 Frosty Court, Suite 150 Manassas, VA 20109 | 844-333-4678 | www.icloudconnect.com

What is Workforce Management?

Workforce Management is a Contact Center industry term that is used to describe scheduling, forecasting, and reporting on agent adherence.

Why does a Contact Center need WFM?

Many Contact Center managers use rudimentary tools for agent scheduling, such as spreadsheets and calendars, and do not have an easy, integrated or accurate way to determine required agent coverage for a specific time period or shift.

Does WFM tie into iCloudConnect Contact Center?

Yes, there is no need to do any third-party integration, as the WFM module is an integral part of the Contact Center database.

Does iCloudConnect WFM work with other Contact Center software?

No, this module is only available for iCloudConnect Contact Center users. Also, at this time, third-party call details may not be uploaded or integrated into the WFM module.

Does iCloudConnect WFM support multiple locations?

Yes. There is no limit to locations, shifts, Or agents within the scheduling module.

Can I manage PTO with iCloudConnect WFM?

Yes, the module has agent widgets for requesting and scheduling PTO. An approval workflow is maintained directly within the system, and displayed on scheduling pages.

What is schedule adherence?

Adherence is the measure of an agent's actual performance to the schedule provided to them by management. Adherence is where money and efficiency are either lost or controlled.

How does forecasting work?

The WFM module allows admins to select a historical date range of agent, queue and call activity from the Contact Center database. Admins then apply the resource requirements of that selection to a new or current date range. The system will then make recommendations on how best to schedule agents to fit the needs of the historic customer demand.

Is reporting included in iCloudConnect WFM?

Yes, there are several historical analytical reports in the WFM module including, resource performance, scheduling, and adherence.

Can I create my own schedule types?

Yes, the system is configurable to allow for locations, shifts, and task types to match your work environment.

How do I install iCloudConnect WFM?

No installation is required. After the license is activated, the WFM module will display in the Admin menus, and Agent scheduling widgets will be made available. You can start using the WFM module immediately after activation.

Is there training available on how to use iCloudConnect WFM?

Yes, there is professional training on iCloudConnect WFM available as needed.

How much does iCloudConnect WFM cost?

iCloudConnect Partners can charge a monthly subscription fee for each seat on which iCloudConnect WFM is active. The suggested retail price is \$30 per seat. iCloudConnect will charge Partners \$15/month for each seat on which WFM is active, in addition to a one-time training/set-up charge.

