

Contact Center WFM

Simplified Management of Scheduling, Forecasting, and Adherence

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FEATURES OVERVIEW: ICLOUDCONNECT WORKFORCE MANAGEMENT

iCloudConnect Workforce Management (WFM) has the scheduling, forecasting, and adherence tools supervisors rely on built directly in iCloudConnect Contact Center — eliminating the need for ad-hoc, “bolted-on” solutions and external spreadsheets.

With all of these tools in one place, managers can now easily access team performance and efficiency data from a single, centralized location. They can identify and intelligently plan for staffing needs, maximize team output, increase organizational accountability, and streamline customer-facing processes across the entire organization.

Scheduling Features

Advanced Agent Scheduling: Schedules are readily accessible directly within iCloudConnect Contact Center, simplifying the management process from beginning to end.

Fast Scheduler: Managers can copy, paste, and insert common schedules directly into iCloudConnect Workforce Management.

Multi-Location Support: Managers can oversee employee schedules across multiple locations within the iCloudConnect Workforce Management module.

Multi-Shift Support: Managers can enter a variety of shift types into Contact Center, ensuring their agents' schedules are easily represented.

PTO Management: PTO requests can be submitted, reviewed, and approved, directly within iCloudConnect Workforce Management.

User-defined Task/Schedule Types: Employees can personalize their schedules to reflect their specific needs and availability.

Adherence Features

Performance Tracking: Managers can track employees' adherence to performance goals and Service Level Agreements, giving a clear picture of the team's effectiveness.

Time Management Tracking: iCloudConnect WFM delivers to-the-minute reporting on employees' time management, ensuring productivity is maintained throughout the day.

Adherence Dashboard: Activity is tracked by the minute and shift, giving managers a complete picture of their team's performance and availability. Historical Reporting: A team member's performance can be compared to historical records and Service Level Agreements to assist in setting goals.

Forecasting Features & Other Features

Fast Forecasting: With iCloudConnect Workforce Management, managers can quickly predict incoming demand and allocate resources accordingly, ensuring a seamless experience for the customer.

Fully Integrated: Workforce Management can be activated within Contact Center through a simple license activation, and does not require any special installation or integration to the Contact Center platform.

With these comprehensive WFM tools, managers are empowered to create new efficiencies and identify new ways to improve the customer experience. The end result: employees have greater accountability, which leads to quicker, more personalized and satisfying customer experiences — the kind that build loyalty and trust every time.

