

DVSAnalytics Workforce Management

Customer Qualification Questions

1. Does the customer use workforce management (WFM) software?

If yes:

- Which one?
- Are they looking to change?
 - If so, why?

If no:

- How are they forecasting staffing needs?
- How accurate is it?
- Do they run “what-if” analysis?
- Do they change schedules based on intraday information?
- Are they measuring agent adherence to schedules?
- What agent communication tools would they like?

2. What is the customer’s Contact Center Software/ACD?

3. How many agents does the customer schedule?

4. How many sites does the customer have?

5. What are the customer’s top 3-5 WFM requirements?

Customer Company Name:

Contact Name:

Partner Company Name:

Partner Contact Name:

**Please return the completed form to
sales@dvsanalytics.com
or to your DVSAnalytics Channel Manager**