Workforce Management

Forecast, Schedule and Monitor Your Workforce

Contact center managers are continually challenged with scheduling agents to meet consistent customer service goals while controlling costs. DVSAnalytics Workforce Management rises to the challenge, helping you build a high performing, efficient workforce.

- Bursting – Scale resources up or down, on demand, to manage seasonal needs

- Low TCO – Remove expensive hardware costs from balance sheets & reduce burden on IT staff

- Secure & Reliable – Protect data with dependable cloud infrastructure

- Automatic Updates – Receive free software upgrades automatically

DVSAnalytics Workforce Management

Leverage your workforce talent, control costs and position your team to win with Workforce Management in the cloud.

With its cutting-edge technology, DVSAnalytics Workforce Management software enables you to accurately forecast and efficiently schedule your team, whether on-premise or working from home.

Drive Workforce Productivity

- Build a more productive, efficient workforce with these intuitive, easy-to-use workforce management tools:

- Accurate Forecasting

- Create forecasts based on historical trends for your multi-skill, omnichannel contact center.

- Optimized Scheduling

- Schedule agents to achieve service level objectives for your customers. Adjust staff on demand with intra-day management.

- Real-Time Adherence

- Gain immediate insight into agent adherence to support real-time decision making.

- All-Inclusive Licensing

Simplify product purchasing and control costs with complete licensing for your team.

Fast Implementation

Our Professional Services team installs DVS Workforce Management and trains your staff. With this quick on-boarding process, your team can focus on delivering an exceptional customer experience.

Real-Time Schedule Adherence by DVSAnalytics Workforce Management

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twitter.com/dvsanalytics

linkedin.com/company/dvsanalytics

dvsanalytics.com

Phone: 480.538.2020

Email: info@dvsanalytics.com

dvsanalytics.com

DVSAnalytics, Inc. (DVS) workforce optimization (WFO) solutions are designed to improve the customer experience and maximize employee engagement and productivity by offering analytics-enabled insights into customer interactions and contact center operations. DVS WFO solutions include interaction recording, analytics, quality management, workforce management, reporting and powerful employee engagement capabilities.