

# 7 BENEFITS OF WORKFORCE MANAGEMENT SOLUTIONS

Exceed service level objectives while controlling costs with Encore® Workforce Management for scheduling contact center staff.



## FORECAST STAFFING NEEDS

Accurately forecast schedules based on auto-captured historical trends for your omnichannel contact center.



## MULTI-SKILLED FORECASTING

Schedule agents per skillset, ensuring they are in the right place at the right time to support customers.



## INTRADAY MANAGEMENT

Flex your schedule or activities, on demand, with intraday management.



## REAL-TIME ADHERENCE

Monitor schedule adherence for improved agent productivity.



## AGENT PORTALS

Communicate with agents regarding schedule preferences, shift swaps, etc. via web interface & mobile app.



## BURSTING

Scale resources up or down, on demand, to manage seasonal needs.



## ALL-INCLUSIVE LICENSING

DVSAalytics provides unlimited supervisor & scheduler licenses.

Encore Workforce Management leverages cutting-edge technology to forecast and schedule single or multiple skill teams for contact centers. With responsive design, Encore WFM is available on desktop, tablet or mobile devices.