TOP 5 FEATURES OF WORKFORCE ENGAGEMENT MANAGEMENT (WEM)

Workforce Engagement Management (WEM) from DVSAnalytics is a comprehensive suite of workforce-centric software tools. It offers a solution for improving employee engagement and maximizing performance in contact center or customer service settings while also increasing commitment and productivity within your team. Discover the key features of WEM that help drive contact center success.

01 ENHANCED QUALITY MANAGEMENT

Our WEM software features built-in scorecards for easy performance evaluation, customized coaching for on-the-job training, and gamification to boost agent productivity and motivation.

02 INTERACTION MONITORING

Our WEM solutions offer call and screen recording to enhance performance, manage compliance, ensure quality, and gain insights into agent-customer interactions, improving service and sales.

03 CONVERSATION ANALYTICS

Our AI-incorporated conversation analytics provides a comprehensive analysis of customer-agent interactions, ensuring compliance, minimizing average handling time (AHT), identifying training needs, and gauging customer sentiment.

04 WORKFORCE MANAGEMENT

Our WEM solution accurately predicts staffing needs, streamlines scheduling, and offers real-time performance tracking, aligning staffing with skills and historical data to meet service objectives efficiently and cost-effectively.

05 AGENT GUIDANCE

Agent guidance offers real-time "next best action" prompts during live interactions, helping agents quickly resolve issues and provide tailored support while managing complex systems and data with ease.

GET IN TOUCH WITH DVS TODAY TO DISCOVER HOW OUR WEM SOLUTIONS CAN ENHANCE YOUR CONTACT CENTER OPERATIONS AND ASSIST YOU IN REACHING YOUR OPERATIONAL OBJECTIVES.