

Performance Workforce Management (WFM)

Optimize and Empower Your Workforce

The Performance WFM Package offers you the efficiency of a workforce management solution as well as the power of a real-time performance dashboard.

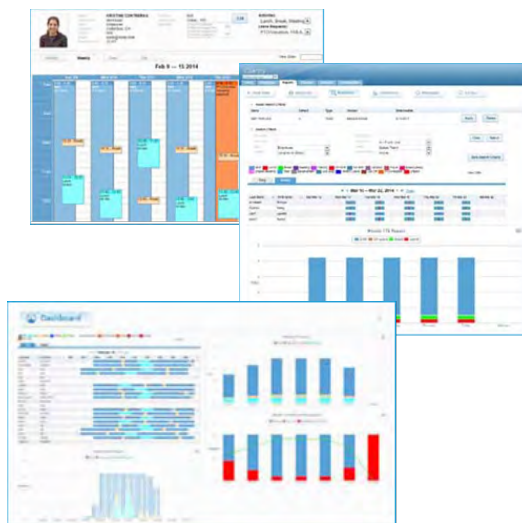
Included in this package is the Clarity WFM product as well as the inView Performance Dashboard strategically coupled to help you to optimize your staff and empower them to become stronger personnel.

The tools provided to you in this package go hand in hand to improve your workforce's efficiency, productivity, and experience in your contact center.

Package includes:

Clarity WFM

- Forecasting & Scheduling
- Real-Time Adherence
- Shift bidding & shift swapping
- Time off management
- Intraday Management
- Reporting - Standard & Ad-hoc



inView

- Real time visibility to further promote agent engagement and empowerment
- Aggregate data from multiple systems
- Drag and drop modular interface



Key Benefits

- Detect issues before they impact service levels
- Visibility into staffing trends and performance provides the opportunity to uncover options for streamlining labor usage
- Enhanced effectiveness and efficiency for supervisors
- Increased productivity and proficiency for front-line agents

Discover WFO Packages

Add Further Value by Utilizing Multiple Components of WFO

Take a look at all the Discover WFO packages listed here to see what best suits your organization's needs.

Package	Discover Audio	Discover QM	inView	Speech Analytics	Discover Survey	Discover Screen Recording	Clarity WFM
Discover Quality Management	◆	◆					
Performance Quality Management	◆	◆	◆				
Voice of the Customer	◆	◆	◆	◆	◆		
Clarity Workforce Management							◆
Performance Workforce Management			◆				◆
Discover Workforce Optimization	◆	◆	◆		◆	◆	◆