

broadvoice

# WORKFORCE MANAGEMENT

## CUSTOMER FAQs

Reduce your staffing costs and improve your service levels with smarter, easier forecasting, scheduling, and reporting using an AI-infused WFM solution.



### WHAT IT IS

#### WHAT IS WORKFORCE MANAGEMENT BY BROADVOICE?

Workforce Management is an AI-infused WFM solution designed to optimize the scheduling, monitoring, and performance management of contact center agents. It has capabilities like realtime dashboards, forecasting, rosters, capacity planning, and performance analysis to drive engagement and efficiency in your contact center.

### WHO IT'S FOR

#### WHAT INDUSTRIES CAN BENEFIT FROM WFM?

WFM is helpful for teams in industries like retail, financial services, hospitality, manufacturing, insurance, utilities and energy, automotive, logistics and transportation, and government.

#### HOW CAN WFM HELP MY CONTACT CENTER?

WFM addresses issues like inefficient manual staffing processes, long customer wait times, challenges in managing global workforce schedules, and real-time agent adherence and occupancy rate tracking.

### KEY FEATURES

#### DOES WFM HANDLE GLOBAL OPERATIONS OR MULTI-TIME ZONE SCHEDULING?

Yes! Our WFM tool was designed to manage complex scheduling across multiple time zones, ensuring your team can consistently provide the highest levels of customer support and workforce coordination on a global scale.

## WHAT MAKES WFM FROM BROADVOICE DIFFERENT FROM OTHER WORKFORCE MANAGEMENT TOOLS?

We offer AI-driven forecasting tailored for voice channels, real-time analytics, and customizable reporting tools. With it, you can ensure precise staffing, operational efficiency, and seamless integration with your existing systems. What's more, since you're contracting through Broadvoice, you simplify your billing, and you'll have a single point of contact for your entire system, including WFM.

### KEY BENEFITS

#### HOW DOES WFM HELP IMPROVE MY TEAM'S EFFICIENCY?

Because our WFM uses AI-driven forecasting, you can proactively predict staffing needs to ensure you always have the right number of agents available based on your demand patterns. This reduces overstaffing and understaffing, optimizing labor costs and improving service levels.

#### CAN YOU EXPLAIN HOW REAL-TIME ANALYTICS BENEFIT MY TEAM?

Real-time analytics give you immediate insight into your workforce's performance and customer service levels. This lets you and your managers make agile, data-backed decisions, easily respond to operational changes, and maintain consistently high service standards.

#### HOW DOES WFM HELP MY AGENTS?

WFM gives agents a self-service portal to manage their schedules, swap shifts, and enter time-off requests. It also provides agent performance insights, which helps you find training opportunities, leading to increased productivity and job satisfaction.

#### HOW FAST CAN WE DEPLOY WFM?

Usually, you can deploy WFM within weeks, and our team will guide you through the entire process to ensure a smooth transition.

### NEXT STEPS

#### HOW DOES YOUR TEAM SUPPORT WFM?

We offer comprehensive support for WFM, including implementation assistance, ongoing technical support, and continuous service and support for the life of your contract.

#### HOW CAN I LEARN MORE?

For more information or to schedule a demo, [connect with our team here](#).