Enghouse ENGAGE
experience the journey 2017
Integrated technologies and embedded communications are changing the way contact centers plan and execute their unique workforce optimization strategies.
Founded in 2005 by a team of industry leading workforce management experts. WFMSG personnel were engaged with legacy WFM technologies and deployment approaches for Fortune 500 companies. This expertise was distilled into the modern design of Community and our deployment and service models.
Evolving WFM Technologies

WFM 1.0
- Telephony Integration
- Demand Forecasting
- “What-if” Analysis
- Schedule Optimization
- Intraday Reporting
- Schedule Adherence

WFM 2.0
- Real-time Adherence
- Agent Empowerment
- Shift Bidding
- Time-off Requests
- Omni-channel
- Back Office
- Payroll Integration

WFM 3.0
- WFM Automation
- Integrated Internet
- Mobile Technologies
- Agent Realization
- Productized Integration
- Two-way Notifications

1970 - 1990
Expensive and Obtuse
Lengthy Deployments
Heavy Infrastructure

1990 - 2110
Expensive and Complex
Lengthy Deployments
Heavy Infrastructure
Ease of Use

2010 -
Affordable
Rapid Deployment
Virtualization/Cloud
Ease of use
Now What?

AUTOMATION OF WFM PROCESSES & INTEGRATED COMMUNICATIONS

Notification channels

Click the tiles below to include or exclude a notification channel.
Increased Agility thru Process Automation

- Data integration
- Alerts and notifications
- Attendance reporting
  - Call-outs
- Intraday re-optimization
- Communications
- Data extraction
Automated Attendance Tracking

Automated Schedule Attendance Monitor (ASAM) automates agent attendance

Fully integrated with the ACD, Community mobile application and front end time keeping platform.

Track and report agent arrival and attendance, including who is scheduled and who is here, sick or late.
Adaptive Intraday Management Features

- Intraday performance reports with auto re-forecasting
- Service level dashboard
- Automated Schedule Adjustment Plans (ASAP)
  - Refine
  - Add
  - Remove resources
- Create, save, store and re-use an unlimited number of strategies using simple drag-and-drop control
- Instantly communicate with your entire contact center
Integrated Communication Framework

• Broad set of integrated communication channels
  ✓ SMS text messaging
  ✓ Email
  ✓ Desktop pop-up notifications
  ✓ Internal memos
  ✓ Agent mobile application

• Flex your workforce with speed and precision
Empower your agents by providing visibility to schedules, reminders, adherence KPI’s and more

- View schedules
- View adherence
- View attendance
- Receive reminders, notifications, and accept or decline opt-in offers for over and under time
- Send late and sick out notifications
- Request time-off
Community WFM Functional Demo

http://www.wfmsgdemo.com/CommunityWeb/UI/Login/CommunityLogin.aspx
Community WFM - Revolutionized workforce management

- Easily import data in and export data out
- Superior user interface
  - Wizard-based processes
- Automated attendance tracking
- Adaptive intraday management via ASAP
- Integrated, two-way communication framework
  - Five channels
- Intuitive agent mobile application