



Enghouse
WORKFORCE
MANAGEMENT

Optimized Staffing for Every Contact Center



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Interactive

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Enghouse Interactive's Workforce Management solution, CxWFM is a feature-rich, practical, and intuitive application with cutting-edge schedule optimization and real-time features that enables workforce management for contact centers of every size. Enghouse CxWFM's easy-to-use interface, low upfront costs and quick deployment allow it to deliver a Return on Investment (ROI) within only months of deployment.

Enghouse CxWFM is a truly user-friendly system that has been designed and refined to meet our customers' ongoing practical requirements over 20+ years of development and deployment. CxWFM is the perfect tool to help contact centers improve the experience they offer both their customers and employees – while enabling managers to identify and reduce unnecessary operational overheads.

**Deliver ROI
in just months**

Drive Business Improvements with Enghouse WFM

- Create optimized schedules and reach targeted SLAs with Enghouse CxWFM's Forecasting.
- Explore what-if scenarios in minutes thanks to Enghouse CxWFM's quick and powerful schedule optimization.
- Easily build clear and concise performance reports that help identify training and coaching needs for your agents.
- Manage shift swaps easily and painlessly, improving employee satisfaction and wellbeing.
- Use Enghouse CxWFM's Intraday management to quickly adapt to changing trends and volumes.
- Use the real-time adherence function from the Enghouse CxWFM supervisor portal to quickly spot any agent status concerns.



Powerful and Effortless

- Enghouse WFM's cutting-edge Optimization Engine creates optimized schedules within minutes that easily allow intraday adjustments and single day reactivation to effortlessly handle unexpected events such as absences or changes in call volume.
- Use the system to recommend the most suitable time for meetings and training, taking into consideration the scheduled shifts and the target curve at different times of the day.
- Simulate device levels per queue, to measure service level fulfillments and generate queue overflow reports for selected intervals.
- Try different settings to analyze the effect and cost of your schedules before publishing.
- Use the service level simulation to provide instant analyses on estimated SLAs down to 15-minute increments. Voice of the Customer (VoC) Insights.

Flexible Agent Access

- Agents use a web interface or real-time desktop app to communicate availability, track performance, request vacations, and (optionally) swap shifts with other agents.
- Agent schedules can be published in Outlook, iCal, Google Calendar, Android and iPhone.

User-Focused Design

Enghouse CxWFM is a robust, enterprise-class Workforce Management system that scales for your business needs and is proven to enhance the customer and employee experience while saving administration time and reducing over- and under-staffing.



Forecasting

Use Enghouse CxWFM' s forecast module for both inbound and outbound calls and create target forecasts for other channels such as email, chat, and social media. Organizations with multiple sites or skills can split traffic into different channels to forecast each part of the business separately.

Create forecasts in different scenarios, such as budget forecasts, growth simulations, seasonal variations and market trends and take into account various shrinkage and efficiency parameters as required.

Forecast inbound and outbound calls, email, chat, and social media

Reporting

Optimize your WFM instance with selected optional reports to meet your needs. Keep track of late arrivals, early departures, and break adherence. Scan relevant information and analyze contact center performance as well as individual agents.

Enghouse CxWFM' s extensive report package generates valuable Key Performance Indicators (KPIs) for organizational enhancements such as performance and customer experience improvement. Use the Real-time Adherence report and forecasting to perform intraday analyses and schedule adjustments to help fulfill service level agreements.

Reports include Call Traffic; Agent Performance; Time and Attendance; Management



Real-Time Monitoring

Customize Enghouse CxWFM's graphical real-time monitoring tool with different views for real-time data on agent status, occupancy, and adherence. Team leaders can easily follow up on current activities – such as the number of logged in and available agents – and on occupancy and adherence in percentage for a specific workgroup, or for the entire contact center.

Workforce Management Solutions to Meet your Needs

Enghouse Interactive delivers WFM that works for you, empowering your key contact center staff to manage costs and resources efficiently for your organization. As well as our proprietary Enghouse CxWFM solution, we offer integration with best-of-breed solutions, such as Teleopti from Calabrio. We welcome your enquiries, please get in touch to find out more.



About Us

Enhouse Interactive (EI), a subsidiary of Enhouse Systems Limited (TSX: ENGH), is a leading global provider of contact center software, services, and video solutions, serving thousands of customers for over 35 years. Enhouse Interactive solutions enable customers to deliver winning customer experiences by transforming the contact center from a cost center into a powerful growth engine.

Enhouse Interactive's core values – Reliability and Choice – are key differentiators in the global marketplace. Reliability speaks to Enhouse Interactive's reputation for consistently honoring its commitments to its customers, staff, partners, and investors. Choice is reflected in the unparalleled breadth of its CX portfolio, which enables customers to choose from a wide array of solutions, whether deployed on-premise, in the cloud, or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enhouse Interactive simplifies the advanced integrations customers require.

Respecting local regulatory requirements, and supporting any telephony technology, Enhouse Interactive ensures that its customers can be reached by their customers – anytime, anywhere, and via any channel.

Contact Us to Learn More

With over 35 years of extensive contact center expertise, our team of experts are ready to optimize a solution that's right for your contact center, today and tomorrow.

Visit us at enhouseinteractive.com

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Enhouse Workforce Management



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