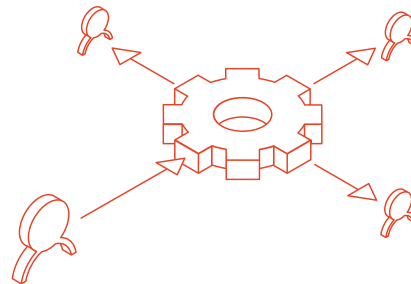# Workforce Management Optimise (WFM)

The Next Generation of Cloud Workforce Management (WFM) for your Contact Centre Platform. CCBox WFM Optimise enables contact centre managers to accurately forecast and schedule staffing requirements across the entire telephony estate – which all help to deliver an exceptional customer service.

CCBox WFM Optimise is just for contact centres and is a powerful suite of tools that are intuitive to understand and easy to use.

The solution is comprised of several modules:

- Historical & Real-Time ACD Integration
- Accelerated Forecasting Methods
- Multi-skilled Forecasting
- Schedule Optimization
- Intraday Management
- Real-Time Agent Adherence
- Holiday Management
- Reporting
- Dashboard

How CCBox **WFM Optimise** Works...

CONNECT

CCBox WFM provides an easy-to-use, cloud-based platform which can provide forecasting and scheduling for your entire contact centre workforce.

INTEGRATE

CCBox WFM has real-time and historic connectors to your Contact Centre and can provide several additional functions designed to increase agent retention and reduce administrative overheads.

SIMPLIFY

Our intuitive interface makes the platform perfect for end users utilising workforce management software for the first time, as well as being familiar to seasoned WFM professionals.

Why choose CCBox **WFM Optimise?**

A COMPLETE SOLUTION

There are no exclusions to the CCBox WFM solution, we believe in delivering all the benefits to our customers, all of the time.

IN THE CLOUD

The cloud based the solution runs entirely through a web browser. This low impact set-up makes the platform perfect for companies seeking a quick turnaround in staff performance and costs.

FORECAST

The multi-skill, multi-media forecasting tool will help you handle typical contact centre related challenges such as public holidays, seasonality and non-typical peaks and troughs. All forecasts can be edited through interactive graphs including wholesale adjustments in response to particularly busy or quiet periods.

SCHEDULE

Our powerful technology provides a multi-skill, multi-media scheduling system which gives you full control. It includes rotational shifts along with outstanding agent optimisation as standard.

REAL-TIME ADHERENCE

Each agent's real-time status is graphically displayed, showing what the agent is doing versus what they should be doing and highlighting any differences.

CONSUME

No complex license arrangements, no confusing commercials. CCBox WFM is a flat fee per agent per month, with no minimum commitments.

**For more information on any of our products or services
please visit us on the Web at: www.ccbox.global**