



ESSENTIALS BY THE NUMBERS

<100



Contact Center Size

Essentials is for SMB contact centers and real-time users of automated workforce management software that have a single site and fewer than 100 agents.

LOW
MONTHLY
COST

Cloud-hosted Essentials can be quickly deployed in your contact center with a low monthly fee per agent.

ZERO.
ZILCH.
NADA.

No More Spreadsheets

CommunityWFM users can now migrate from a spreadsheet-based approach to an automated and easy-to-use WFM tool in just a few days.



15%
REDUCTION

Of Over Staffing

WFM software results in increased agent productivity, improved service levels, reduction in shrinkage and excessive idle time, all while controlling the cost of providing that service.



Essentials intuitively walks users through the planning process to develop accurate forecasts and schedules. Create as many working schedules as required, select the schedule and publish it out to agents. Schedules are easily adjusted for unplanned events, time off, and new time intervals.

Agent Engagement

Communicating out to agents is a test for any contact center. Respond to fluctuations in workforce demand by using a two-way communication framework to engage and deliver critical information to teams through their preferred channels.



30%
INCREASE

AGENT
ADHERENCE

Agents, supervisors, and analysts are seamlessly connected through tightly integrated desktop portals and notification channels including:



Desktop
Pop-ups



Internal
Memos



Agent
Mobile Apps



TWO DAY
ONBOARDING

Essentials onboarding is streamlined with cloud-hosting and zero client install. It's that simple – customers benefit with a rapid adoption immediately realizing Essentials product features and benefits.

100+
YEARS



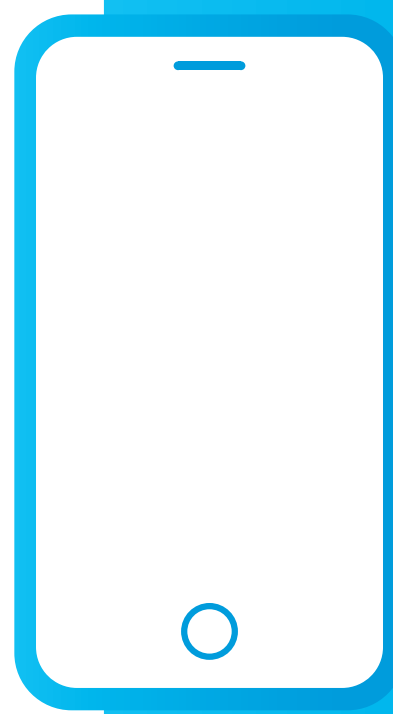
Of Workforce Management Experience

CommunityWFM has leveraged this experience to build an easy-to-use and automated WFM application. We understand that agent acceptance depends on agent engagement and that return on investment depends on short learning curves and quick results.



Cloud Hosted

Essentials is 100% browser-based and is hosted in the cloud, supporting multiple ACD integrations with automatic queue setup.



COMMUNITY
EVERYWHERE™
MOBILE APP

Essentials mobile application empowers agents on-the-go by providing unmatched visibility and transparency into their own schedules and real-time statistics.

97%



Of Millennials Own Smartphones

Many Millennials are employed by contact centers, and are very dependent on mobile phones in their daily routines. Essentials provides mobile phone tools that enable two-way communication. This improves productivity, boosts morale, and eliminates manual tasks, enabling them to check in with their supervisor, submit requests and even view their schedule adherence in real-time.

10
MINUTES

Easy to Upgrade to Enterprise

And when you are ready, Essentials can be upgraded to the Community Enterprise solution with a simple license update, with access to advanced features and greater automation.

Ready for a Demo?

Visit us online at
CommunityWFM.com
or call **(877) 668-6870**