



# CommunityWFM

## ESSENTIALS

Say goodbye to spreadsheet  
frustration with modern WFM.



## CommunityWFM Essentials® - A Perfect Solution for Contact Centers Under 100 Agents

### Essentials for SMB Contact Centers

#### The Problem with Spreadsheets

#### Wizard-Based Forecasting & Scheduling

#### Integrated Communication Framework

#### Community Everywhere

#### Onboarding Essentials

#### What is Achievable?

#### A Unique WFM Vendor

Workforce Management (WFM) software has evolved from a nice to have in large contact centers to a necessity for contact centers of all sizes. Every contact center with a few hundred agents or more is most likely using some type of automation to manage their staffing requirements. But what about contact centers with fewer than 100 agents? For the most part, they have been overlooked, until now. While other WFM providers have tried to offer a solution for smaller contact centers, they have failed either due to price and/or complexity, to deliver the right balance to satisfy customers. Essentials offers simplified, flexible, and easy-to-use features, and at the right price point, to give SMB contact centers the solution they need.

### Essentials Features:

- **Accurate Forecasting and Schedule Optimization**
- **Intraday Management and Reporting**
- **Schedule Adherence**
- **100% Browser-based and Cloud-hosted Environment**
- **CommunityWFM Everywhere® Mobile App**
- **ACD, Data Integration and Automatic Queue Setup**



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## Spreadsheets Can't Compete with Automation

Many SMB-sized contact centers rely on spreadsheets to schedule agents. For contact centers with only a handful of agents, this approach may still have some merit. However, adding just one different skill set, for example, telephone calls and email contacts, begins to reveal the new complexity within modern contact centers. The reality is that multi-transaction, multi-channel contact centers require some type of automation to accurately forecast and schedule in this new environment.

Spreadsheets were a useful tool but are an outdated way of tracking agents, including adherence to schedules, and a multitude of other workforce management functions.

Spreadsheets do not accommodate for:

- Agents needs and schedule preferences
- Multi-skill and multi-channel environments
- Labor laws and complex government mandated rules and regulations
- Track agent schedule adherence
- Over and understaffing

Replacing spreadsheet scheduling with Essentials can make a major contribution to a contact center by returning quantifiable agent productivity improvements - 25% - 30% for new implementations and up to 10% for replacing existing and outdated WFM software solutions. The speed, ease-of-use, and accuracy are worth the investment in an affordable and flexible workforce management solution such as Essentials.

## Wizard-Based Forecasting and Scheduling

To ensure you're not behind the curve when it comes to accurate forecasting and scheduling, Essentials intuitively walks users through the planning process to develop and execute an accurate forecast while managing overhead costs.

Now that a forecast is created, the next step is to generate a state-of-the-art schedule for the forecasted week. Create as many working schedules as required, select the schedule and publish it out to agents. Agent schedules can be manipulated for typical daily events, time off, and new time intervals. Essentials scheduling features have easy functionality and usability to ensure that even novice users can quickly become proficient.

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## Agent Empowerment is in the Forefront of our Design

CommunityWFM was built from the ground up with agent empowerment at the forefront of its design. Agents, supervisors, and analysts are seamlessly connected through tightly integrated desktop portals and notification channels including:

- › **Desktop Pop-ups**
- › **Internal Memos**
- › **Agent Mobile App**

Essentials enables agents to view their own individual schedules and real-time schedule adherence.





## Community Everywhere

Community Everywhere, our mobile application, empowers agents on-the-go by providing unmatched visibility and transparency. Whether employees are in the office, working at home, or on the road, they can:

- View their schedules
- View schedule adherence
- View adherence KPI's
- Request time-off



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## Onboarding Has Never Been Easier

### Essentials On-boarding

CommunityWFM uses a proven onboarding process called Steps-to-Success. For Essentials, on-boarding is streamlined comprised of two days of remote training to complete the initial onboarding process.

- ✓ Cloud-hosted Essentials can be quickly deployed in your contact center. With a low monthly fee per agent, access to Essentials' features and benefits could not be easier.
- ✓ Select training the way you want it – choose from onsite training, remote instructor-led training, or online training through process guides and videos. Essentials onboarding includes a dedicated project manager to ensure every deployment is a success. Plus, we have flexible deployment options that are secure, scalable and compatible with your technical specifications.
- ✓ And when you are ready, Essentials can be upgraded to the Enterprise solution with a simple license update, with access to advanced features and greater automation.



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## What is Achievable with Essentials?

- Reduce administrative time spent developing forecasts and schedules
- Create optimized schedules not possible in spreadsheets
- Reduce over-and under-staffing by quickly aligning schedules with the call demand
- Greater agent engagement and collaboration using Community's multi-channel communications platform
- Achieve a greater ROI in less time than legacy systems
- Improved agent productivity while optimizing labor costs
- Improved, consistent service levels that drive customer satisfaction
- Reduce shrinkage



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## A Unique WFM Vendor

CommunityWFM is unlike any other vendor in the industry. Our solution was conceived and created by workforce management experts who understood that agent acceptance depends on agent engagement and that return on investment depends on short learning curves and quick results.

Essentials offers agents unprecedented inclusion into the scheduling process. Our extensive use of wizards guide forecasters and schedulers and avoid unproductive complexities found in competitive offerings. Repetitive and routine WFM tasks are simplified and automated.

If you want a quick return on your investment, check us out. You'll feel the difference right from the beginning.



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