



# Enterprise

A Modern and Simplified Approach  
to Workforce Management



CommunityWFM



Community  
WFM

## Every new day brings different challenges for workforce analysts.

With so many shifting variables, forecasts and schedules can quickly change and become outdated. Unexpected disruptions and occurrences such as unplanned absenteeism, unannounced internal activities, spikes in calls and weather-related disruptions require immediate attention and corrective action.

Analysts have an ongoing quest to overcome these obstacles and execute a winning WFM strategy. This requires a forecasting and scheduling application that automates and simplifies the continuous planning process in order to achieve accurate workforce management goals.



## CommunityWFM Enterprise™

CommunityWFM Enterprise has raised the bar for the way organizations plan and execute their staffing strategies, using innovation to solve the needs and challenges of enterprise contact centers. Delivering state-of-the-art forecasting and scheduling, with intraday management dashboards and automatic reforecasting, Enterprise provides analysts with real-time opportunities to ensure consistent staffing levels. Enterprise surpasses the benefits traditionally offered by legacy workforce technologies, including a tightly integrated and innovative multi-channel notification framework.



# Enterprise Forecasting & Scheduling

## Forecasting

- Skill-based omni-channel forecasting with media-type service metrics
- User definable data selection for forecasting
- Seamlessly combine spreadsheet data into forecasts
- Supports time of day, and day of week shrinkage and service objectives
- Unlimited forecasts for the same date range and creation of future forecasts

## Scheduling

- Fast and accurate schedule optimization - fixed, floating and rotating schedules
- Intraday schedule re-optimization of selected events
- Fully automated end-to-end scheduling bidding
- Schedule efficiency measurement and user-adjustable cost vs. coverage analysis

## Automated Schedule Attendance Monitor (ASAM)

ASAM, integrated with the phone system and the agent mobile app, provides an automated and streamlined approach to track agent arrival and attendance. The Attendance Monitor in ASAM allows supervisors to view agents as they arrive by specific time intervals, and the Arrival Detail Console provides a dashboard of an agent's status while streamlining the process of managing exceptions.

## Automated Schedule Adjustment Plans (ASAP)

Enterprise provides a one-of-a-kind toolkit that enables analysts to create, save and re-use an unlimited number of customizable strategies. This on demand feature allows analysts to increase, decrease or refine staffing levels, virtually eliminating time-consuming schedule modification processes.

## Agent Self Service Kiosk (ASSK)

The Agent Self Service Kiosk (ASSK) allows agents to complete non-urgent tasks on their time. Simply create an event, such as attending a virtual HR compliance session, and let relevant agents know about it in a few clicks. With the ASSK system, agents can choose an exact and validated time to complete the session, including during off hours.



## One Community, Four Languages

The Enterprise solution has native language support for four of the most popular languages in the world (English, French Canadian, Mexican Spanish, and Brazilian Portuguese). Whether enabled for a single agent or a group, the language experience changes across the entire product to meet the needs of a global contact center.

## Reporting

Enterprise offers a full set of reports, including detailed comparison analysis, to help provide the KPIs needed for efficient WFM execution. Custom reports provide the ideal building blocks for exporting data to other applications, such as payroll systems or shared servers. Preformatted Excel templates are also available for importing data from outside Enterprise.

## Several Hosting Options

The CommunityWFM professional services team can assist with hosting Enterprise in a cloud (most common), on-premise, or hybrid environment, with each hosted instance being optimally configured to the rest of a contact center technology stack. Backed by leading data security standards, the CommunityWFM team creates a hosting and migration solution to meet the needs of a modern contact center.

## Steps-to-Success™ Onboarding

Enterprise is 100% browser-based, making the application easy to deploy, maintain and grow without sacrificing existing infrastructure. CommunityWFM's Steps-to-Success™ onboarding has been perfected over years of consulting WFM system deployments across all platforms. Training is based upon best practices with a goal of efficiently establishing a production environment.



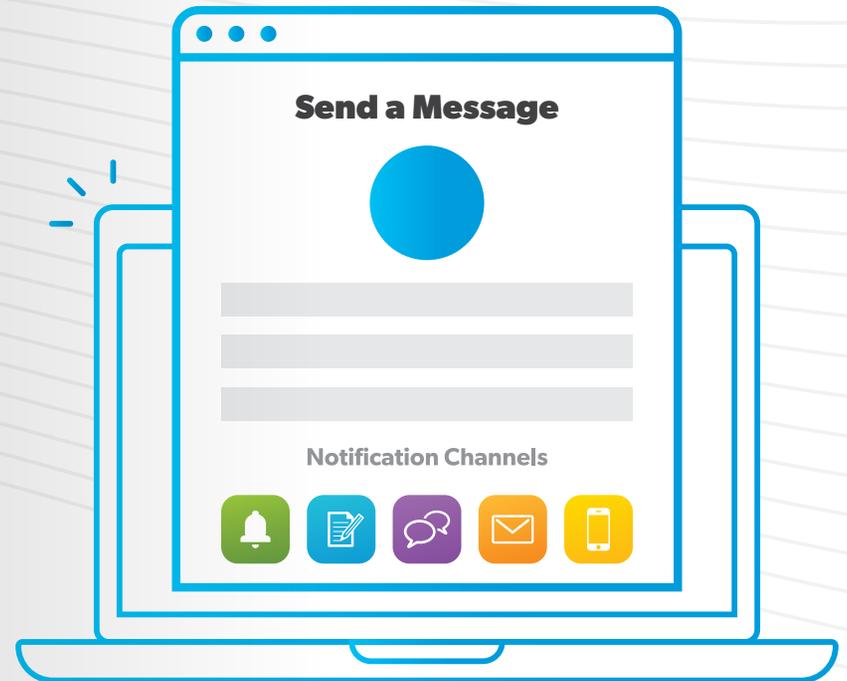


# Communication Framework

**Community transforms legacy workforce management principles into an agile, dynamic and collaborative environment.**

Community is enabled by a powerful messaging framework integrated into its core DNA. Users interact with staff across five distinct bi-directional communications channels.

This framework allows for heightened employee engagement and collaboration by providing agents visibility into their schedules, pending requests, upcoming scheduled events, offers for over and under time and much more.



**No other workforce management tool offers the choice of communication options and quick access to staff using email, text messaging, mobile app, internal memos, pop-up alerts and streaming messages.**

Through any of the options, supervisors and schedulers can:

- Send ad-hoc information and notifications to a specific group or individual
- Send reminders about upcoming schedule events
- Solicit agents for opt-in shift adjustments
- Notify agents of any schedule changes, and processed requests

# Community Everywhere™

CommunityWFM's innovative mobile app connects and empowers your on-the-go agents and supervisors by providing visibility to schedules, instant time off management, opt-in offers, adherence monitoring and much more.

Any agent who is away from their desktop may:

- View their schedules and schedule attendance
- Receive notifications and accept or decline offers for over and under-time
- Notify the center of tardy events
- Take unplanned paid time off

Receive Notifications



View Schedule



Plan Vacation



Check Memos



Mark as Late



Take Sick Leave





# CommunityWFM

ENTERPRISE

CommunityWFM is a trusted partner to some of the most well-known and respected brands in the United States. The sole focus of our software is on workforce management, combining a unique set of product features, obsession with customer service, with an unmatched deployment and onboarding methodology.

## Ready for a Demo?

Call (877) 668-6870 or visit [www.CommunityWFM.com](http://www.CommunityWFM.com).

