

Community Everywhere™

Enterprise Workforce
Management for the
Mobile Generation



CommunityWFM

(877) 668-6870
www.CommunityWFM.com

©2021, CommunityWFM
All Rights Reserved

Is everyone engaged in the scheduling process?

Running a contact center is demanding and requires modern technology to maintain satisfactory service levels while still controlling overhead costs. WFM analysts need real-time and streamlined information to make key business decisions and staff adjustments. Community Everywhere is a modern WFM app for agents and supervisors that extends outside of your contact center, providing cohesive communication between agents, supervisors, and analysts. It's a mobile solution to ensure the most accurate and timely information is available to everyone involved.



Take a modern approach to workforce management.

The Community Everywhere app has been built from the ground up to assist both agents and supervisors with managing schedules and attendance. View shifts, send messages, and more through an easy to use interface built to improve communication within the contact center. The app is an extension of our modern and simplified approach to workforce management.

Agent Experience



Using Community Everywhere, agents can:

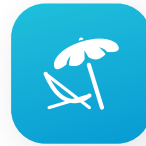
**Receive
Notifications**



**View
Schedules**



**Request
Time Off**



**Check
Memos**



**Mark as
Late**



**Take Sick
Leave**



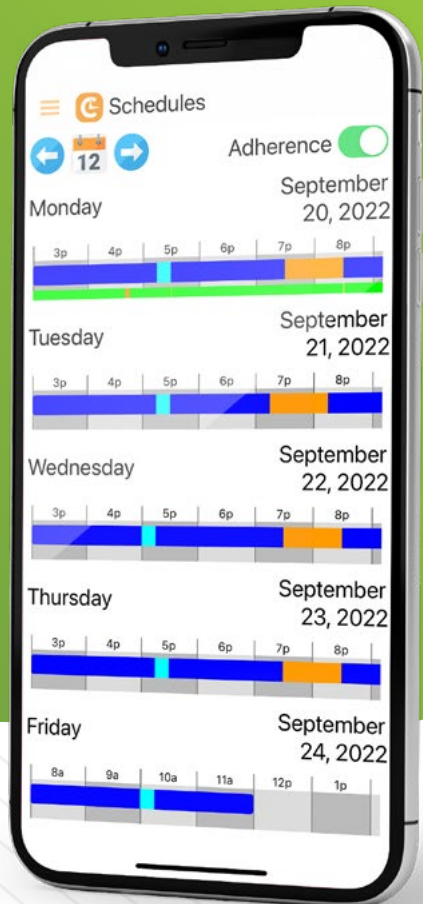


SCHEDULES

This week's schedule at a glance.

We know how important an agent's schedule is to their work-life balance. Now agents can stay up-to-date on their most current schedule, including shift times, breaks and lunches. Agents can also view their schedule adherence scores.

- *Quickly view shift start and end times for an entire week.*
- *Review break and lunch times in the schedule detail view.*
- *Easily view schedule adherence data.*



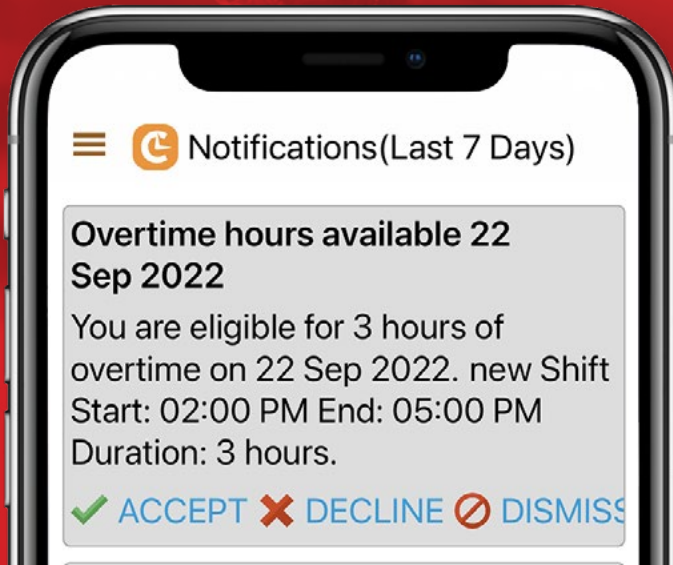


NOTIFICATIONS

Receive instant schedule notifications and opt-in offers.

Community Everywhere allows agents to stay informed of the latest changes to their schedule and the status of their time off requests. Agents can receive notifications of offers for voluntary time-off (VTO), overtime and other events. Once an offer is accepted, the agent schedule is automatically adjusted, and their supervisor is also notified of the schedule change.

- *Stay up-to-date on any changes to shift schedules.*
- *Get notified immediately when a time off request is approved or declined.*
- *Receive and respond to VTO and overtime offers.*

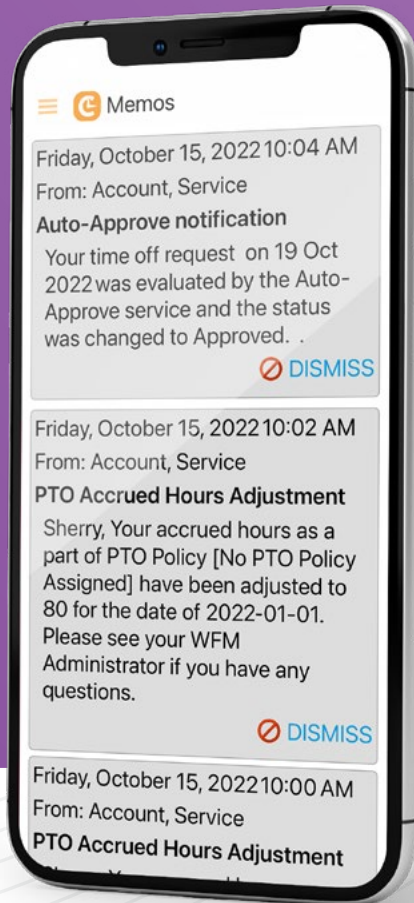




MEMOS

Receive corporate communications anytime, anywhere.

Memos is a great communication tool for WFM analysts to provide agents with the latest company information, deliver messages, or inform agents of schedule changes. In addition, a built-in audit trail allows for tracking approved, pending, or denied time-off requests.







TIME OFF REQUESTS

Simplify time off.


Agents will enjoy the convenience of Community Everywhere when planning their next vacation or time away from the office. They can easily create and submit new time off requests and review the status of any pending requests.

- *Initiate new time off requests and receive a notification if it's approved or declined.*
- *Review any current time off requests in a variety of views.*
- *Display summary of time off by event type.*


The image shows a smartphone screen displaying a 'Request Planned Time Off' form. The form includes a back arrow, a logo, and a 'SUBMIT' button. The fields are: Recurrence Pattern (All day), Request Type (PTO), Start Date (July 5, 2022), End Date (July 10, 2022), and Explanation (Beach week!).

<  Request Planned Time Off  SUBMIT

Recurrence Pattern

All day 

Request Type

PTO 

Start Date End Date

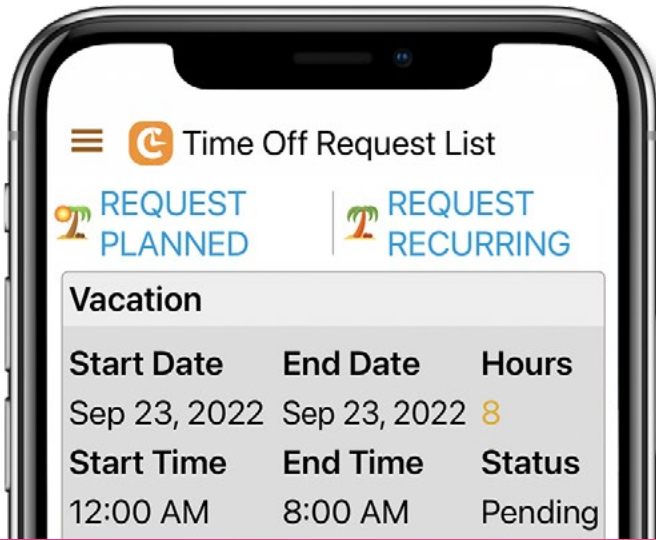
July 5, 2022 July 10, 2022

Explanation

Beach week!



OUT OF OFFICE



Time off requests from anywhere.

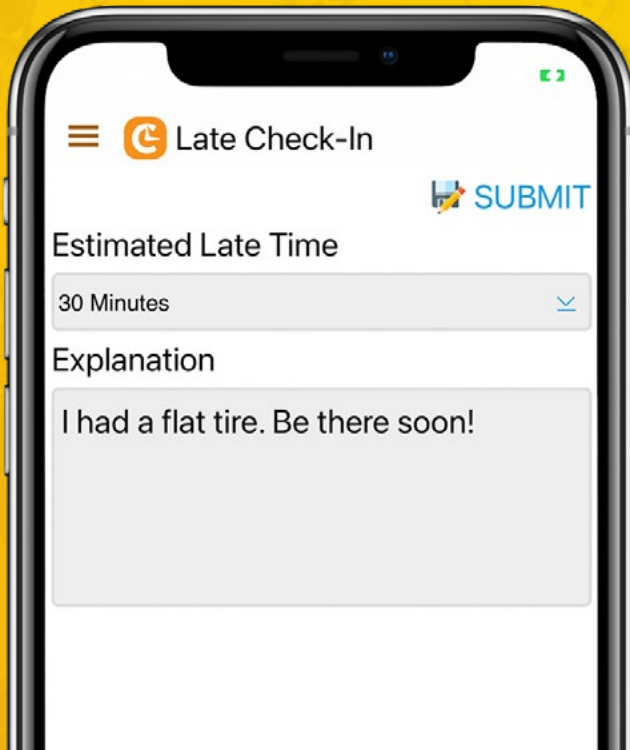
Quickly alert the WFM analyst about planned or other unplanned time off. This can be done by the agent selecting the reason and providing a brief explanation. The application automatically adjusts the agent's schedule and provides supervisors the option to approve or decline the time off. Alerts in the Automated Attendance Monitor keep everyone informed of the agent's status, along with group level attendance metrics for the contact center.



LATE ARRIVAL

Running late for work?

Community Everywhere allows agents to easily check in late and automatically notify a WFM analyst of their approximate arrival time. Integrated with Community's Automated Schedule Attendance Monitor (ASAM) this convenient feature provides immediate visibility into arrival times and check in status while streamlining the process of managing exceptions.



A woman with long, curly brown hair is smiling and looking towards the camera. She is wearing a light-colored, long-sleeved top. She is holding a tablet computer in front of her, with her hands positioned as if she is interacting with the screen. The entire image is overlaid with a semi-transparent yellow filter. The background is blurred, showing what appears to be a modern office or library setting with bookshelves.

Supervisor Experience

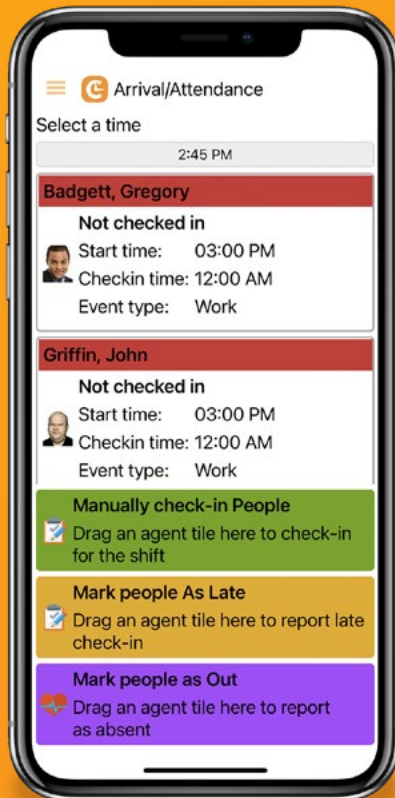


Always keep an eye on the team.

The supervisor experience within the Community Everywhere app meets the everyday needs for managing agents through a mobile device. View team adherence, attendance, schedules, and more with a few taps on a mobile or tablet device. The schedule adherence monitor is an ideal way to monitor agents so they are staying on track. Simply select any agent to see detailed information about their work performance.

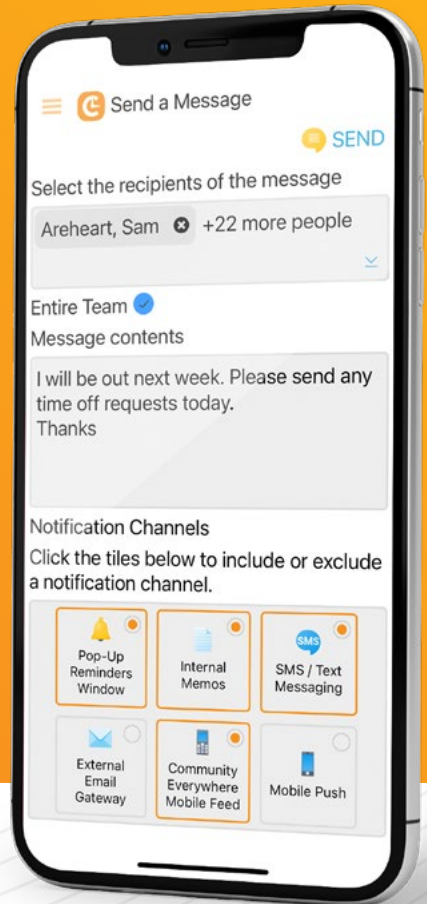
Adjust schedules and check-ins on the fly.

Need to manually check-in an agent or approve a PTO request? The supervisor experience within the Community Everywhere app was built to streamline and expedite these scenarios. See the exact time each agent is set to start their shift by selecting a specific time of day. Drag and drop functionality makes it easier than ever to mark an agent as late or out. Time off requests are also viewable immediately after they are submitted and can be approved or denied directly within the app.



Notify agents on the channels they prefer.

Supervisors now have the power to share messages with individual or groups of people through the Community Everywhere app. Easily choose a single person, group, or the entire team to send out a message to the right audience. Depending on the importance, a supervisor can choose one or many notification channels for the message to ensure important information reaches as many agents as possible.



Get even more control with a tablet.

The supervisor experience within the Community Everywhere app is unique because it provides an even more robust experience for tablet users. The larger screen size increases the number of visual components by displaying graphs, charts, and other information within specific sections of the app. Monitor more data, especially when reviewing schedules and adherence, with less scrolling through the unique tablet experience.

rm today, opening at 10, in-home agents opt-on | Test | Chase dining program extends benefits, see your supervisor for details! | Saturday overtime available, opt in via desktop, text, email or mobile

Attendance Summary

Mitchell, Lauren

Wednesday 10 Aug 2022 12:00 AM



Manual	Self	Soft	Late	Out
0	0	10	1	0

Schedule Adherence Monitor

Adherence



■ in adherence 80.00 %
■ 10 minutes 20.00 %

Schedule



■ Work 100.00 %

Device States



■ acd call [Enghouse] 30.00 %
■ available [Enghouse] 50.00 %
■ gone home [Enghouse] 10.00 %
■ [UNKNOWN] [CMS Enterprise ACD] 10.00 %



CommunityWFM

CommunityWFM provides a unique and simplified approach to forecasting and scheduling contact center agents. Our focus is on workforce management combined with a unique set of product features, our obsession with customer service, and an unmatched deployment and onboarding methodology.

Ready for a Demo?

Call **(877) 668-6870** or visit **www.CommunityWFM.com**.

