



# Managed Services

Overcoming Workforce Management  
Resource Limitations



## Why CommunityWFM Managed Services?

**Recruiting and retaining experienced workforce management talent can be challenging for many organizations.** A proficient WFM analyst offers a unique skill, and there just aren't enough career minded WFM analysts to go around. Let CommunityWFM help!

**CommunityWFM Managed Services offers organizations a cost-effective approach to immediately access skilled WFM personnel.** Organizations can eliminate staffing challenges and start utilizing fully trained analysts for less than the cost of an FTE. Our managed services team has years of experience forecasting, scheduling, reporting, and handling other major WFM activities.

Combining fully trained and qualified personnel with our hosted or on-premise CommunityWFM software, **organizations can accelerate product adoption and immediately maximize the benefits** of CommunityWFM's unique product capabilities.

**CommunityWFM Managed Services can be deployed quickly** and help sustain overall WFM production against any unexpected loss of key WFM personnel. It is ideal for first time adopters and any contact center that is faced with the challenge of limited resources and budgets.

## What are the benefits of CommunityWFM Managed Services?



**Accelerate**  
product adoption



**Eliminate training cost**  
of in-house personnel



**Cost effective**  
approach to utilizing  
experienced WFM  
resources



**No loss of investment**  
due to employee turnover



**Access**  
to strategic WFM consulting



## What deliverables are included?

- Forecasting and what-if analysis
- Optimized schedules and shift bidding
- Intraday management
- Comprehensive reporting
- Strategic staff planning
- Hiring and cross-training plans
- Performance monitoring

## How does the onboarding process work?

The onboarding process is simple and easy. We start with a discovery meeting to get a full understanding of the organization, structure, processes and objectives. We then develop a customized plan that includes our managed services partner, The Analyst Group, to maximize your WFM deliverables.

*Ready for  
Managed Services?*

**Contact CommunityWFM  
to find out more today!**

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