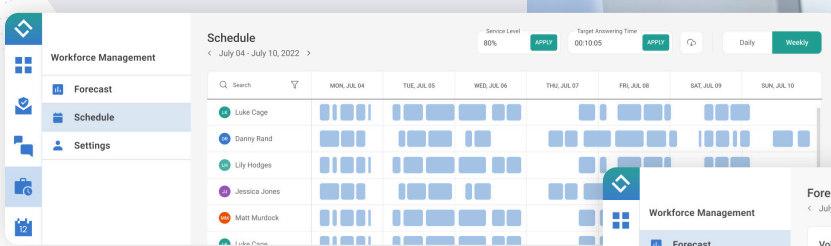
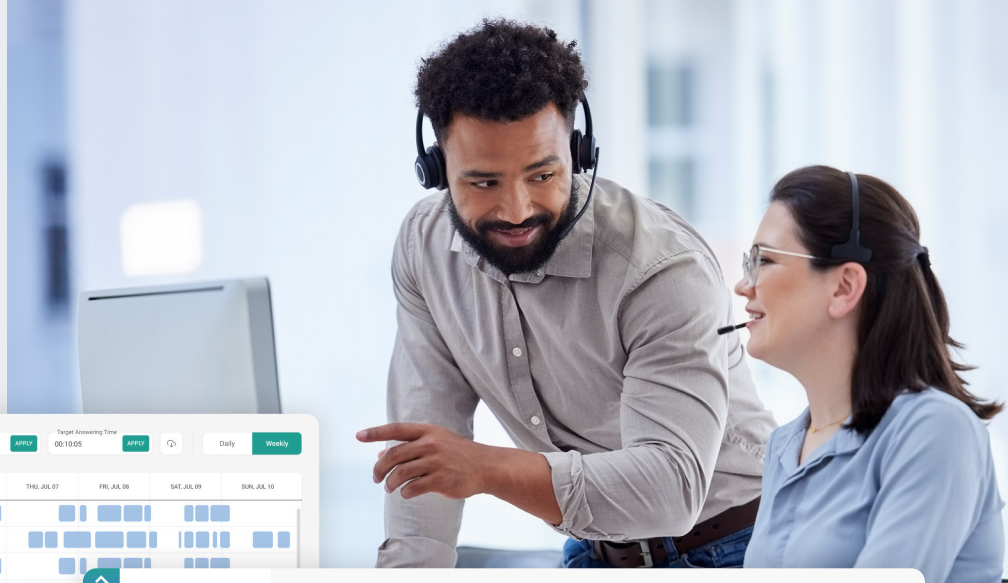




Optimize
contact center
staffing and
efficiency
with LinkLive

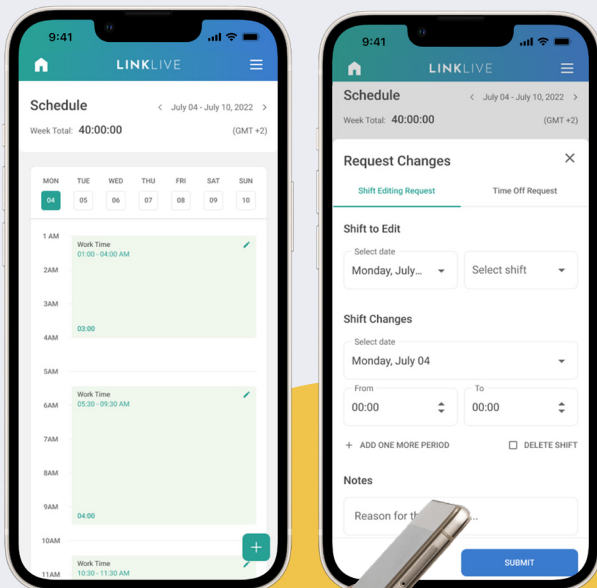
LinkLive Workforce Management



Streamline Workflows & Empower Collaboration

Say goodbye to manual, spreadsheet-based workforce management processes and say hello to LinkLive Workforce Management (WFM). This cutting-edge software revolutionizes how you manage your contact center workforce, enabling seamless coordination and optimized productivity. Leverage powerful analytics &

scale effortlessly. LinkLive Intelligent WFM will transform your operations, offering a competitive edge in today's dynamic business landscape. Discover a new level of efficiency and success and deliver the vital successful outcomes customers demand.



Boost Productivity. Exhale.

By accessing actual, historical session data, LinkLive WFM will empower contact center supervisors to make the right staffing decisions and meet their SLAs. Agents will benefit by having an appropriate workload based upon accurately forecasted session activity. Supervisors can dial in their forecasts, out to six weeks, and build accurate schedules down to 15 minute increments, with over 80% accuracy.

Agents will appreciate the flexibility of checking their schedule from their mobile device, and the ability to quickly request shift swaps and personal time. Supervisors can review and approve these requests with ease, knowing they are staffing appropriately and are positioned well to meet their goals. All of these capabilities are available in a familiar interface, using actual, historical data.

Why should you choose LinkLive Workforce Management



Integrated

LinkLive WFM is integrated directly into the overall LinkLive platform, eliminating the need for third-party, bolt-on solutions. By using historical session data from the LinkLive CCaaS platform to generate forecasts, LinkLive WFM will ensure efficient staffing levels and do away with mundane, complicated schedules.



Intelligent

The software pulls from actual, historical session activity to provide accurate data. These forecasts allow supervisors to staff appropriately, be confident in their decisions and meet SLA requirements all from a familiar interface. These capabilities are supported by best-in-class implementation and support teams.



Efficient

LinkLive WFM eliminates the need for a separate spreadsheet for scheduling and allows the contact center the ability of supervisors to spend less time scheduling and more time managing.