



# WFM Integration with Salesforce Contact Center

Omnichannel Workforce Management (WFM) delivering a powerfully simple way to achieve efficiency and effectiveness



Built from the ground up for digital contact centers, Playvox WFM helps you improve your service levels and reduce staffing costs while simplifying forecasting, scheduling, and reporting. Get real-time views of planned versus actual for your Salesforce Contact Center channels for visibility and oversight unlike anything you've had previously. Track real-time adherence and occupancy across your workforce, and get real-time intraday insights. In addition, you'll be able to leverage interactive dashboards to help you master your operational KPIs.

## Fix operational issues with intuitive dashboards

Gain the visibility you most need. No matter what shifts might happen in your contact center, our real-time insights help you adjust and stay on track. Our simple, interactive dashboard covers the KPIs you need to master planning and performance including shrinkage, adherence, workstreams, occupancy, service levels, and forecast accuracy. Playvox's out-of-the-box reports let you run your support center more efficiently and cost effectively.

## Evolve your operation with dynamic, integrated planning

Playvox WFM moves at the speed of your business, elevating capacity planning from a one-and-done silo to an integrated and dynamic solution that evolves with changing hiring conditions. When capacity planning, you'll no longer need to upload changes manually. Capacity Planner uses historical and forecast volumes from the Playvox solution, along with actual schedule configurations and agent availabilities and skills. You also have the ability to quickly see the impact of potential changes to shrinkage and absence on your workforce availability. This information is then color coded for easy interpretation, allowing for differing scenarios.

## Adjust shifts easily

Playvox WFM elevates the employee experience by supporting shift swaps within teams. Team members can request one or more of their qualified colleagues to work their shift and, in exchange, work one of their colleague's shifts. Set predefined rules to allow your agents to self-serve for shift swaps, so your agents and schedulers can spend time on what matters - ensuring exceptional customer experiences.