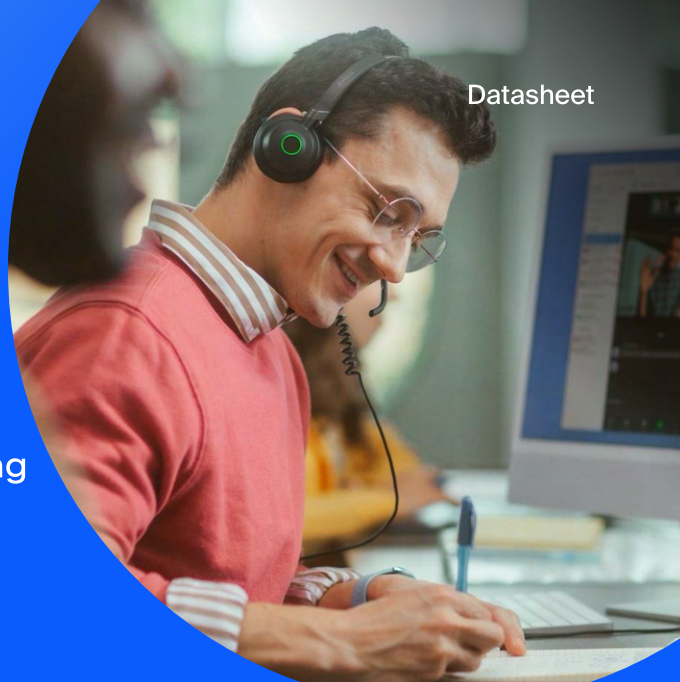**Workforce Management**

Zoom Workforce Management

Zoom Workforce Management is an AI-first staffing tool that enables contact center managers to forecast interaction volumes and build optimized work schedules for their customer service teams.

Zoom WFM leverages advanced analytics and machine learning to deliver accurate forecasting of customer interaction volumes across any channels. By matching forecasted workload with agent skills and availability, managers can create efficient schedules that maintain high service quality while controlling costs.

When unexpected spikes in volume occur or agent availability shifts, Zoom WFM automatically suggests schedule modifications to maintain service levels throughout the day. Zoom WFM also provides supervisors with comprehensive visibility into agent schedule adherence through intuitive dashboards and detailed reporting to help identify potential issues before they impact service levels.

1

Omnichannel forecasting

Forecast short-term and long-term customer interaction volumes across voice, chat, email, video, SMS, and social media.

2

AI-optimized schedules

Leverage AI to build ideal schedules based on forecasts and agent availability.

3

Intraday reporting

Detect deviations from forecasts and schedules and re-optimize throughout the day.

4

Adherence visibility

Give supervisors clarity on how agents are managing their workloads and schedules.

5

Capacity planning

Maintain ideal staffing levels to ensure your organization's SLAs are met or exceeded.

Why Workforce Management?

Ensure that your contact center is equipped with the right number of agents at the right times to meet customer demands.

Forecasting
A crystal ball for staffing

✔ **Take the guesswork out of staffing**
Accurately match staffing requirements with estimated demands to drive support efficiency. Leverage the power of AI models that pull data directly from Zoom Contact Center to predict future trends and recommend staffing.

✔ **Short and long term forecasting**
Ensure your contact center is sufficiently staffed today and months or even years into the future with our patent-pending short and long term forecasting algorithms.

✔ **Customize to your business metrics**
Customize forecasts to meet your business needs based on specific KPIs such as Service Level Agreement (SLA), Average Speed to Answer (ASA), and occupancy. Generate staffing estimates down to 15 minute intervals. Interchange your KPIs to enhance "What If" forecasting comparisons.

Intraday
Prepare for the unexpected

✔ **Real time visibility into agent work**
Achieving business SLAs requires agents adhering to their schedules. Real Time Adherence updates every 5 seconds comparing actual state with scheduled state to ensure your team has the visibility needed to maintain business continuity. Unexpected events happen and plans can change. Intraday reporting allows you to make correct staffing decisions on the fly and adjust for unplanned circumstances. After these adjustments, with a click of the mouse you can optimize your day to best meet your contact center needs.

✔ **Customize adherence to your business needs**
AI adherence insights gives supervisors visibility into coaching opportunities for your agents. Zoom WFM reporting highlights start and stop of shift adherence, and adherence at the activity code level with an easy-to-read visualization of an agent's adherence to their schedule.

Scheduling
Automated and optimized schedules for your workforce

✔ **Say goodbye to tedious spreadsheets**
Leverage dedicated modules to keep track of all activities, shifts, scheduling groups, and more, all within a single application. Easily automate calculations, create agent status mappings from Zoom Contact Center, and outpace your current spreadsheets by scaling up with Workforce Management.

✔ **Simplicity in design - UI for you and I**
Boost productivity with an intuitive planning experience. Easily build schedules using a drag and drop editor or create quickly build new schedules from existing templates.

✔ **Flexibility to meet the needs of the agents of today**
Zoom Workforce Management offers all schedule generation options: Fixed, Dynamic, and Bidding. Fixed schedules are preferred by agents for consistency; Dynamic schedules optimally places breaks, meals, start times and can even choose workdays to maximize coverage; and Bidding allows agents to pick based on ranking from optimized shift patterns.
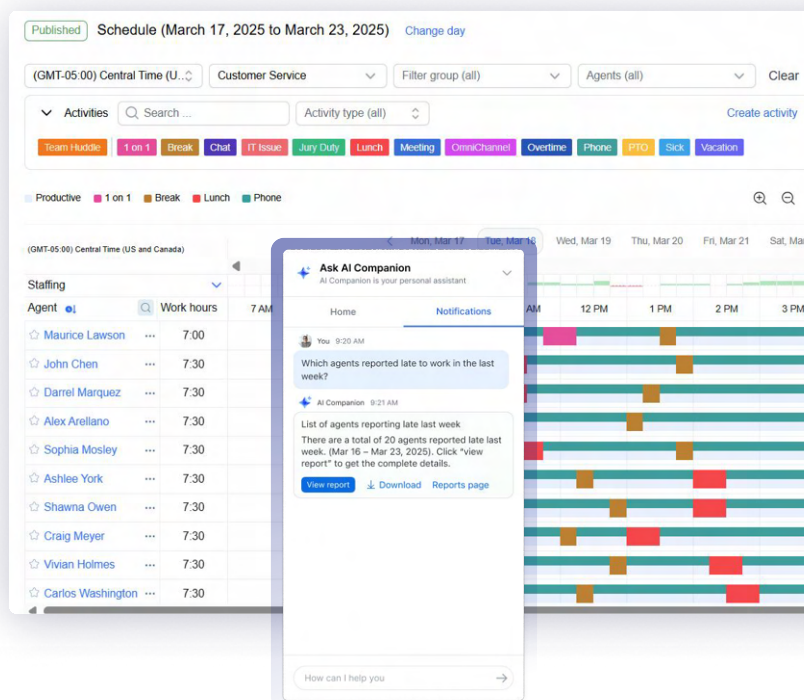
Optimize Your Workforce with AI–First Staffing

Take control of your contact center operations with Zoom Workforce Management. Accurately forecast interaction volumes and create optimized work schedules for peak efficiency.

Learn More