

WORKFORCE MANAGEMENT

AI-infused workforce management to see and **optimize agent performance and engagement.**

broadvoice



Reduce your staffing costs and **improve your service levels** with smarter, easier forecasting, scheduling, and reporting.

ABOUT WORKFORCE MANAGEMENT

Improve Operational Efficiency

Streamline your workforce management process using AI for forecasting, scheduling.

Boost Service Quality

Add standardized evaluation criteria to assess agent interactions, enhance their performance, and boost CSAT.

Increase Agent Engagement

Give agents opportunities for recognition and professional growth, leading to higher engagement and lower attrition rates.

Reduce Staffing Costs

Reduce your administrative overhead and optimize staffing levels to ensure you always have the right coverage.

Make Data-Backed Decisions

Track your KPIs in real time and over time to spot trends and drive long-term success.

KEY FEATURES



AI-Powered Forecasting and Scheduling

Boost staffing precision, reduce costs, and ensure adequate coverage using AI.



Multi-Time Zone Scheduling

Maintain consistent customer support and workforce coordination across global operations.



Agent Performance Insights

Find training opportunities and performance optimizations for increased productivity.



Self-Service Portal

Give agents access to schedules, shift swaps, and time-off requests, reducing administrative overhead.



Real-Time Analytics

Instantly see your workforce performance and service levels so you can quickly respond.



Automated Staffing Adjustments

The system automatically shifts resources in real time to meet unexpected demand.



Adherence and Occupancy Tracking

Instant access to optimize your workforce productivity and service quality.



Capacity Planning

Align your long-term workforce planning with business growth and seasonal demand.