

broadvoice

# WORKFORCE MANAGEMENT

## PARTNER FAQs

Help your clients reduce their staffing costs and improve their service levels with smarter, easier forecasting, scheduling, and reporting using an AI-infused WFM solution.



## WHAT IT IS

### WHAT IS WORKFORCE MANAGEMENT BY BROADVOICE?

Workforce Management is our AI-infused WFM solution that helps your customers with their contact center scheduling, monitoring, and performance management.

## WHO IT'S FOR

### WHAT INDUSTRIES CAN BENEFIT FROM WFM?

WFM is helpful for teams in industries like retail, financial services, hospitality, manufacturing, insurance, utilities and energy, automotive, logistics and transportation, and government.

### WHAT ARE SOME REAL-WORLD USE CASES FOR WFM?

- **Efficiency analysts.** Dynamically adjust staffing levels to meet real-time demand.
- **Forecasting specialists.** Automate accurate staffing forecasts to replace manual methods.
- **Experience strategists.** Reallocate agents to manage call volume spikes.
- **Improvement managers.** Spot and address performance gaps to increase productivity.
- **Global coordinators.** Align schedules across time zones for consistent support.
- **Operations supervisors.** Monitor and act on real-time data to optimize efficiency.

## KEY BENEFITS

### HOW DOES WFM HELP MY CLIENTS IMPROVE THEIR COST EFFICIENCY?

Using WFM, your clients can avoid overstaffing and understaffing their teams and ensure optimal resource allocation. This leads to better workforce utilization, lower labor costs, improved financial performance, and higher team satisfaction, which can help lower turnover.

## WHY SELL WFM

### WHY SHOULD I PROMOTE YOUR WFM SOLUTION?

The product addresses key pain points in contact centers, like inefficient tracking and a lack of automated reporting. And it offers unique features like AI-powered forecasting, real-time analytics, and customizable reporting, giving your clients a significant boost in operations and a competitive edge. Plus, selling with Broadvoice gives you and your clients a single point of contact for the entire contact center suite.

### HOW DOES WFM HELP ME IN CUSTOMER ACQUISITION AND RETENTION?

Adding our WFM product to your service portfolio helps attract new customers by addressing common pain points in scheduling, reporting, and resource management. It also helps retain and upsell customers by giving them access to consistent, accurate, and centralized data, improving their operational efficiency and customer satisfaction.

### WHAT SUPPORT IS AVAILABLE FOR ME?

We have extensive support available for our partners, including training, marketing resources, and technical assistance to ensure you're successful in promoting and implementing WFM.

### HOW CAN I USE WFM TO BOOST MY OFFERINGS?

You can integrate WFM into your service portfolio to offer a comprehensive contact center solution that improves customer experience, operational efficiency, and data-backed decision-making. This will help you attract more customers and strengthen your market position.

## NEXT STEPS

### IS THERE A TRIAL PERIOD?

No, there's no trial period for WFM.

### WHAT KIND OF TRAINING IS AVAILABLE?

You'll have a dedicated team to provide customer onboarding, while your channel manager can help you with some basic questions and support.

### HOW CAN I LEARN MORE?

For more information or to schedule a demo of WFM, contact your channel manager or [connect with us here](#).