

WorkFlex Delivers What Your Agents Want:

Work-Life Balance Empowerment

1 ANYWHERE/ANYTIME ACCESS TO SCHEDULE

Ability to view and change schedules instantly via 1-click access to a true mobile app



2 CONTROL OVER HOW TO BE CONTACTED

Ability to select preferred contact methods (email, SMS, voice call and/or social media)



3 CONTROL OVER WHEN TO BE CONTACTED

Ability to define preferred times for extra hours, time off and "Do Not Disturb" periods



4 REAL-TIME SCHEDULE OPPORTUNITY ALERTS

Ability to receive personalized, "spam-free" alerts for preferred scheduling opportunities



5 INSTANT CHANGE REQUEST APPROVAL

Ability to preview which schedule changes will be approved prior to request submission



Contact us for more information about how Self-Scheduling tools from WorkFlex can empower your Contact Center's Agents.

WorkFlexSolutions.com

