

# WorkFlex Delivers What WFM Administrators Want:

## *Intraday Performance Empowerment*

### **1 AUTOMATED ALERTS AND REPORTS**

Ability to get the right info to the right people at the right time so they can make the right decisions



### **2 AUTOMATED INTRADAY ISSUE ANALYSIS**

Ability to automatically analyze simultaneous Intraday issues in real-time



### **3 AUTOMATED SOLUTION IDENTIFICATION**

Ability to instantly determine the optimal solution based upon your business policies



### **4 AUTOMATED AGENT IDENTIFICATION**

Ability to target only qualified and interested agents for schedule-change opportunities



### **5 AUTOMATED SCHEDULE ADJUSTMENTS**

Ability to instantly capture approved schedule changes in the WFM system



Contact us for more information about how Performance Optimization tools from WorkFlex can empower your WFM Administrators.

**WorkFlexSolutions.com**



**WORKFLEX®**  
SOLUTIONS