



Forecast, Schedule, and Monitor Your Workforce

# Workforce Management



## Drive Workforce Productivity

Our software drives productivity by accurately forecasting demand by analyzing historical trends specific to your multiskill, omnichannel contact center. Optimized scheduling allows you to efficiently allocate agents to meet your customers' service level objectives and make real-time adjustments as needed. Our real-time adherence feature gives immediate visibility into agent adherence, empowering you to make informed decisions quickly. Simplify product purchasing and cost management with our all-inclusive licensing, providing you with complete control over your team's licensing needs.



### Forecasting

Build accurate forecasts in seconds. Designed for Voice Only and Omni Channel Contact Centers.



### Scheduling

Set up schedules in seconds and optimize your company SLAs to ensure proper staffing.



### Mobile Access

Access via the web or on a mobile device.



### Security

Protect your data with a secure and dependable cloud infrastructure.



### Reporting

Leverage reports to maximize staffing efficiency and utilize the API to link directly to your payroll system.



### Realtime Adherence

Monitor your agents state in realtime. Drive agent performance with accountability scores..

If you have any questions, please reach out to your Xima Sales Rep or visit [Ximasoftware.com](https://www.ximasoftware.com).