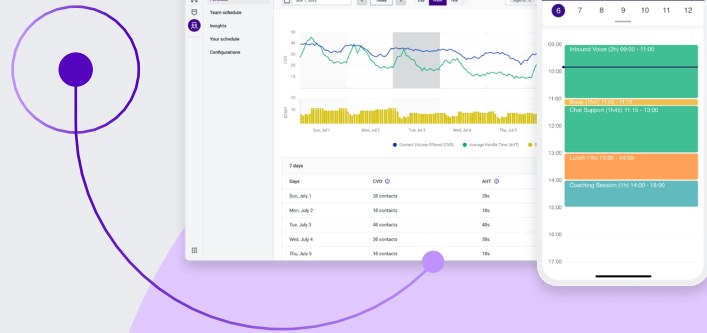




# Optimize resources against demand.

Ensure adequate staffing in any scenario with Talkdesk Workforce Management™.



## The challenge.

CX leaders must strike a balance between delivering exceptional customer experiences and controlling operational costs. But they also have to account for increasing customer demand, more complex agent workflows, and flexible work scenarios.

These challenges require a new, modernized approach to forecasting, staffing, and scheduling in the contact center.

## How Talkdesk solves it.

Talkdesk Workforce Management™ combines powerful AI and automation with a remarkably intuitive user experience to help you optimize staffing and scheduling decisions, reduce administrative effort, and deliver a better experience for agents.

## The Talkdesk difference.



**Unparalleled efficiency and ease of use.** Intuitive configurations and a modern user experience empower supervisors and planners to work more efficiently.



**AI-driven forecasting.** Generate accurate forecasts from day one with AI-powered omnichannel forecasting that utilizes real-time and historical data.



**Automated, skills-based scheduling.** Generate optimized schedules that facilitate omnichannel workflows, agent training and development, and flexible working arrangements, supported by live and historical adherence insights.



**Designed for today's workforce.** Improve the agent experience with a solution that's mobile-optimized, user-friendly, and designed to support part-time and remote work.

## Business value.

### Increase CSAT

Ensure the achievement of service goals with accurate forecasting and staffing requirements that align to your business.

### Drive cost efficiency

Improve agent utilization and occupation by having the right number of agents working on the right tasks, no more and no less.

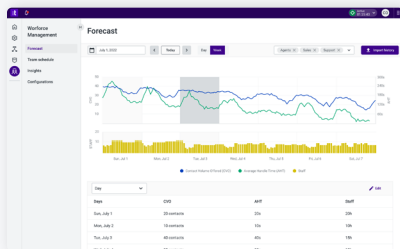
### Reduce agent turnover

Foster agent engagement and satisfaction with a modern, flexible scheduling experience that supports work-life balance.

## Optimize staffing and scheduling decisions against demand.

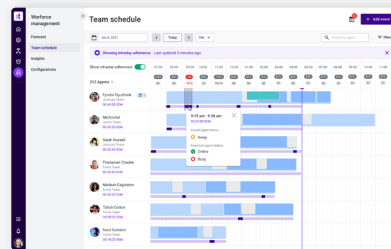
### Intelligent, automated forecasting

Leverage artificial intelligence to automatically generate extremely accurate forecasts, using best-fit algorithms for your contact center operations, based on historical and real-time data.



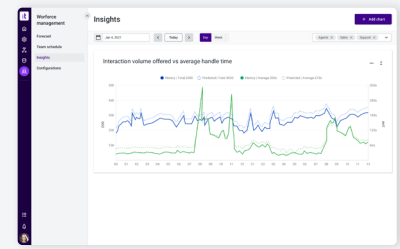
### Optimized scheduling and change management

Automate the scheduling process based on shift templates, agent skills, and KPI goals. Intelligently manage change requests and time off with the support of conversational AI and contextual data.



### In-depth reporting and analytics

Control costs, boost compliance, and make better decisions with real-time and historical data on forecasting, scheduling, and schedule adherence.



**“The first day we tried Talkdesk Workforce Management, it came within three calls of accurately predicting our total call volume based on historical data, and has only gotten better. There is absolutely nothing more important than the customer journey, and Talkdesk Workforce Management streamlined our scheduling and planning, allowing us to reduce hold times and abandon rates when volumes spike even further than ever before.”**

— KEN COHEN, SVP, SALES & BUSINESS DEVELOPMENT  
AT JK MOVING



# Use cases across industries.

## Challenges

## Solution

## Impact



### Retail

Retailers are no strangers to seasonal demand and outlier events—but manual processes and legacy WFM solutions lack the flexibility needed to support complex interactions and customer journeys across channels with a hybrid workforce.

Talkdesk Workforce Management™ provides planners with the flexibility to edit projected interaction volumes and average handle time to account for known variables that are likely to impact demand, like promotional offers.

Workforce planners in retail can quickly update their forecasts to address demand fluctuations and even plan ahead for known events by editing projected interaction volume offered and average handle time for specific intervals, leading to better agent utilization and occupation.



### Insurance

Insurance 3-year agent turnover is 83%. Carriers need to ensure agents bring specific skills and empathy to their customer interactions, which makes it difficult to manage coaching, training and development, and time-off requests.

Talkdesk Workforce Management™ generates schedules that account for agent skills and carve out time for coaching and development. Additionally, tools like the Talkdesk Schedule Mobile App™ and conversational chatbot for change requests make it easy to offer greater flexibility and better work-life balance.

A highly engaged workforce can reduce attrition by up to 24% in contact centers—and a differentiated employee experience helps attract and retain top talent.



### Healthcare Providers

Healthcare providers have to keep up with patient demands for omnichannel experiences, but they also need to make sure their contact center is adequately staffed to support new channels.

Using block scheduling in Talkdesk Workforce Management™, planners can allocate time between real-time interactions and asynchronous tasks like responding to patient portal messages.

Providers can deliver the convenience patients expect without sacrificing operational efficiency, quality of service, or agent wellbeing.

## About Talkdesk

Talkdesk® is a global cloud contact center leader for customer-obsessed companies. Our automation-first customer experience solutions optimize our customers' most critical customer service processes. Our speed of innovation, vertical expertise, and global footprint reflect our commitment to ensuring that businesses can deliver better experiences across any industry and through any channel, resulting in higher customer satisfaction and accelerated business outcomes.

**:talkdesk®**

Experience. A better way.

[Workforce Management](#)

