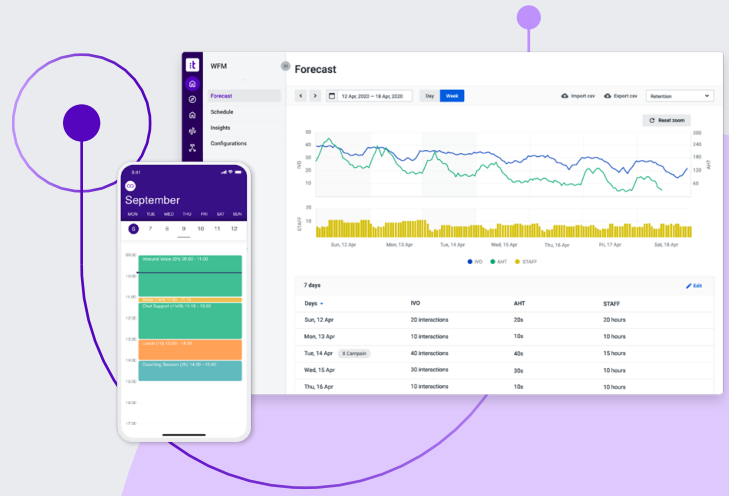# :talkdesk®

Talkdesk Workforce Management

Optimize staffing and scheduling with AI-powered, omnichannel workforce management that's intuitive and easy to use.

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.

Main capabilities

Unparalleled efficiency and ease of use.

Simplify and automate the process of forecasting, staffing, and scheduling, so that your supervisors and resource planners can spend less time struggling with technology, and more time getting results.

Reduce the time-to-value of Workforce Management

Empower supervisors and planners to work more efficiently
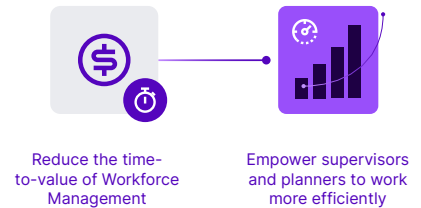
Powerful, flexible forecasting.

Anticipate customer demand and plan more effectively with accurate, omnichannel forecasts based on historical and real-time data. Manually edit forecasts and make intraday adjustments on the fly.

Improve your agent utilization levels

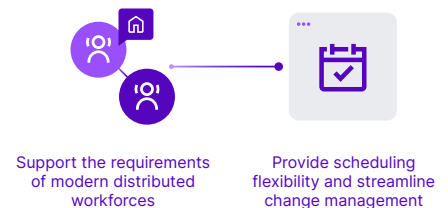Easily adjust forecasts for anticipated outlier scenarios

Automated, skills-based scheduling.

Generate optimized schedules designed to improve your agent utilization without sacrificing service levels. Leverage real-time insights and adherence tracking coupled with an intuitive drag and drop editing experience that makes change management easier than ever.

Generate optimized schedules that meet service goals

Monitor schedule adherence to ensure agent compliance
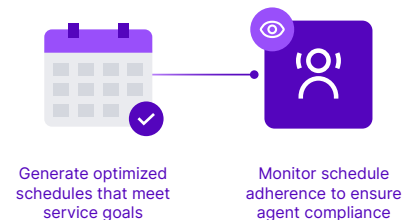
Designed for today's workforce.

Improve the agent experience with a unique chatbot designed to quickly process open-ended change requests and provide 24/7 on-the-go access to scheduled shifts with Talkdesk Schedule mobile app. Available on iOS and Android.

Support the requirements of modern distributed workforces

Provide scheduling flexibility and streamline change management

Key features

Intelligent forecasts
Leverage artificial intelligence to generate extremely accurate forecasts based on historical and real-time data.

Automated scheduling
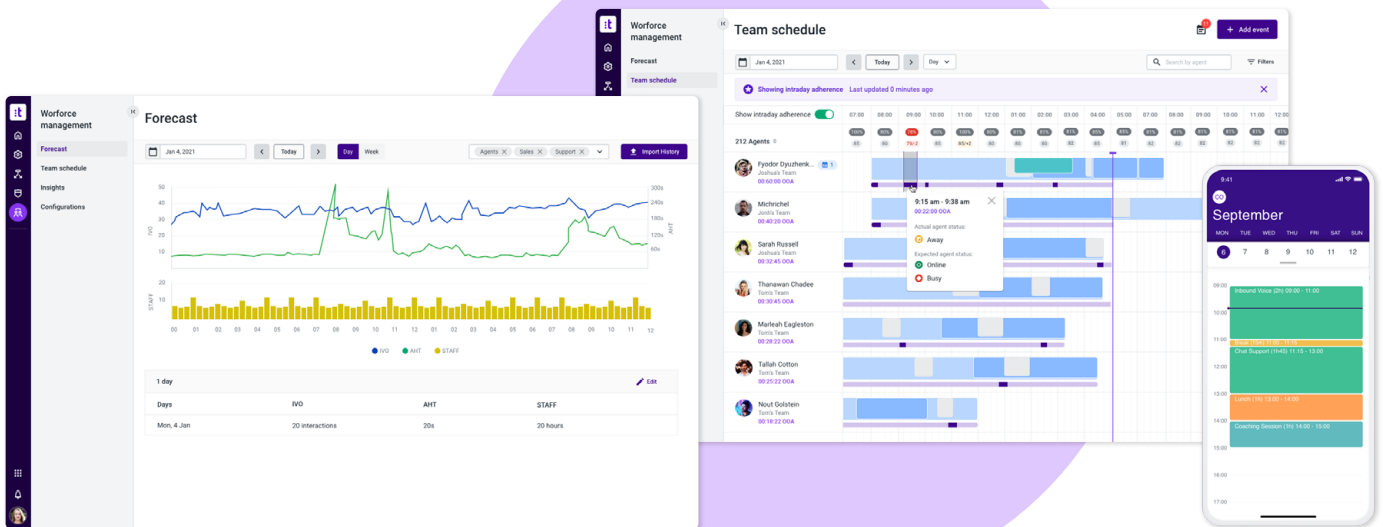Automate and optimize the scheduling process based on shift templates, break rules, agent skills, and KPI goals.

Analytics and insights
Create customizable dashboards and reports to analyze key metrics and make better decisions.

Omnichannel support
Generate forecasts and schedules that support your omnichannel workflows.

Adherence monitoring
Accurately monitor and compare actual agent behavior with scheduled activities.

Smart agent requests workflow
Manage agent requests through a conversational chatbot and a streamlined workflow that automatically updates schedules for approved changes.

Talkdesk Schedule mobile app
Provide agents with 24/7 on-the-go access to their scheduled shifts.

:talkdesk®
Experience. A better way.

Talkdesk Workforce Management