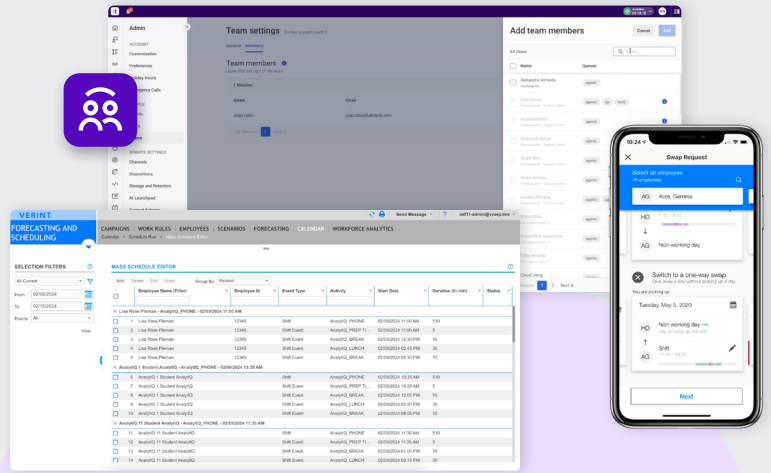


Verint® Workforce Management™ for Talkdesk

Powerful workforce management within Talkdesk CX Cloud™.

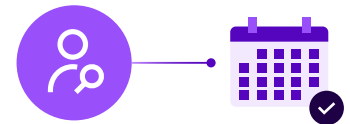


Deeply integrated into Talkdesk CX Cloud, Verint WFM for Talkdesk simplifies forecasting, streamlines scheduling, and better manages workforce needs. Built to serve complex and large contact center organizations, leverage scalable, automated, and advanced capabilities that improve operational efficiency and ultimately, the agent experience.

Main capabilities

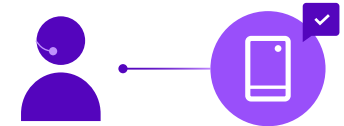
Advanced management and scheduling.

Robust adherence and scheduling features including adherence tolerances, exception authorization, and an agent personal adherence view enable supervisors to effectively optimize and manage.



Designed for a flexible workforce.

Mobile apps for agents and supervisors empower teams to manage schedules on the go. Teams can submit, automate, and approve time off requests, task and channel switching, and shift swaps, to meet the needs of today's flexible workforces.



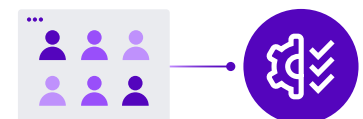
Efficient agent administration.

Close integration between Talkdesk and Verint and data syncing provide continuous alignment of interaction data, agent status/adherence, agent performance, and administrative changes.



Enterprise-grade scale and automation.

Manage large and complex workforces with bulk management features, what-if scenarios, and automated agent request responses, such as shift trades, time off, overtime, shift changes, and flex time.



Key features and benefits



Automated agent controls

Support supervisors with automated handling of agent requests, including trades, time off, overtime, shift changes, and flex time.



Elevated scheduling

Better manage agent preferences, assignment fairness, and monthly schedules, while optimizing against meetings, classes, projects, and outbound dialer campaigns.



AI-powered forecasting

Leverage advanced AI forecasting techniques to ensure the right resources are available on the right channels at the right time.



Advanced adherence tools

Deliver advanced adherence management features, including tolerances, exception authorization, and personal adherence views for agents.



Future-proof planning

Prepare for what's ahead with what-if scenarios, including long-term strategic projections and hiring plans.



Deep performance reporting

Gain insight into what employees are doing, how effectively they're performing, and where they need to sharpen their skills.



Built for scale

With a platform that scales to support to more than 10,000 agents, powerful bulk management features offer usability at scale.



On-the-go flexibility

Empower agents and supervisors to manage their schedules from anywhere with the Verint Workforce Management mobile app.

About Talkdesk

Talkdesk® is a global AI-powered cloud contact center leader for enterprises of all sizes. Talkdesk CX Cloud and Industry Experience Clouds help enterprises deliver modern customer service their way. Our trusted, flexible, and innovative contact center platform leverages AI and automation to drive exceptional outcomes for their customers and improve the bottom line.

[Learn more](https://www.talkdesk.com) and take a [self-guided demo](https://www.talkdesk.com) at www.talkdesk.com.

talkdesk®

Experience. A better way.

Verint® Workforce Management™ for Talkdesk

