

# Wisdom WFO offers a new approach to workforce management & optimization.

Wisdom WFM delivers ROI with the most modern and detailed approach to contact center planning.

- Forecasting
- Speech Analytics
- Bidding
- Scheduling
- Call Record
- Adherence
- Vacations
- Screen Record
- Phonetic Search
- Trades
- Quality Monitoring
- Phonetic Notify

THE WAIT IS OVER, FIND OUT WHY.  
[wisdomwfo.com](http://wisdomwfo.com)



## Informed Optimization

If a forecast is flawed, then everything built on that forecast is doomed to be substandard. Yet the common forecast is built on just two data points per interval (Average Talk Time & Call Count).

Wisdom WFM delivers a modern planning method that makes full use of the call-by-call information that is collected by modern switches. This method is called HD WFM. The result is a comprehensive understanding of:

- Historical service levels and wait times
- Detailed arrival patterns,
- Service denial (abandon, busy & deflection)
- Carry-over effects

Customers who make the switch save money, minimize wait and improve accessibility. Labor productivity and service levels improve. Agents enjoy happier customers and have more productive conversations.

## Precision Carry-Over Effects

The common forecast assumes that all calls start and end in a single 15-minute interval. This ignores all carry-over effects. For 5 minute calls, ignoring the carry-over effect means a 33% margin of error for each planning interval. Longer calls mean more error.

Wisdom HD WFM recognizes all carry-over effects with precision. The precision yields lower wait times, better labor utilization and higher preparedness with fewer staff.

Improved Productivity | Happier Customers | Increased Revenue

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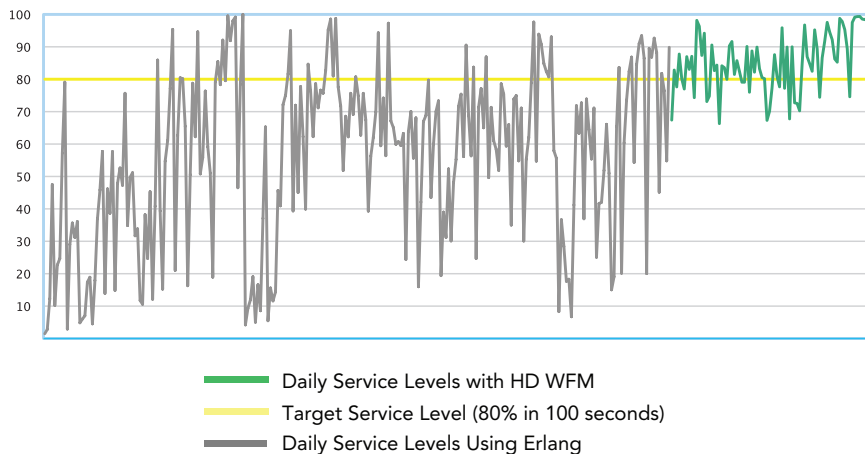
**Wisdom**<sup>™</sup>  
WORKFORCE OPTIMIZATION

## On-The-Fly Activity Optimization

With Wisdom WFM, planners can click once to re-optimize any range of schedules including any combination of breaks, training, paperwork and other off-phone activities. The optimization takes seconds. We believe it's the fastest and most efficient optimization algorithm on the market.

## Cutting Over to Modern Planning

The effect of switching to Wisdom HD WFM is often an overnight transformation. The time series below shows real service level data from a large Federal Government call center. They switched from interval based forecasting to Wisdom HD WFM.



There was no new hiring and no changes to any other system. The only change was a more insightful forecast and more appropriate schedule.

## Wait Times Matter

One of the key reasons that HD WFM results are so impressive is that wait times matter. As call centers grow, the increased demand shows up first as increased wait times for callers. The common forecast is unresponsive because wait time is ignored.

## Modern Architecture

Wisdom WFM is a fully web based, multi-tenant solution that stores data securely in TDE encrypted databases. It is available either hosted or on premise and integrates with any ACD.

## Detailed Notifications & Rollbacks

Wisdom WFM sends automated email notifications when schedules change and when change requests are submitted and approved. Planners can broadly rollback the entire schedule to a baseline or specify any number of shifts for rollback to a moment in time.

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## Recording, Phonetics & Quality Monitoring

Wisdom WFM incorporates best of breed technologies from the field of Quality Monitoring, Call Recording, Screen Recording, Phonetic Search and Speech Analytics.



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