



DATASHEET



Workforce Engagement  
Management

# Optimize your contact center and **increase agent proficiency**

- 1 Workforce Management** uses automated planning to help managers predict future interactions to accurately create schedules, ensuring contact centers and teams are set up for success.
- 2 Quality Management** **BETA** delivers better agent performance by providing coaching and learning opportunities based on past customer conversations.
- 3 Fully integrated** into Zoom's all-in-one unified platform to deliver seamless administrator and agent experiences.

## Why Workforce Management?

Helps ensure that your contact center is equipped with the right number of agents at the right times to meet customer demands.

### Forecasting: A crystal ball for staffing

#### TAKE THE GUESSWORK OUT OF STAFFING

Accurately match up staffing requirements against estimated demands to drive support efficiency. Prevent agent burnout by predicting workloads accurately.

#### POWERED BY ZOOM'S PROPRIETARY MACHINE LEARNING ALGORITHM

Leverage the power of AI/ML models that pull data directly from Zoom Contact Center including historical voice channel volumes and handle times to predict future trends for staffing and scheduling.

#### CUSTOMIZE TO YOUR BUSINESS-SPECIFIC METRICS

Customize forecasts to meet your business needs based on specific KPIs such as Service Level Agreement (SLA), Average Speed to Answer (ASA), and occupancy. Generate staffing estimates down to 15 minute intervals.

### Scheduling: Build automated and optimized schedules for your workforce

#### SAY GOODBYE TO TEDIOUS SPREADSHEETS

Includes dedicated modules to keep track of all activities, shifts, scheduling groups, and more, all within a single application. Easily automate calculations, create agent status mappings from Zoom Contact Center, and outgrow your current spreadsheets by scaling up with Workforce Management.

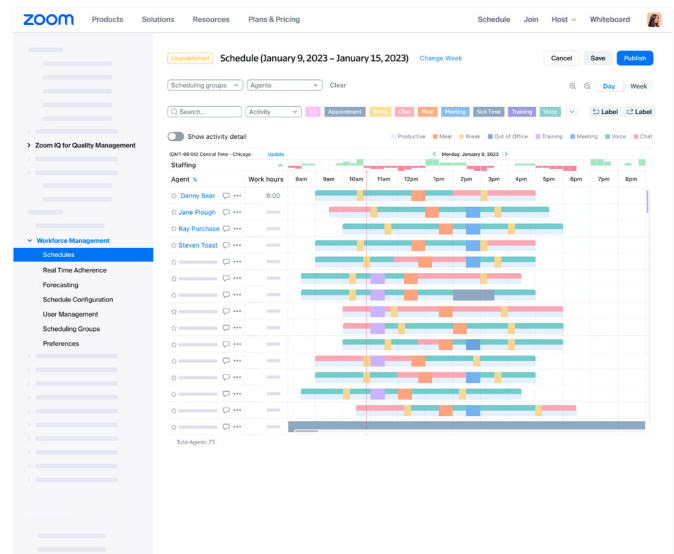
#### SIMPLICITY IN DESIGN - UI FOR YOU AND I

Boost productivity with an intuitive planning experience. Hit the ground running using drag and drop functionality, create new or build fast

from existing templates to streamline the entire scheduling process.

### FLEXIBILITY TO MEET THE NEEDS OF THE AGENTS OF TODAY

Not all agents work the same hours, or even start on the same day. Workforce Management meets the needs of all agents with features like overnight staffing, vacation entering, and even configuration of start days.



### Adherence: Prepare for the unexpected

#### STAY ON TOP OF YOUR AGENTS IN REAL-TIME

Things happen, plans change. Make staffing decisions on the fly - adjust for unplanned events and stay up to date on rapidly changing staffing needs.

#### CHECK BACK WEEKS AND MONTHS WITH HISTORICAL ADHERENCE REPORTING

Build powerful, custom reports to visualize trends. Group labor costs by job, location, or any other dimension to inform strategic workforce planning.

#### CUSTOMIZE ADHERENCE TO YOUR BUSINESS NEEDS

Every company is different. Set adherence rules based on Zoom Contact Center data to meet your support KPIs - break the data down further by status, substatus, time out of adherence, and adherence percentages.



## Quality Management BETA benefits

Increases your agent proficiency and performance by providing coaching and learning opportunities for continuous improvement.

### AI to help your agents excel

Extract insights like call quality and key takeaways from recorded, transcribed, and summarized customer interactions built using natural language processing and machine learning algorithms. Powered by Zoom's leading AI capabilities.

### Score the quality of your interactions

Score your interactions with powerful, customizable scorecards - speech analytics allow you to pinpoint every critical moment, capture the quality of interactions - all within a single screen.

### Create teaching moments from data

Proactively identify trends and areas of opportunity to improve individual and team performance and ultimately provide the best possible customer experience through the use of scorecards, coaching, and robust analytics.

The screenshot displays the Zoom Quality Management interface for a call with ID **Jacob / 36287** on March 29, 2023, at 10:01 AM. The interface is divided into several sections:

- Navigation:** Top bar includes Zoom logo, Products, Solutions, Resources, Plans & Pricing, Schedule, Join, Host, Whiteboard, and a user profile icon.
- Left Sidebar:** Contains navigation options: Interactions (selected), Coaching, and Workforce Management.
- Call Transcript:**
  - Summary:** Jacob works for Fitnessse and has been assigned to Jane's case. Jane purchased some basketball shoes for her grandson that were supposed to be delivered today, but she still has not ... [View All](#)
  - Search:** Search Transcript
  - Participants:**
    - Jacob (00:00:00):** Thank you for calling Fitnessse Customer Service. My name is Jacob. Please give me a moment to look through your previous conversation so that I can better help you.
    - Jacob (00:48:52):** I see here that you have not received your order. Can you provide me some additional information?
    - Jane (00:00:57):** When I checked the tracking number, I saw that they have not shipped because they are out of stock.
  - Timeline:** A visual timeline shows the duration of the call for Jacob, Robert, and Jane (External).
- Interaction Summary:**
  - Engagement:** 92
  - Sentiment:** 88
  - Next Steps:**
    - Contact shipping vendor to cancel original delivery
    - Issue coupon for next order
  - Callouts:** Missing Order (2), Next Steps (2), Replacement (2)
- Agent Summary:**
  - Agent:** Jacob
  - Talk-Listen Ratio:** 78%
  - Longest Spiel:** 8 seconds
  - Filler Words:** 3 words/min
  - Talk Speed:** 160 words/min
  - Patience:** 10 seconds
- Scores:** A button labeled "Select Scorecard" is present to start coaching.