

Five9 Enterprise Workforce Management

Appropriately staff your contact center to provide extraordinary customer experiences

Five9 Enterprise Workforce Management (WFM) provides a powerful, enterprise-ready workforce management solution. Five9 Enterprise WFM is scalable to meet your needs, providing you with the flexibility to expand to multiple locations with ease.

You can plan, optimize, and manage your workforce within a single solution that's interactive and customizable. Five9 Enterprise WFM strategically addresses staffing concerns using a proactive approach and ensuring that agent productivity is maximized while still meeting the scheduling needs of your employees. With Five9 Enterprise WFM you can answer not only your most important

everyday staffing questions, but also the unexpected strategic questions which may arise, such as:

- What if staff levels were right-sized based on demand?
- How many more agents will we need if our call volume increases by 10%?
- What if we offered a different grade of service on Monday than we do on Tuesday?
- What if we offered our agents split or 4/10 shift types?
- What if we acquire new locations and our staff triples in size?

Forecasting

Five9 Enterprise WFM uses six different forecasting models along with your historical staffing data to provide highly accurate forecasting. The solution reduces overstaffing and ensures the contact center will be properly staffed at all times, while maintaining precision and reducing costs. Using multi-skill, multi-channel, and blended environments, you can easily ensure complex staffing requirements are managed effectively.

Real-time Adherence

Five9 Enterprise WFM delivers the most advanced real-time adherence alerts in the industry for improved cost savings and enhanced efficiency. Agents are a part of the solution, as they understand adherence and the impact to the business. With Five9 Enterprise WFM, they have the tools to monitor their productivity and help improve overall efficiency.



Features

- Six different forecasting methods
- Single and multi-skill forecasting
- Culturally sensitive rules-based scheduling with agent preferences
- Extensive report library
- Schedule optimization
- Intraday management
- Automatic reforecasting
- Real-time agent adherence
- Interactive agent shift bidding
- Detailed cost of schedules
- Vacation/event management
- "On the fly" schedule adjustments with auto notification

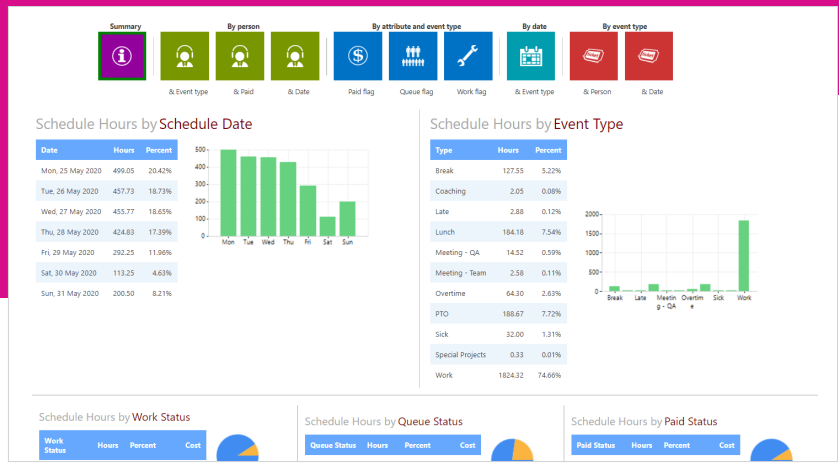
Benefits

- Six different forecasting models allow for dynamic flexibility and what-if capabilities
- Agents are empowered to respond immediately when they receive shift notifications
- Deep insights into adherence trends allow supervisors to quickly make adjustments
- Users can access reporting and features from any location or device
- Real-time and historical data inform actual and predictive contact center volumes
- Easy-to-use interface allows for faster onboarding and hands-on learning
- Scalability allows the system to grow as you do, whether it's seasonal or planned

Five9 Enterprise WFM takes into consideration factors that impact service levels to produce optimal scheduling outcomes that account for staffing needs, availability of agents, and skills required.



Figure 1:
Event Summary Report –
on a working schedule
or published schedule



WFM Agent Portal

Five9 Enterprise WFM was built from the ground up with agent empowerment squarely in mind. Agents can personalize their portal with unique themes, page layouts, and content placement, making it more efficient for them to use. Administrators can also phase the agent portal into production, as increasing the features for the agents is only a “click” away. This results in engaged and empowered agents who feel better about their workplace because they have control over schedules, changes, vacation requests, and training.

Scheduling

Five9 Enterprise WFM takes into consideration factors that impact service levels to produce optimal scheduling outcomes that account for staffing needs, availability of agents, and skills required. The scheduling logic for Five9 Enterprise WFM also considers break times, lunch, meetings, and training/coaching time. Agents can request exceptions, view their adherence, and post a schedule swap request, all with a keystroke.

Five9 Enterprise WFM produces accurate and optimized schedules accessible through flexible portals for schedulers, supervisors, and agents. Each user can personalize their own content placement and product theme for an unmatched user experience.

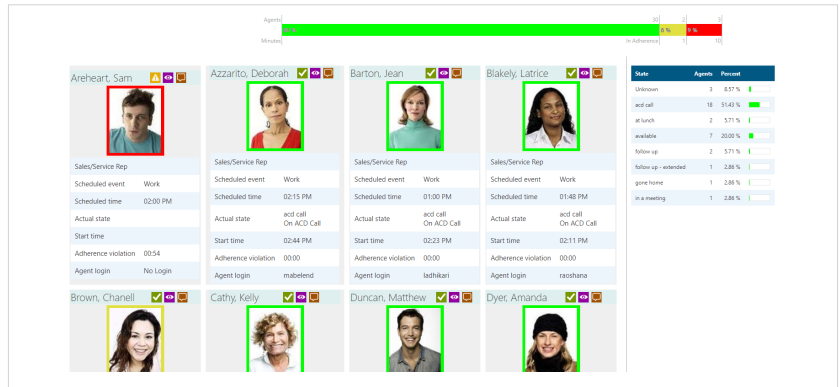


Figure 2:
Adherence Alert Report

Intraday Management

Rapidly shift hundreds of schedules and notify agents with only a few clicks. Five9 Enterprise WFM has streamlined the intraday workforce management process with Automated Schedule Adjustment Plans (ASAP). Now, rather than manage schedules on a single, ad hoc basis, supervisors can efficiently flex the schedules of their entire agent workforce and deliver messages on six distinct notification channels with just a few entries.

Learn More

Want to learn more about how Five9 Enterprise WFM can help you accurately staff your contact center, reduce costs, and provide excellent customer service? To get started, visit www.five9.com or call **1-800-553-8159**.

About Five9

Five9 is a leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

For more information visit www.five9.com or call **1-800-553-8159**.

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