

Five9 Essentials Workforce Management

Address your WFM needs in a growing contact center

Five9 Essentials Workforce Management (WFM) provides a powerful workforce management solution that meets all of the essential needs of a WFM deployment. Plan, optimize, and manage with a single solution that's interactive and customizable for end users.

Ideal for the growing contact center Five9 Essentials WFM is built on the same platform as our Enterprise version, so it is easily scalable if your needs change in the future. The Essentials solution is designed to meet core WFM criteria, including staffing and scheduling, as well as proactively managing intraday activities so optimal

productivity is maximized. Our feature-rich agent portal and available mobile app empower your agents and keep them engaged. Five9 Essentials WFM provides you with an effective, affordable workforce management tool that is ideally suited for contact centers up to 100 seats. Address many complex staffing issues, including:

- What if staff levels were right-sized based on demand?
- How many more agents will we need if our call volumes or handling times increase?
- How do I know if my agents are adhering to their schedules?
- How do I account for omnichannel events like chat and email in addition to call volume?
- How can I notify agents about upcoming schedule events and schedule changes?

Forecasting

Five9 Essentials WFM offers two different forecasting models, static and dynamic, to use with your historical data to provide



Features

- 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
- Detailed reports with one-click export
- Time-off/event management
- "On the fly" schedule adjustments with auto notifications
- Multiple forecast profiles

Benefits

- Both static and dynamic forecasting models and a default quick forecast option
- Interactive agent portal for schedule and adherence status review and time-off requests
- Real-time adherence tracking allows supervisors to address and work with agents on root cause
- Users can access reporting and features from any location or device
- Real-time and historical data from Five9 fuel 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

Agents can request exceptions, view their adherence, and post a schedule swap request, all with a keystroke.

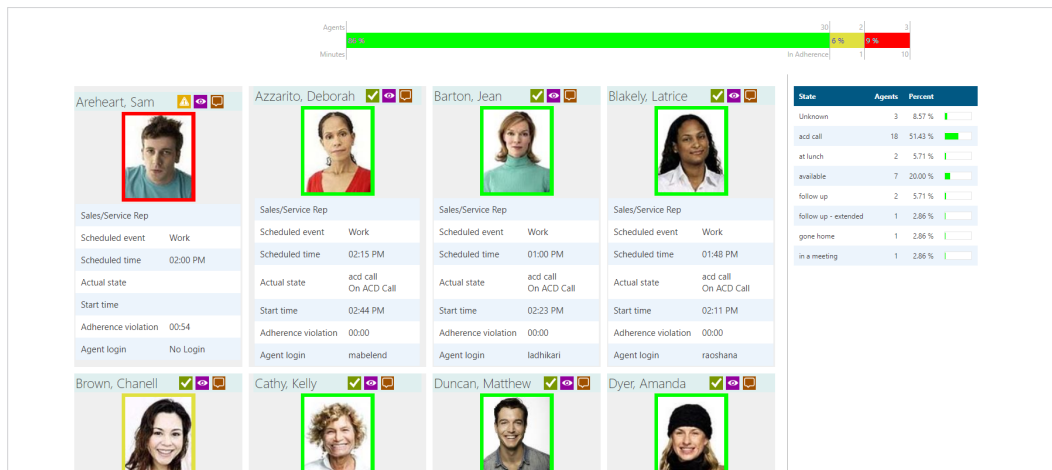


Figure 1:

Adherence Alert Report

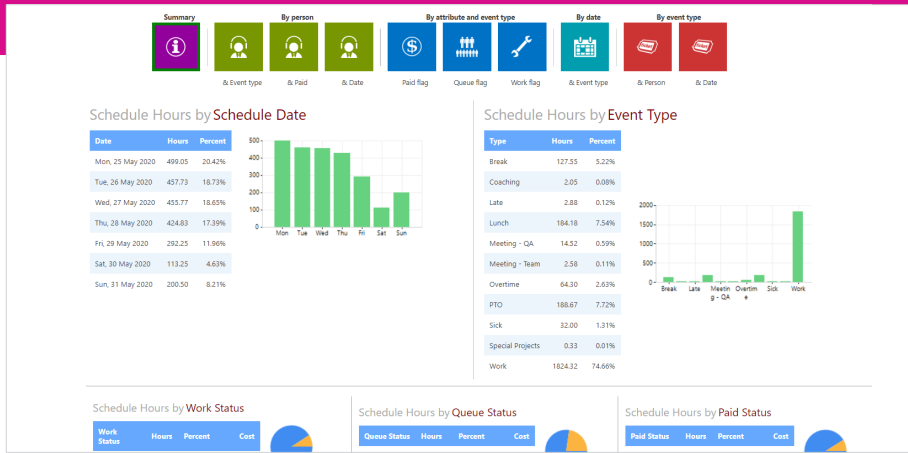


Figure 2:
Event Summary Report –
on a working schedule or
published schedule

highly accurate and relevant forecasts. Each forecast will identify the required FTEs for both single and multiple skilled agent environments to ensure future needs are met. The forecasting engine takes into account multi-skill, multi-channel, and blended environments to ensure complex staffing requirements are managed effectively and remains uncompromisingly simple.

Real-Time Adherence

Five9 Essentials WFM delivers some of the most advanced real-time adherence views and alerts in the industry to deliver greater cost savings and improved efficiency. Recognizing that agents are a part of the solution, Five9 Essentials WFM ensures that they have the tools to monitor their productivity and help improve overall efficiency.

Scheduling

Five9 Essentials WFM takes into consideration factors that impact service levels and produces optimal scheduling outcomes to determine staffing needs, availabilities, and skills required. The scheduling logic 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 Essentials WFM produces accurate and optimized schedules through flexible portals for schedulers, supervisors, and agents.

Intraday Management

Reports on the progress of the day are only a few clicks away. Schedule adjustments and edits can be easily accomplished via “drag and drop” and automatically communicated to the affected agent through either a pop-up or memo message.

WFM Agent Portal

Five9 Essentials WFM provides agents with all of the tools to manage their schedules, set preferences, view adherence stats, request time off, trade shifts, message supervisors, and even view company news updates. This engages and empowers agents, making them feel better about their role within the contact center.

Five9 Essentials WFM automates communications and processes unlike any other solution. Five9 continues to simplify scheduling and forecasting in busy, growing contact center environments. Five9 Essentials WFM adds even more value through its open design, substantially reducing the time and cost of integrating with related enterprise applications such as human resources and payroll.

Learn More

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



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About Five9

Five9 is a leading provider of intelligent 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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