

talkdesk

# Workforce Management

Supercharge agent engagement and adherence



Talkdesk WFM is a next generation cloud solution leading with intelligence and automation woven throughout the entire product.

With capabilities like surge pay, intraday assist, perpetual reforecasting, and a modern approach for agents to manage their schedule you can achieve your objectives with less effort and greater precision. Unlike outdated solutions designed 30 years ago, Talkdesk Workforce Management is a favorite among the growing workforce of tomorrow. The product redefines agent engagement to drive a new depth of personal ownership. Powered by Talkdesk IQ, Talkdesk WFM is intelligent, and getting smarter all the time through our continuous delivery architecture.

## Bring fresh WFM Innovation to your Contact Center

Win the fight against extra hour recruitment and schedule adherence! Talkdesk WFM is a favorite among the growing workforce of tomorrow. Find out how our AI-assisted recommendations can improve your speed and accuracy by helping you make staffing adjustments and decisions effortlessly. It's about time a WFM solution was made to work for you instead of you working for the technology. Contact us to get more information on what a modern WFM solution can do for you.