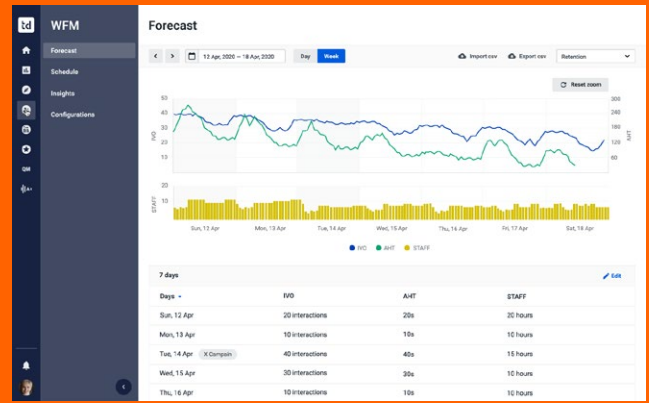




Workforce Management

Welcome to the Next Generation of Workforce Management



Talkdesk Workforce Management™ combines powerful artificial intelligence and automation with a remarkably intuitive user experience to help you optimize staffing and scheduling decisions, reduce administrative effort, and deliver a better experience for agents that's designed for the modern workforce.

Unparalleled Efficiency and Ease-of-Use

Simplify and automate the process of forecasting, staffing, and scheduling, so that your supervisors and resource planners can spend less time struggling with technology, and more time getting results.

Powerful, Flexible Forecasting

Anticipate customer demand and plan more effectively with accurate, omnichannel forecasts based on historical and real-time data, while making it easy to manually edit forecasts and make intraday adjustments on the fly.

Automated, Skills-based Scheduling

Generate optimized schedules designed to improve your operational efficiency and quality of service. Talkdesk's powerful scheduling algorithm automatically accounts for agent skills and scheduling rules as it simulates and evaluates up to 20,000 potential schedules per second.

Designed for the Modern Workforce

Improve the agent experience with a mobile-optimized user interface and a unique chatbot designed to quickly process open-ended change requests. Support flexible working arrangements with customizable shift templates and break rules.

Features



Intelligent Forecasts



Automated Scheduling



Analytics and Insights



Omnichannel Support



Surge and Slack Detection



Schedule Adherence

Workforce Management is part of Talkdesk's Workforce Engagement Management™ suite. Learn more about our solutions designed to help you manage, develop, and engage your workforce throughout the employee lifecycle at [talkdesk.com](https://www.talkdesk.com)