

Encore Community

Workforce Management for Today's Contact Centers



Contact center managers are continually challenged with scheduling agents to ensure consistent customer service while controlling the costs. Encore® Community workforce management software solves this problem. With its all-inclusive licensing, Encore Community delivers everything you need to forecast, schedule and manage agent staffing.

Cutting-Edge Technology to Manage Your Workforce

Encore Community workforce management software leverages cutting-edge technology and a unique, innovative feature set to increase the level and consistency of customer service while controlling the cost of providing that service. While setting a new standard for ease of use, Encore Community enables your team to interact and collaborate while executing your unique workforce management strategy.

Encore Community delivers comprehensive enterprise workforce management features like multi-skilled forecasting and schedule optimization, intraday management and advanced agent adherence reporting. In addition, Encore Community users receive the added benefits delivered by industry-leading innovation. Intuitive processes like interactive agent bidding, bi-directional SMS messaging and Automated Schedule Adjustment Plans significantly enhance the workforce optimization process.

Regardless of what channel your customers use to communicate with you, Encore Community accurately captures, predicts, optimizes, manages and communicates your dynamic workforce plan to your entire contact center team through a custom-tailored user experience.

Forecasting

Encore Community offers a powerful and competitively distinct forecasting feature providing all the support you need to accurately and definitively staff your center. It's an elegant "What-If" analysis toolkit like no other in the industry. Features for creating staff plans include:

- Multiple Forecasting Methods including Dynamic, Static, Date Range, Excel Data and Manual Data Entry
- Service Level Objectives
- Shrinkage Profiles
- Single or Multi-Skilled Forecasting

Scheduling

Scheduling with Encore Community is flexible and simple to use. It is easily configured to illustrate a variety of scheduling cultures and processes and then readily aligns them against an unlimited number of forecasted staff plans. Scheduling features include:

- Five Scheduling Methods including Fixed, Floating, Rotating, Composite and Common Day Floating
- Schedule Bidding for Agents
- Scheduling Unnamed Agents

HIGHLIGHTS

- › All-inclusive licensing to forecast, schedule and manage contact center staffing
- › Unlimited supervisor and scheduler licenses
- › Includes real-time agent adherence
- › Over 20 ACD integrations available
- › Fully virtualized deployment options

