



Walrus Workforce Management

Imagine the power of workforce management, everywhere, all the time

EASY TO USE

Our 3-step principle makes WFM user-friendly and intuitive. No need for extensive training.

SCALABILITY

A cloud deployment offers unlimited capacity and dynamic scaling for centers of all sizes, from 10 agents to 10,000 +.

ROBUST

Real-time activity tracking monitors call load, available agents, and service levels.

ON ANY DEVICE

Available from any location and around the clock to authorized administrators and agents.

IMMEDIATE ROI

WFM will begin paying for itself before its first invoice.

SATISFACTION

Improved scheduling minimizes stress and increases productivity.

Designed and built by a team of workforce management professionals, our service concentrates the fundamentals of Workforce Management into an intuitive interface easy enough for first time users and familiar to seasoned professionals. Low impact, low risk, and zero setup cost makes the platform ideal for organizations

Definition

Workforce Management (WFM) is the process of forecasting and creating work patterns using available resources in order to produce an optimized staff schedule. The benefits of WFM include lower running costs, smarter business forecasting, and improved overall efficiency.

Service Solutions

Comprehensive workforce management solutions.

- Forecasting,
- Scheduling,
- Vacation/Time Off,
- Activities,
- Shift Building,
- Adherence,
- Agent and Manager Portals,
- ACD integration

Evolution

The evolution of WFM from a premise-based to a cloud-based service has lowered entry costs and simplified solution deployment so that WFM's time management improvements are now available to organizations in a wide variety of industry verticals and by organization size, from 10 agents to 10,000 or more.

Service Benefits

A subscription, cloud-based service enables you to dynamically manage your staffing requirements.

- Intuitive, easy to use
- Instant scalability
- Robust
- Immediate ROI
- On any device, at any time
- Improved service levels
- Employee satisfaction
- Dependability