

## Puzzel WFM

Puzzel WFM is our new cloud based Workforce Management solution that enables contact centre managers to accurately forecast and schedule staffing requirements. This will help to deliver an exceptional customer service.

- Hours of work
- Days off
- Times of activities such as breaks, lunch, meetings and other activities that are common in contact centres.

There are also some interactive features that if the system administrator allows it you can –

- Request vacation / holiday
- Request shift swaps with other employees
- Request day off swaps with other employees

Puzzel WFM has slated out a 16 point process to you up and running. In this section you will find user guides to Planner portal, agent portal and supervisor portal to help you understand the functionalities better.

- [Puzzel WFM 16-point process](#)
- [Planner portal](#)
- [Agent portal](#)
- [Agent Portal for Supervisors](#)