

Verint Workforce Management

This cloud-based omni-channel workforce management (WFM) solution, powered by Verint, provides accurate forecasting for intra-day, daily, and long-term workload. It can help you produce optimal schedules by balancing predefined shift rules, work patterns, breaks, targeted service-level goals, and your employees' individual skills, proficiencies, and preferences. Verint WFM provides as standard the following:

- Forecasting
- Scheduling
- Blended Media
- Real Time Adherence
- Request Management (Time, Off, Shift Swaps, and Shift Requests and Changes, Shift Bids)
- Mobile Apps for Agents and Team Leaders
- Strategic Planner (Standalone desktop client)

Download the product sheet for Verint Workforce Management here:

[Verint Workforce Management.pdf](#)