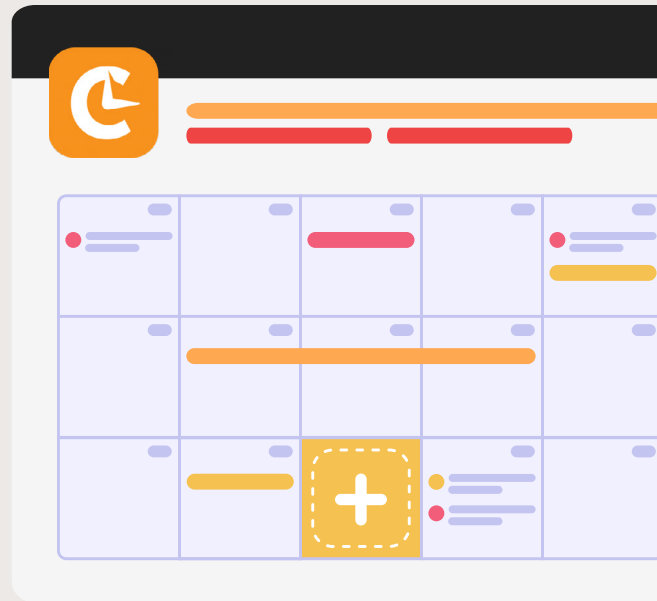


# ice Contact Center with CommunityWFM

Integrating ice Contact Center with CommunityWFM streamlines agent scheduling and resource allocation, optimizing agent productivity and ensuring efficient handling of customer interactions.



## Benefits of integrating CommunityWFM with ice Contact Center



### Reduce customer wait times

Supervisors can utilize CommunityWFM forecasting capabilities to identify seasonality and other trends to achieve optimal agent coverage. Sufficient staffing ensures that customers don't face long wait times, ultimately improving the customer experience.



### Save money

Meet service levels and key performance indicators (KPIs) while ensuring you don't go over budget on staffing during non-peak times of the year. CommunityWFM provides contact center managers and supervisors with a unified view of all agents' scheduled time off, including meetings, breaks, and vacation days, allowing organizations to create work schedules in advance and adjust accordingly.



### Generate agents' schedules instantly

Creating a schedule that considers agents' skills, availability, and queues can be a tedious process for supervisors. Fortunately, with CommunityWFM, agent schedules can be automatically created based on forecast results and agent availability, allowing supervisors to focus on contact center operations.



### Avoid agent burnout

Employees are happiest when they are not overworked. With CommunityWFM, agents can manage their schedule by requesting time off, trading shifts with other agents, or submitting exception requests to fit their workload better. As a result, agents are happier and able to provide better client experiences.

# ice Contact Center with CommunityWFM



## Modern and accurate forecasting

Forecasting identifies times of the day or year when there is an increase or decrease in customer interactions. By analyzing historical data retrieved from ice, CommunityWFM predicts future interaction volumes and determines optimal staffing levels to avoid overstaffing.



## Automated scheduling solution

Contact center supervisors can instantly create agent schedules based on forecast results and desired service levels. Automatically track late arrival and sick time, as well as monitor expected and actual arrival times. CommunityWFM supports fixed and floating schedules, what-if scenarios, and split shifts.



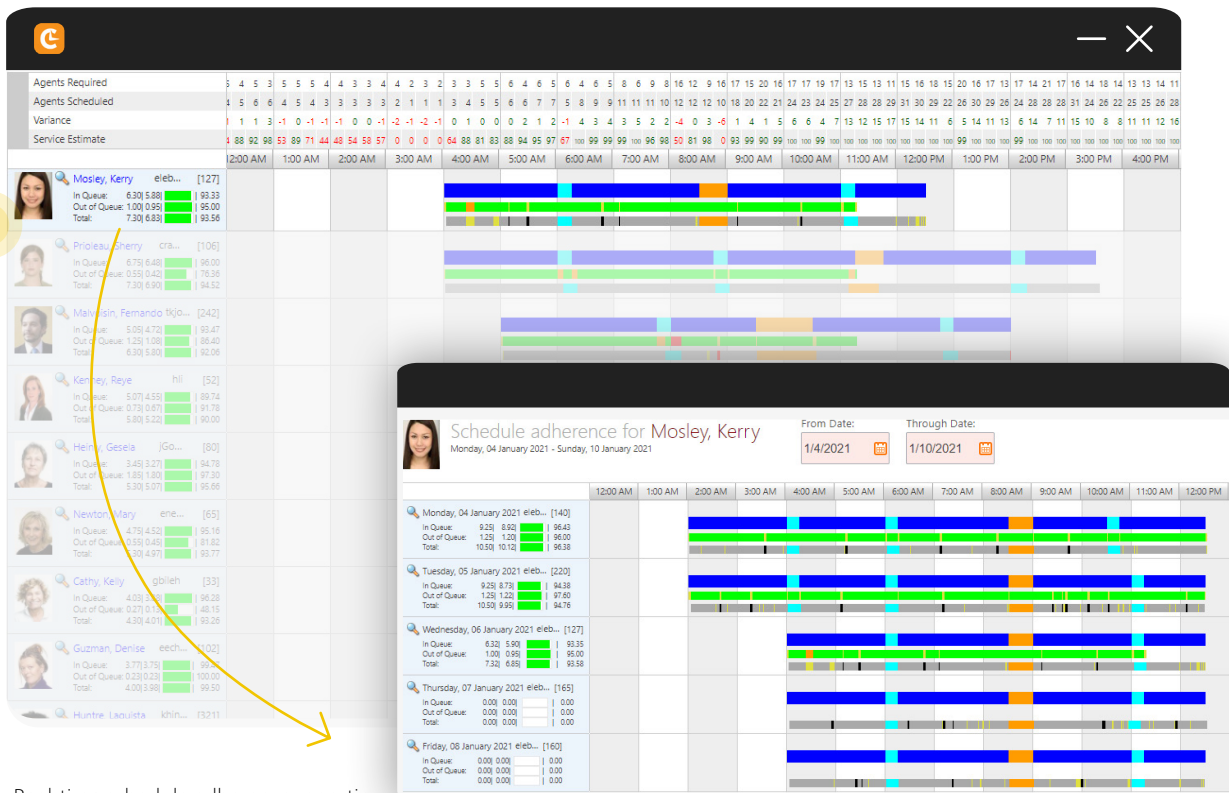
## Real-time schedule adherence reporting

Measure whether agents are following their assigned schedules in real time, including breaks, lunches, and meetings. Tracking real-time adherence maintains service levels throughout the day by identifying and enabling issues to be fixed immediately. View historical reports, daily KPIs, pop-up alerts and a configurable dashboard.



## Advanced reporting and summary data

CommunityWFM offers advanced reporting and summary data that enables managers to monitor and analyze their agents' adherence performance. Managers can store and report adherence data in perpetuity, quickly access large volumes of summary data, and choose from dozens of new reports that provide valuable insights into their workforce.



Real-time schedule adherence reporting.





### Community Everywhere mobile app

Agents can view their upcoming shift from anywhere. They can receive push notifications about new shifts, request time off, or call in absent.



Predict and prepare for demand to meet all users' expectations by streamlining and optimizing your workforce management with ice Contact Center and CommunityWFM. If you'd like to learn more about ice Contact Center and how it can enhance your organization, request a demo at [www.computer-talk.com/demo-request](http://www.computer-talk.com/demo-request).

## About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.

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