

Community Everywhere™

from **WFMSG**

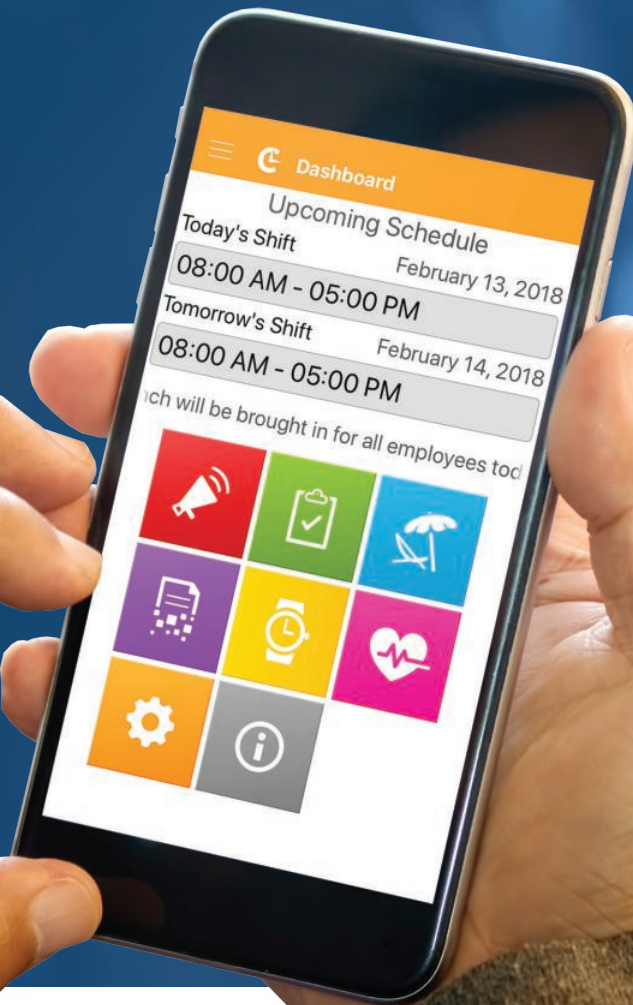
Enterprise Workforce
Management for the
Mobile Generation



Community
Workforce Management Software

Are your agents engaged in the scheduling process?

Intraday Management is a demanding task that requires timely schedule adjustments to maintain satisfactory service levels, control overhead costs, and meet adherence goals. WFM analysts need real-time information to make key business decisions and staff adjustments. **Community Everywhere™** is a critical component to your WFM platform, providing cohesive communications between agents, supervisors, and analysts. Community Everywhere™ ensures that the most accurate and timely information is available to everyone across the contact center.



Communicate with agents how they prefer!

Let's face it, the new generation of workers have grown up with smart phones. Whether they are text messaging, using email or mobile apps, why not interact with your agents on their channel of choice? Community Everywhere™ empowers on-the-go agents and extends the reach and impact of Community's workforce management solution.

Using Community Everywhere™, agents can:



View schedules



Receive instant
notifications



Receive corporate
communications



Request time
off



Call in late



Call in sick

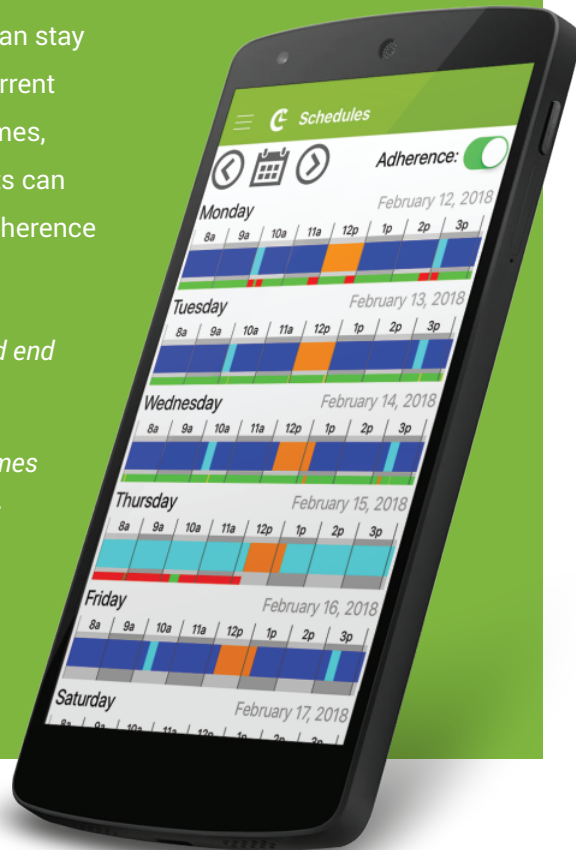


SCHEDULES

This week's schedule at a glance.

We know how important the agent's schedule is to their work-life balance. Now agents can stay up-to-date on their most current schedule, including shift times, breaks and lunches. Agents can also view their schedule adherence scores.

- Quickly view shift start and end times for an entire week.
- Review break and lunch times in the schedule detail view.
- Toggle to show schedule adherence data.

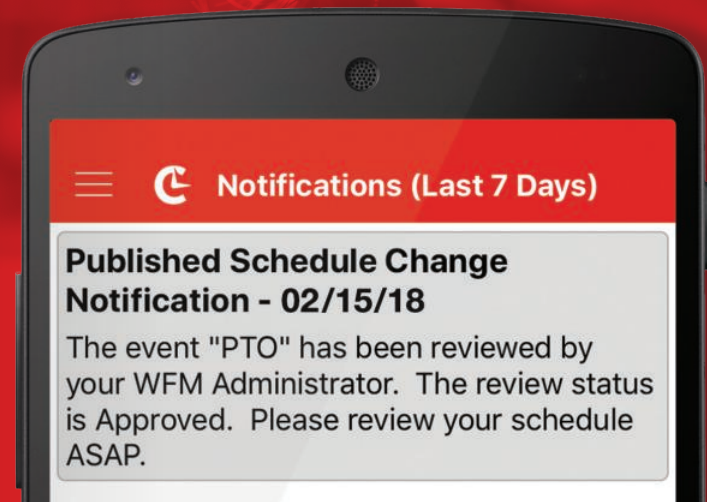


NOTIFICATIONS

Receive instant schedule notifications and opt-in offers.

Community Everywhere™ allows agents to stay informed of the latest changes to their schedule and the status of their time off requests. Agents can receive notifications of offers for voluntary time-off (VTO), overtime and other events. Once an offer is accepted, the agent schedule is automatically adjusted, and their supervisor is also notified of the schedule change.

- Stay up-to-date on any changes to shift schedules.
- Get notified immediately when a time off request is approved or declined.
- Receive and respond to VTO and overtime offers.

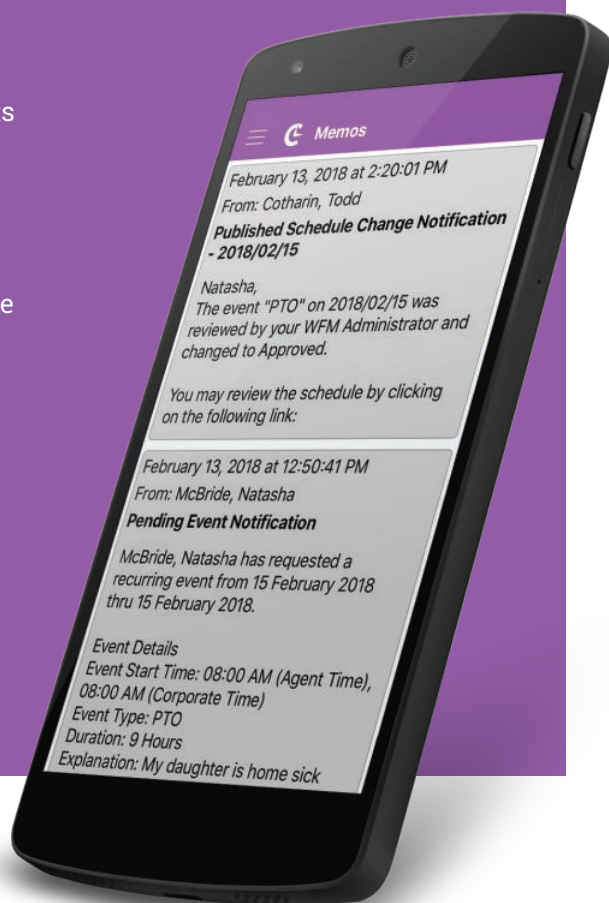




MEMOS

Receive corporate communications anytime, anywhere.

Memos is a great communication tool for analysts to provide agents with the latest company information, deliver live streaming messages, or inform agents of schedule changes. In addition, a built-in audit trail allows for tracking approved, pending, or denied time-off requests.

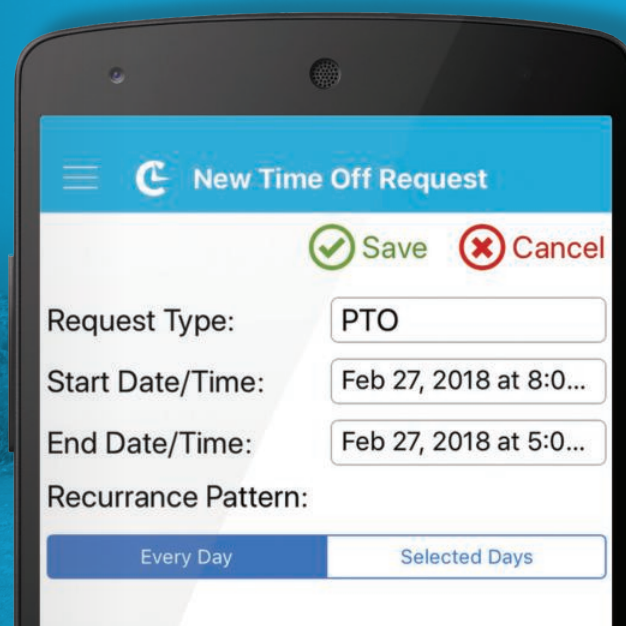


TIME OFF REQUESTS

Simplify time away.

Agents will enjoy the convenience of Community Everywhere™ when planning their next vacation or time away from the office. They can easily create and submit new time off requests and review the status of any pending requests.

- Initiate new time off requests and receive a notification if it's approved or declined.
- Review any current time off requests in a variety of views.
- Display summary of time off by the event type.





OUT OF OFFICE

A smartphone screen showing the 'Absentee Check-In' form. The header is pink with a menu icon, a clock icon, and the title 'Absentee Check-In'. Below the header are two buttons: a green 'Save' button with a checkmark and a red 'Cancel' button with an 'X'. The form has two sections: 'Request Type:' with a dropdown menu showing 'Sick', and 'Explanation:' with a text input field containing 'Woke up not feeling well'.

Quickly alert about unplanned time off.

Quickly alert the WFM analyst about sick days or other unplanned time off. This can be done by the agent selecting the reason and providing a brief explanation. The application automatically adjusts the agent's schedule and provides supervisors the option to approve or decline the unplanned time off. Alerts in the Automated Attendance Monitor keep everyone informed of the agent's status, along with group level attendance metrics for the contact center.



LATE ARRIVAL

Running late for work?

Community Everywhere™ allows agents to easily check in late and automatically notify a WFM analyst of the approximate arrival time. Integrated with Community's Automated Schedule Attendance Monitor (ASAM) this convenient feature provides immediate visibility into arrival times and check in status while streamlining the process of managing exceptions.

A smartphone screen showing the 'Late Check-In' form. The header is yellow with a menu icon, a clock icon, and the title 'Late Check-In'. Below the header are two buttons: a green 'Save' button with a checkmark and a red 'Cancel' button with an 'X'. The form has two sections: 'Estimated Late Time' with a dropdown menu showing '5 Minutes', and 'Explanation:' with a text input field containing 'Traffic accident'.



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