



## Community Essentials is an advanced workforce management solution

Our cutting-edge workforce management solution is designed for single site contact centers scheduling up to 100 agents. Imagine, migrating from a static spreadsheet-based approach to class leading, automated, workforce management, in just a few days. Community Essentials couples unparalleled ease of use with a 100% browser based, cloud WFM solution – delivered and designed by the industries most trusted provider.

Community Essentials enables users' access to key features that have been tailored to meet the needs of a broad range of contact centers.

### Community Essentials Features

- Widely Compatible ACD Integration
- Forecasting & Staff Planning
- Schedule Optimization
- Intraday Management and Reporting
- Real-time Schedule Adherence
- Rich Agent Portal and Dedicated Mobile Application

#### Published forecast

Manage the published forecast

Forecast data for Wednesday, 09 Oct

Selected activity

Site 1 - Dallas, TX

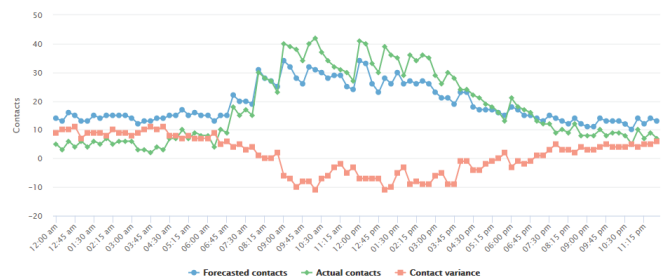
Staffing requirements

Contact volume

Average handle time

Show the graph of the contact volume

#### Forecasted contacts by interval



#### Quick forecast

Generate a quick published forecast for a selected time range using forecast defaults.



#### Report

Run reports for a selected activity and date range.



#### Revise

Revise contact volume, handle time and staffing values for the published forecast, or show the published forecast revision history.

*Creating and publishing accurate forecasts has never been easier.*

### Community Essentials On-boarding



**Deploy Essentials** in your contact center in a matter of days, not months. Access to Community Essential's features and benefits could not be easier.



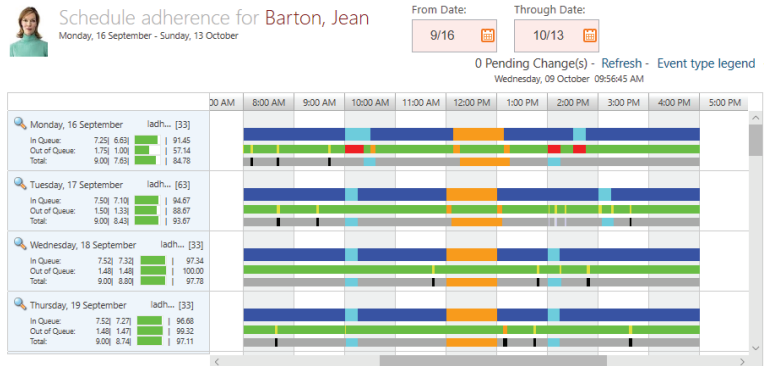
**Community Essentials can be upgraded** to the Community Enterprise solution with a simple license update when Essentials users require access to advanced features and greater automation.



**Access a powerful**, proven workforce management platform for a low monthly fee per agent.



**Select training** the way you want it – choose from onsite training, remote leader led training, or online training through process guides and videos. Community Essentials on-boarding includes a dedicated project manager to ensure every deployment is a success.



## Community Essentials Includes:

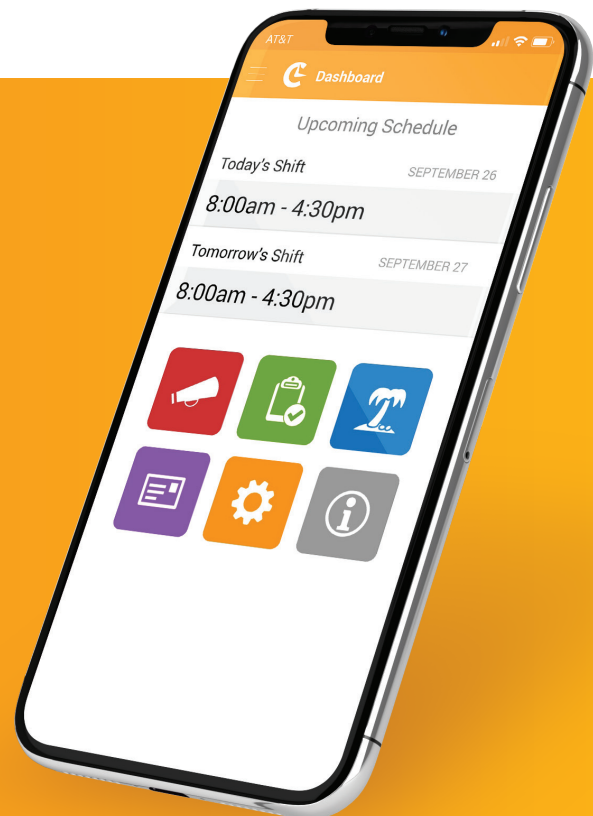
- Data integration to an extensive library of native adapters including custom interfaces
- Multi-skilled, multi-channel forecasting and staff planning
- Multi-channel and multi- skilled schedule optimization
- Intraday management reporting with intraday reforecasting
- Schedule adherence (real- time alerts, intraday and historical views)
- Agent Portal

## Community Everywhere™

Community WFM Essentials innovative mobile application, **Community Everywhere**, connects and empowers your agents on-the-go.

Any agent who is away from their desktop can use the Agent Portal to:

- Originate and view time-off requests and status
- Receive notifications and messaging
- View their Adherence KPI's
- Set schedule preferences
- View their schedules



## Contact Us Today

Learn how Community is leading the WFM revolution, serving the WFM needs of contact centers with some of the world's most highly recognized companies.

**Ready for a Demo?** Call (877) 668-6870 or visit us online at **CommunityWFM.com**

*Quite simply, there's nothing else like it.*