

VPI  
WFMSG  
ISC  
Aspect, Software  
Optima  
Invisio  
Pipkins, Inc.  
Monet So  
Verint Systems  
Envision  
Nice  
Cisco Systems  
Workforce Softwa  
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Calabrio  
Quintiq

# Workforce Management Software

SearchCRM.com Product Directory

2009 EDITION

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Welcome to SearchCRM.com's **Workforce Management Software Product Directory**. This directory was designed to be a valuable resource for those getting started with research or evaluating vendors in the CRM market.

Inside, you'll find basic information about the major vendors in the workforce management market and the products they sell. Each listing is accompanied by a short description and a long description, including limited information about functionality and product use. You'll find products for businesses of all sizes as well as products that can be deployed on-demand and on-premise. Use this list to get started with the evaluation process. For more information about any of the products or to speak to a sales representative, please visit the vendor website or product website.

SearchCRM.com will launch a series of directories throughout the year to address unique segments of the CRM market. To view the entire collection of CRM product directories, [click here](#). Want to see your product listed in one of our directories? Go here to [submit a product](#). Need to update product or pricing information? [Email us here](#). For questions for the editors or to make suggestions for improving the directory, write to us at [editor@searchcrm.com](mailto:editor@searchcrm.com).

Happy shopping!



# Choosing the right workforce management software for your call center

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**THE MARKET FOR** workforce management (WFM) software is highly competitive and offers ample room to compare solutions and negotiate prices. But it takes time to get to know the vendors and give them the chance to know you. Don't short-circuit the process with a blind RFP, a quick decision based on a team member's experience at a previous employer, or an emotional attachment to a product or vendor—which can be particularly strong for WFM products. Assemble the right team and execute the right steps to find the best product for your business needs.

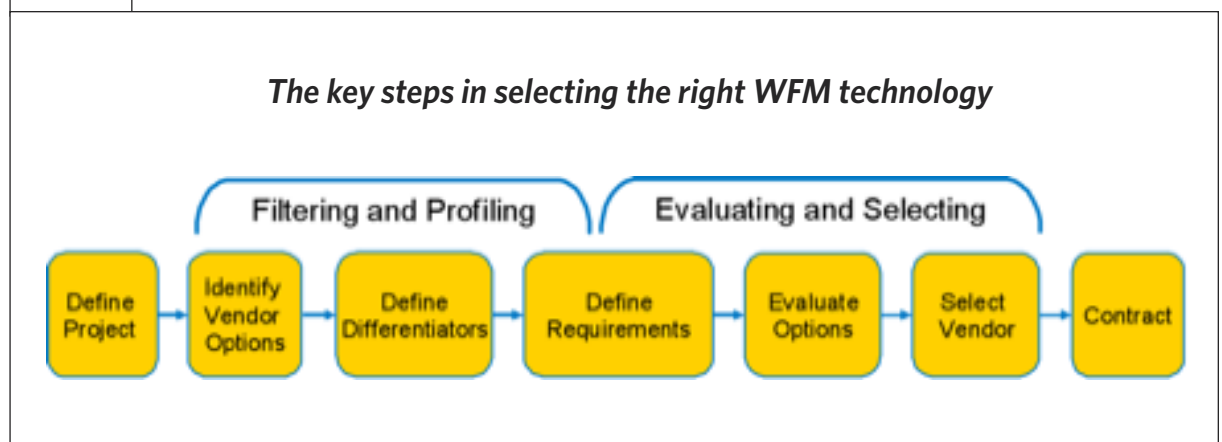
**FIGURE 1** provides an overview of the process. It shows two main stages—filtering and profiling, and evaluating and selecting—bookended by defining the project and finalizing a contract. The following sections provide keys to success in each step.

## DEFINE THE CALL CENTER

### WORKFORCE MANAGEMENT PROJECT

The selection process starts with a clear definition of the project goals and scope. WFM should enable you to address key business goals, such as increasing efficiency and staff utilization, or improving accessibility and availability to address customer needs. If your call center has static call patterns, limited hours, fixed shifts that rarely change, and a culture that frowns on scheduling breaks and lunches, you won't be able to do much—or gain much—with WFM unless your organization is poised for change. On the other hand, if your center has 25 seats or more with extended hours and/or a variety of shifts, and you're ready to schedule on and off phone tasks (including training, team huddles, and time off) to ensure that staffing levels

**FIGURE 1**



match volume and workload demands, you'll find a compelling business case for WFM.

Identify which departments or staff will use and manage the WFM system, especially in a multi-site environment. Consider whether the function will be centralized or distributed, and who will provide system administration and maintenance. Your key players on the project team will be analysts who will

**“Identify which departments or staff will use and manage the WFM system, especially in a multi-site environment.”**

**—LORI BOCKLUND**

live with the system day in and day out. If supervisors and CSRs are to be direct users of the system—checking schedules, requesting changes and accessing reports—they'll need representation on the project team. Invite HR to join the project if you're changing scheduling or other policies so they can tackle the people issues in parallel to your requirements and evaluation process. IT needs to be part of the team as well; they will focus on the architectural fit with the rest of your environment.

Define how you will use the technology from a people and process perspective. WFM products vary widely in sophistication (or complexity), integration, cost, and services provided. The

## Starter list of workforce management capabilities

**CONSIDER THIS** starter list of WFM capabilities when thinking about your call center requirements:

- Forecasting
- Rostering
- Scheduling
- Tracking/Adherence
- Reporting
- Templates
- Customization
- Skills simulation
- Multimedia support
- Email
- Text chat
- Other (e.g., fax, mail)
- Multi-site
- Real-time adherence
- ACD/CTI routing/reporting integration
- Payroll system integration
- Other performance tool integration (e.g., QM, eLearning, scorecards, analytics)
- Vacation scheduling
- Shift bidding
- “What if” scenarios
- User interface for administration
- User interface for CSRs/supervisor requests and view

sidebar will help you define the business requirements. You also need to consider how WFM fits with the rest of your workforce optimization (WFO) or performance optimization (PO) plans,

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as it can be a part of a much bigger picture (see **FIGURE 2**). For example, do you have other products such as quality monitoring or eLearning with which WFM should integrate? Will you feed WFM data into a reporting, scorecard or analytics tool? Your responses will determine whether you consider stand-alone WFM systems, suites of performance optimization tools, or both.

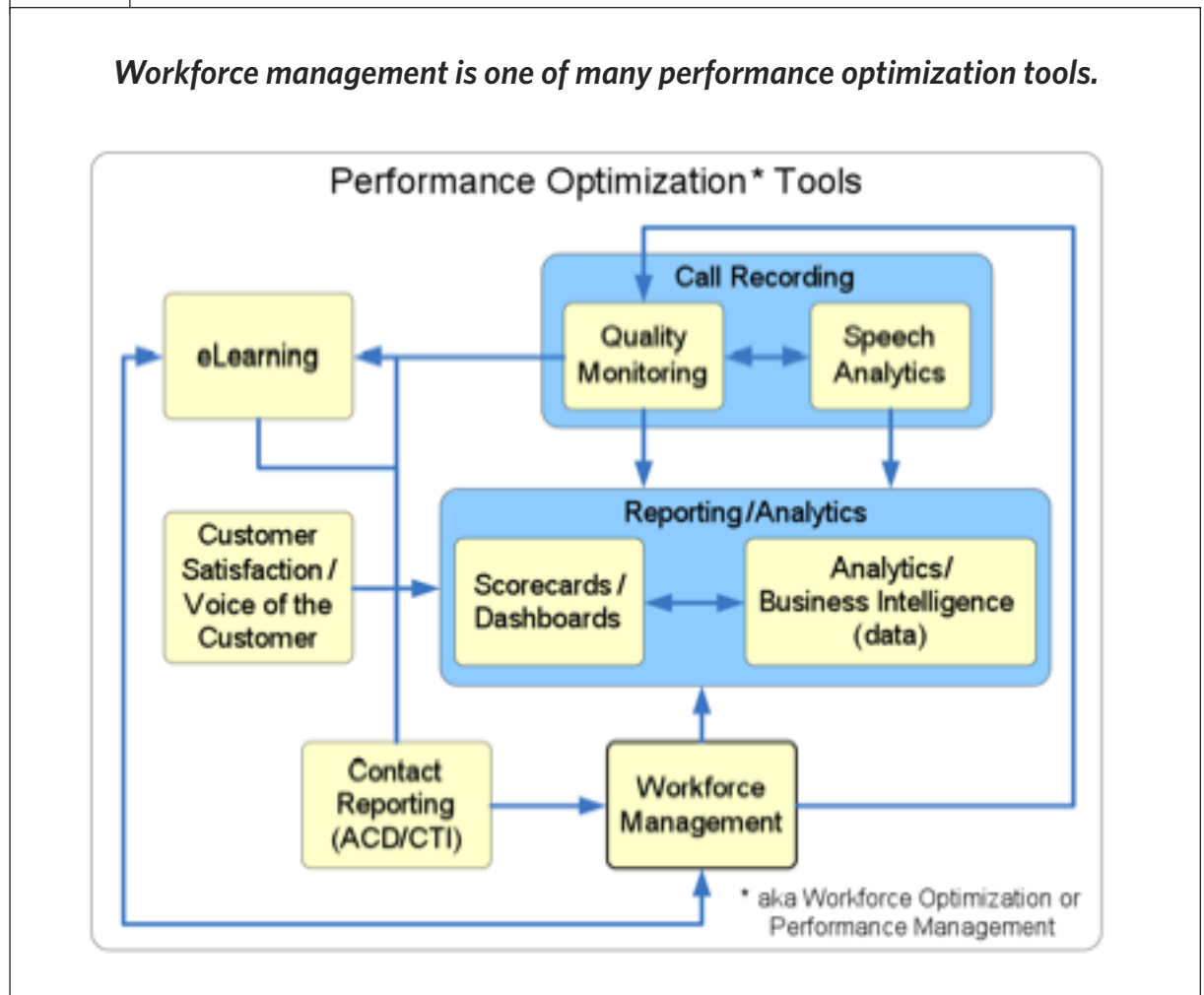
**IDENTIFY WORKFORCE MANAGEMENT VENDOR OPTIONS**

A first step in the filtering and profile stage is to define your sourcing strate-

gy. Consider significant decisions such as premises versus hosted versus managed services, and suite versus best of breed, in line with your project decisions. You may consider a combination of sourcing options—for example, both hosted and premise-based solutions—and compare the tradeoffs in cost, functionality, implementation, integration and support.

Your second step is to identify the WFM vendors (and potentially partners or distributors) to meet your needs, in your geography. The WFM market has a few mature, well established, high-market-share vendors (e.g., Verint, Nice and

**FIGURE 2**



Aspect) that offer full PO suites, alongside a host of smaller players. Size—yours, theirs and the relation between the two—may matter. ACD integration is another key consideration. The bigger players tend to have extensive integration experience and formal partnerships with their counterparts in the ACD world.

To identify the right sourcing and vendor options, you must do your homework. Consider additional offerings from your existing vendors that offer performance tools. Develop vendor pro-

files and preliminary screening filters by talking to analysts, attending conferences, reviewing lists and websites, and/or attending webinars. Use questionnaires or “mini-RFIs” to explore key qualifications and narrow the possibilities. Establish relationships with vendors to form preliminary impressions of their capabilities, educate them on your operations, and get on their “radar” should you entertain formal proposals. Many companies are shocked when vendors “no bid” on a blind RFP, but it is a common occurrence.

## Starter list of evaluation criteria

### FEATURES AND FUNCTIONS AS A BASELINE

- Focus on critical items such as user interface, ease of use
- Note that you assume all vendors provide the baseline capabilities unless otherwise indicated

### ARCHITECTURAL ALIGNMENT/TECHNICAL FIT FOR INTEGRATION

- With current and planned environment (routing and reporting for all media)

### IMPLEMENTATION PROFESSIONAL SERVICES

- Roles and responsibilities, especially for populating the initial historical data and running initial forecasts and schedules
- Experience and expertise with your type of environment

### ONGOING SUPPORT

- Resources and processes to “teach you to fish” and keep fishing, even if the people that need to fish (forecast and schedule) change
- Who does what

### GOOD PARTNER/GOOD FIT

- Resources, investment, focus
- Their partnership/integration with other vendors

### OTHER KEY FACTORS FOR YOUR SITUATION

- Cost as a secondary criterion—it’s negotiable!
- And then the focus should be on value/ROI



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## DEFINE DIFFERENTIATORS OF WORKFORCE MANAGEMENT TOOLS

The previous steps help the team get up to speed on the WFM market and technology. This step establishes a common view of what matters in the evaluation process. Key criteria focus on the user interface, ease of use, level of complexity and professional services. You'll also need to address integration and find out whether the vendor has experience integrating WFM with your ACD/CTI (wherever your routing and reporting resides). Integration can seem straightforward, but you'll reap value from vendors with relevant experience and a crowd of customers like you.

The sidebar provides a starter list of vendor selection criteria. Keep a couple of crucial points in mind. First, WFM tools seem very close in functionality when stacked up on a generic "laundry list." You need to focus on the key differentiating functions or the ones that matter the most to your business. Second, price is a negotiable item, so don't put too much weight on it. Most vendors don't want to lose on price. Evaluate the options independent of price and see whether you can get your favored vendor to a competitive price through negotiation. Chances are you can.

## DEFINE CALL CENTER REQUIREMENTS

Build your request for quote or proposal (RFQ or RFP) based on the key requirements—functional, technical, implementation, support, pricing—that your bidders need to address. Even if you don't do a full RFP, use a requirements document to define what the vendor must price and deliver. Specify capabili-

ties as well as professional services. Professional services—including implementation to get you going and ongoing support to get business value out of the WFM technology—are critical.

Here is a warning to consider as you develop requirements: Lack of training for the second (or third or fourth) analyst to get the job, combined with functional and interface complexity, can lead to poor system utilization. Ask for screenshots, training manuals, and demonstration tools to "kick the tires" on how intuitive the system is, enabling you to assess your ability to get value from the system on Day 1 and Day 1,001.

Finally, consider the options or capabilities you need now and the ones you'll need down the road. Future requirements could influence your decision significantly (especially if you are considering suites).

## EVALUATE OPTIONS

Conduct initial due diligence by reviewing vendor responses (proposal, configuration, quote). Develop pros and cons, analyze costs and address questions. You may narrow the vendor options after these initial steps and then move into the critical due diligence steps to complete the evaluation.

Conduct vendor demonstrations and presentations based on an agenda that you define carefully and control. (A "dog and pony" marketing presentation does you little good at this point!) As part of these sessions, make sure IT/telecom is comfortable with the platform, operating system, and database and can support the product and its integration. They may also have hot



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buttons around network management or other factors to address. Consider a focused operations day with the core users you identified during project planning—analysts, supervisors, representatives from appropriate departments—to kick the tires on the user interfaces and functionality. Make sure this demonstration doesn't merely scratch the surface. Sit in the driver's seat and really get a feel for the user interface.

Conduct reference checks (at a minimum) and site visits (if possible). Many folks view these last two steps as something that will only provide glowing reviews; however, they are excellent learning opportunities, especially for WFM. Experienced users tell you what works and what doesn't, and what pitfalls to avoid in implementation, application and optimization. One key question to pursue is their ratio of analysts to staff, and what influences that ratio (positively or negatively) in their environment. Also ask what, if any, steps of the WFM process they perform outside the system. Many companies do not use the WFM system for forecasting; ask whether that's the case, and if so, why.

### SELECT VENDOR PARTNER

As the evaluation nears an end, camps and opinions will form. Often, the "winner" is clear and a voice vote puts the whole team on the same side. In other cases, the decision requires a more rigorous debate to sort through differences and reach a common understanding. Score and discuss differences using the evaluation criteria as a guide. This process ensures that no team member has a biased, unsupportable

position and that team members do not have key differences in understanding of the solution options.

After reaching consensus, recommend the selected vendor to your lead-

**"Experienced users tell you what works and what doesn't, and what pitfalls to avoid in implementation, application and optimization."**

**—LORI BOCKLUND**

ership to gain their approval. Your evaluation criteria and associated evaluation results should make it easy to defend your choice.

### CONTRACT

Ideally, you get the contract or procurement resource from your company involved early, so that when you reach this stage, they are ready to do their part. They will negotiate the price based on the comparison of bids and what is "fair" for the proposed solution and services. Identify the cost of future, planned options and evaluate tradeoffs to purchase them initially rather than later. You may find greater discounts that you need to compare with additional maintenance costs, and it may be easier to get a little higher budget approval once rather than multiple approvals for smaller amounts.

If possible, keep options in play to





maintain leverage with the “winning” vendor. Don’t tip your hand all the way; rather, show them they are the favored

## “Negotiation isn’t just about price and legalities; it is about ensuring clarity regarding who will do what.”

—LORI BOCKLUND

choice assuming a successful negotiation. As part of this process, you will work on the incredibly important service-level agreements (SLAs), statement of work and other terms. Negotiation isn’t just about price and legalities; it is about ensuring clarity regarding who will do what in implementation and support and the results you can expect

at every step. Perhaps nothing is more important to the success of your project than a clear and common understanding of these expectations. With WFM, the agreements should address activities such as the initial data load, forecasts, schedules, reports and analysis, and then optimization. The agreements should also provide clarity on training, both initial and ongoing. You want to understand how far the vendor goes, and at what point it leaves you to your own devices—and how well prepared you will be for that moment.

### CONCLUSION

It is often tempting to take shortcuts in picking a technology or vendor. Resist that temptation. Get the best WFM product at the best price by conducting the steps defined here. The time and energy you invest will reap great rewards in the project execution and ongoing application of the solution chosen to meet your business needs. ■



**Lori Bocklund** is president of [Strategic Contact](#), an independent consulting firm focused on helping companies optimize the strategic value of their customer contact technology and operations. Strategic Contact helps companies succeed through projects that develop and execute plans tied to business goals. In 2008, Strategic Contact was awarded a GSA contract for call center consulting services. The contract is a highly coveted, competitive award that qualifies the company to provide a full range of management consulting services to improve federal agencies’ contact center performance for the next 20 years.

Lori is a recognized industry leader in contact center strategy, technology and operations. During more than 21 years in the call center industry, 16 of them as a consultant, she has acquired an understanding of a broad spectrum of systems, applications and operational environments. She shares her knowledge and experience through speaking engagements, articles, a two-day call center technology course, and her book “Call Center Technology Demystified” (Call Center Press).

Lori uses her strong critical and creative thinking skills to help develop the client’s vision and strategy, to structure approaches that address the client’s specific needs, and to ensure high value in the delivery process. She is an effective communicator across all levels of management and uses her facilitation skills to help people with diverse goals and concerns come together to create and execute plans that deliver real business benefits. Lori has a B.S. in electrical engineering from South Dakota State University and an M.S. in electrical engineering from George Washington University.

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19	WorkForce Software	EmpCenter Workforce Management Suite	●	◆

## LEGEND

**Vendor:** Vendor/developer of product at directory press time

**Product:** Product name

● **SaaS or services:** technology available as SaaS, hosted, on-demand, ASP and Web Services

◆ **On-premise:** software or systems on premise

⦿ Descriptions were written by the SearchCRM.com editorial team based on information gathered from vendor websites.



## ASPECT

### Aspect eWorkforce Management

*Aspect eWorkforce Management (WFM) is designed to provide in-depth strategic planning and workforce management tools to improve inbound, outbound and blended call center operations. ♦*

**COMPANY WEBSITE:** [www.aspect.com](http://www.aspect.com)

**FOUNDED:** 1973

**SUMMARY:** Aspect eWorkforce Management, part of Aspect Software's PerformanceEdge product, provides planning, forecasting, scheduling and tracking functionality suitable for multi-channel call center environments. Aspect eWorkforce Management includes a set of integrated enhancement packages that provide call center managers with the tools to improve agent adherence, productivity, self-service, scheduling and performance. The system also contains a Software Development Kit that provides users with a way of integrating the software with other call center applications in order to share important workforce management data across the enterprise.

**PRICING:** Pricing is around \$275 per agent seat (which includes software, hardware, training, professional services and annual maintenance and support).

## CALABRIO

### Calabrio Workforce Management

*Calabrio Workforce Management is designed to help users plan and adjust staffing to meet requirements and key performance metrics. ♦*

**COMPANY WEBSITE:** [www.calabrio.com](http://www.calabrio.com)

**FOUNDED:** 2007

**SUMMARY:** Calabrio Workforce Management aims to improve call center performance, first call resolution and customer retention by helping call center managers and scheduling staff manage and staff multi-site call centers and make short and long-term adjustments depending on need. The system can be configured for call centers of any size. The system provides real-time and historical adherence monitoring and reporting, performance-based scheduling and forecasting abilities. Calabrio Workforce Management supports automatic call distributors from some major vendors such as Cisco, Avaya and Nortel. ◉

**PRICING:** Calabrio Workforce Management starts at approximately \$500 per seat.

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## CISCO

### Cisco Unified Workforce Optimization

*The system's workforce management component is designed to allow call center managers to develop schedules for multiple sites, manage key performance indicators and track agent adherence to schedules in real time. ♦*

**COMPANY WEBSITE:** [www.cisco.com](http://www.cisco.com)

**FOUNDED:** 1984

**SUMMARY:** The workforce management component of Cisco Unified Workforce Optimization is designed to allow innovative call centers to forecast and schedule with accuracy, manage multi-site (virtual) contact centers in multiple time zones, support multiple languages with a single click, apply unique business rules by channel type for multi-channel contact center support, and connect to an unlimited number of phone systems, automatic call distributors (ACDs), and computer telephony integration (CTI) systems simultaneously. Cisco Unified Workforce Optimization integrates with Cisco Agent Desktop and Cisco Supervisor desktop, bringing workforce optimization and workforce management functionality to desktop tools. The system also includes a quality management component, which records and processes voice and screen transactions of call center agents for performance evaluation and compliance.

**PRICING:**

Declined to provide pricing.

## ENVISION

### Envision Workforce Management

*Envision Workforce Management is designed to help call center managers forecast, schedule and manage their agent workforce. ♦*

**COMPANY WEBSITE:** [www.envisioninc.com](http://www.envisioninc.com)

**FOUNDED:** 1994

**SUMMARY:** Envision Workforce Management provides forecasting capabilities that are based on the call center's historical data, service levels and specific statistics. Using this information, the system creates schedules based on traffic volumes, goals, cost estimates and agent availability. Envision Workforce Management gives users the ability to review, manage and plan by generating reports on actual and forecast call volumes, staffing levels and service-level adherence. Some features included in the system are priority scheduling, multi-skill blending and real-time adherence tracking.

**PRICING:** Software licensing is between \$120 and \$350 per user/agent based on the size of the center (list prices). Services and training will run \$30K to \$50K+ depending on size and complexity of configuration/integrations. Maintenance is 20% of software annually.

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## GMT CORPORATION

### GMT Planet Workforce Management

*GMT Planet Workforce Management unifies workforce and performance management components in a single user interface. ●◆*

**COMPANY WEBSITE:** [www.gmt.com](http://www.gmt.com)

**FOUNDED:** 1995

**SUMMARY:** GMT Planet Workforce Management software is suitable for small operations of 20 call center agents to large operations with thousands of call center agents. The system offers customer demand forecasting, employee self-service, performance management and analytics, staff scheduling, and strategic planning and budgeting capabilities. All of these components are unified in a single architecture, on one server and database, and are accessible through a single user interface. The managed workforce optimization suite GMT On-Demand is also available. ☉

**PRICING:** A full-featured, typical 250-agent configuration is approximately \$188,000, inclusive of all software fees; professional services include project management, implementation services, pre-implementation consulting and training, and first year's maintenance, which includes help desk support, advice line, software updates and upgrades.

## INVISION SOFTWARE

### InVision Enterprise WFM

*InVision Enterprise WFM has a modular architecture and is designed to support the entire demand-oriented workforce management process. ●◆*

**COMPANY WEBSITE:** [www.invisionwfm.com](http://www.invisionwfm.com)

**FOUNDED:** 1995

**SUMMARY:** InVision Enterprise WFM (iWFM) is a Web-based software system for enterprise-wide workforce management. It is currently available in 12 languages. iWFM allows the staff planner to optimize staffing by creating schedules that at all times conform to the actual requirements set. The software can scale companies of all sizes. iWFM can be integrated into existing IT environments and connected to numerous external systems. InVision also offers a large service portfolio, including analysis of user requirements and staffing, project management, system integration, programming of user-specific add-ons, and daily support. ☉

**PRICING:** Start-up costs include installation, workshops, trainings and professional services, depending on the project size:

**Premise-based solution:**

Software licenses: \$180-\$600 per agent (costs depending on the number of selected iWFM modules); Annual maintenance, including support: 15% of license price

**Hosted solution:**

Monthly costs, including licenses, hardware, database, training, maintenance and support for a minimum 6-month contract: \$20-\$80 per agent

## ISC

### Irene Workforce Management

*ISC's Irene Workforce Management offers a variety of forecasting, workforce requirement, scheduling and real-time management features via the Software as a Service (SaaS) model. ●*

**COMPANY WEBSITE:** [www.isc.com](http://www.isc.com)

**FOUNDED:** 1973

**SUMMARY:** ISC's Irene Workforce Management aims to help call centers reduce payroll costs, improve service levels and increase employee satisfaction. The system offers a variety of forecasting, workforce requirement, scheduling and real-time management features. Users can track projects and growth trends based on seasonal, weekly or daily contact patterns and calculate workforce requirements based on projected call volumes and performance goals. The system offers one-click scheduling, real-time displays of schedule adherence, and call center agent self-service features. The product, which runs in a standard Web browser, utilizes the SaaS model and can be accessed from anywhere over the Internet. ○

**PRICING:** Pay as you go. (Declined to provide additional pricing details)

## KRONOS

### The Workforce Central Suite

*The Workforce Central Suite combines time and attendance management with payroll, scheduling and talent management in a product designed to address all workforce-related challenges. ●*

**COMPANY WEBSITE:** [www.kronos.com](http://www.kronos.com)

**FOUNDED:** 1977

**SUMMARY:** The Workforce Central Suite is a Web-based product made up of applications that automate manual processes such as time and attendance, scheduling, payroll, and absence and talent management. The system's Web-accessible dashboards provide managers with employee information in real time. It also includes self-service applications for employees and managers. Workforce Employee provides staff with access to personal information, benefits administration, job-related tools and more. Workforce Manager gives managers increased visibility of their employees and access to the tools and information they need to manage them.

**PRICING:** The SaaS model is based on a monthly subscription plan, allowing companies to pay per employee, per month. (Declined to provide additional pricing details)

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## MONET SOFTWARE

### Monet Workforce Management System

*The Monet Workforce Management System is a forecasting and call center agent scheduling product for call centers. ●◆*

**COMPANY WEBSITE:** [www.monetsoftware.com](http://www.monetsoftware.com)

**FOUNDED:** 2001

**SUMMARY:** The Monet Workforce Management System manages inbound and outbound calls, emails, chat and other back office processes. The system also allows for skills-based scheduling of call center agents. Monet Workforce Management's capabilities include data collection, forecasting, scheduling, staffing, vacation planning and reporting. The system responds to call volume fluctuations in real time and updates forecasts and schedules accordingly. Advanced configuration features allow users to build an unlimited number of call center groups and manage multiple sites and time zones simultaneously. The fully hosted Monet WFM OnDemand and the Web-based portal Monet Anywhere are also available. ○

**PRICING:** Monet WFM Express starts at \$7,995 for a call center of 25 agents.

## NICE

### IEX TotalView Workforce Management

*IEX TotalView Workforce Management software provides a centralized platform for optimizing call center performance. ◆*

**COMPANY WEBSITE:** [www.nice.com](http://www.nice.com)

**FOUNDED:** 1988

**SUMMARY:** IEX's TotalView Workforce Management system helps call centers forecast, plan and schedule with accuracy, providing visibility into every area of a call center's operation. Companies can choose between TotalView Central and TotalView Advanced features, depending on need. TotalView Central encompasses the core features of the TotalView product, including forecasting, planning, scheduling and daily management. TotalView Advanced features build on the capabilities of TotalView Central and provide systems for call centers needing advanced capabilities. Smaller call centers can take advantage of IEX's TotalView Small Center system, which offers the same core capabilities as TotalView WFM but is priced and tailored to meet the needs of call centers with 100 agents or fewer ○

**PRICING:** Declined to provide pricing.

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## PIPKINS

### Vantage Point

*Pipkins' Vantage Point provides enterprise-wide, multi-site call center workforce management capabilities. ●◆*

**COMPANY WEBSITE:** [www.pipkins.com](http://www.pipkins.com)

**FOUNDED:** Early 1980s

**SUMMARY:** Vantage Point provides scheduling, forecasting, planning and reporting functionality for call centers of any size. The system provides a customizable interface that remembers repetitive tasks and adapts to the user's unique needs. Vantage Point's client-server architecture allows the system to integrate well into any corporate environment. The system features include skills-based scheduling, real-time adherence monitoring, workload distribution and automation, email integration and call center agent productivity and statistics reporting. Pipkins' WorkforceScheduling.com offers the same functionality as Vantage Point in a subscription-based, hosted model.

**PRICING:** Declined to provide pricing.

## QUINTIQ

### The Quintiq Workforce Optimization Planner

*The Quintiq Workforce Optimization Planner is a real-time personnel planning system that is designed to match operational requirements with available resources. ●◆*

**COMPANY WEBSITE:** [www.quintiq.com](http://www.quintiq.com)

**FOUNDED:** 1997

**SUMMARY:** The Quintiq Workforce Optimization Planner is made up of three components, each supporting a different planning level. The Strategic Workforce Planner offers long-term planning capabilities such as strategic decision support, skill matching and long-term hiring support. The Quintiq Shift and Roster Planner provides mid-term planning support and helps organizations match available resources with demand. Users can plan shift schedules and generate rosters and determine optimal utilization rates. The Quintiq Scheduler, Dispatch and Event Manager offers short-term and real-time scheduling capabilities such as real-time alerting and event handling and skills-based scheduling. The Quintiq system is also available on-demand. ○

**PRICING:** Pricing for the suite starts at \$200,000.



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## UCN, INC.

### **inContact WFM**

*inContact WFM helps users manage workforce scheduling, forecast demand and staffing in the call center. ♦*

**COMPANY WEBSITE:** [www.ucn.net](http://www.ucn.net)

**FOUNDED:** 1997

**SUMMARY:** inContact WFM provides scheduling, forecasting, adherence and staffing functionality for the call center. The system's simulation module lets users predict employee occupancy, service levels, abandon rates and queue times. Employees can report in sick or late, set up availability and preferred schedules, and request time off using the Web and phone interfaces; inContact WFM integrates with inContact's Hosted ACD and includes an integrated myAgent interface that lets agents access workforce scheduling information. The system also includes a manager interface.

**PRICING:** Declined to provide pricing.

## VERINT

### **Impact 360 Workforce Optimization**

*Impact 360 Workforce Optimization, which includes workforce management tools, is an analytics-driven product that is designed to give users visibility into processes, performance and customer intelligence across the enterprise. ●♦*

**COMPANY WEBSITE:** [www.verint.com](http://www.verint.com)

**FOUNDED:** 1994

**SUMMARY:** Impact 360's workforce management capabilities include forecasting, scheduling, planning, adherence and call center agent self-service features. Impact 360 is available as one compact product or in packages that target different aspects of call center operations. Impact 360 Workforce Optimization gathers information on customer interactions, customer service processes and workforce performance to help call centers make business process and staffing decisions. The system includes workforce management, quality monitoring, recording, speech and data analytics, performance management, eLearning, customer surveys, and application analysis. Additional options can be added as necessary. The system is also available on-demand.

**PRICING:** For a 250-seat, single-site, premise-based Impact 360 Workforce Management solution, pricing starts at \$195,000; this figure includes software license, first year maintenance and implementation services.

## Activ! Planner Workforce Management

*Impact 360 Workforce Optimization, which includes workforce management tools, is an analytics-driven product that is designed to give users visibility into processes, performance and customer intelligence across the enterprise. ●◆*

**COMPANY WEBSITE:** [www.vpi-corp.com](http://www.vpi-corp.com)

**FOUNDED:** 1994

**SUMMARY:** The Activ! Planner Workforce Management product, powered by Pipkins, helps organizations balance work volume and call center resources to achieve their desired service level. The system's Web access module allows call center agents to manage their schedules, submit vacation requests and view a rundown of their vacation time requested, used and remaining. Activ! Planner includes advanced forecasting tools, skills-based scheduling, real-time adherence monitoring and email integration. VPI also offers WorkforceScheduling.com, a hosted, subscription-based workforce management product.

**PRICING:** The hosted system is priced at \$25.00 per agent per month. The base price for the premise-based system for real-time management—sized for 100 agents and including vacation scheduling—starts at \$80,500.

## Community

*WFMSG's Community provides enterprise-wide forecasting, scheduling and reporting capabilities. ◆*

**COMPANY WEBSITE:** [www.wfmsg.com/](http://www.wfmsg.com/)

**FOUNDED:** 2005

**SUMMARY:** WFMSG's Community is designed for single or multi-site, multi-channel call centers. The system delivers a forecasting toolkit that allows users to mix and match components and develop a forecast based on their needs and preferences. Community's scheduling capabilities allow users to generate optimized schedules or manage current schedules. The system's real-time intra-day management tools provide automatic re-forecasting as the day goes on. Community also monitors and reports on call center agents' adherence in real-time, displaying photographs of non-adhering agents. The system is completely browser-based.

**PRICING:** A 25-agent license can be acquired for on-premise for as little as \$9,950 plus deployment and integration charges. A 100-agent on-premise license may be secured for \$39,000 plus deployment and integration charges.



## WORKFORCE SOFTWARE

### EmpCenter Workforce Management Suite

*The EmpCenter Workforce Management Suite automates common and complex interactions between employees and employers. ●◆*

**COMPANY WEBSITE:** [www.workforcesoftware.com](http://www.workforcesoftware.com)

**FOUNDED:** 1999

**SUMMARY:** EmpCenter Workforce Management Suite is composed of several modules: Time and Attendance, Multiple Assignments, Accruals & Absence Manager, Activity Based Costing, Attendance Point Tracker & Alert Manager and Advanced Scheduling. EmpCenter collects and manages time and attendance information, stores accrued time balances, distributes hours worked among jobs, customers or departments, and provides managers with a dashboard for approving all requests. The system is built on a Web-based platform that integrates with major ERP systems and payroll applications, and it can be accessed from any Web browser. EmpCenter Online is a fully hosted version of the EmpCenter Workforce Management Suite.

**PRICING:** Declined to provide pricing.

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