

## Workforce scheduling in the Cloud



The first step towards successful customer support is to ensure the right communication partners are available when needed. LinkThat Workforce Management is a cloud-based scheduling software and the solution to this challenge.

It brings together the appropriate number of skilled service agents and the specific client enquiry at all times. Optimized planning generates satisfied customers while costs are kept to a minimum.

## 6 benefits of LinkThat WF Management

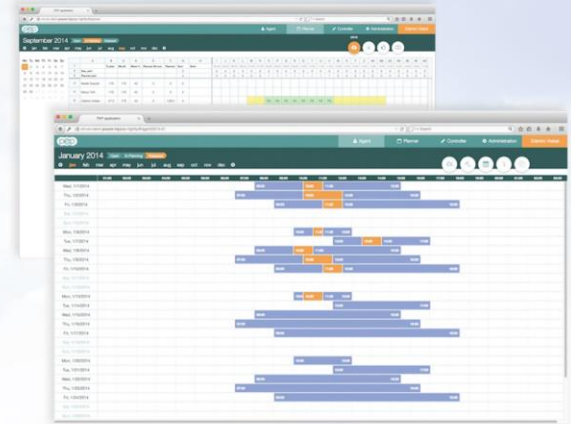
1. **Intuitive and easy-to-handle user interfaces:** Navigate and operate without detours using best-practice input options (like keyboard shortcuts)
2. **Scalability and demand-specific possibilities:**  
Dynamically administer the licenses you actually need. Increase or decrease the number of licenses on a monthly basis.
3. **Flexibility:** LinkThat WF Management provides your employees with the possibility of creating their own custom shift plans (preferred times within given restrictions).
4. **Full transparency for your employees**
5. **High availability of all components**
6. **Risk-free setup:** Take your time with our 14-day trial to discover all the benefits of LinkThat Workforce Management first-hand right inside the cloud.



## Included functionality of LinkThat WFM

- Creating complex shift plans covering multiple service teams
- Demand management based on historic telephony data
- Flexible creation and administration of duty and shift types
- Detailed monitoring for managers – HR administration and forecasting in real-time prevents under and overstaffing
- Optimized staffing based on calculations with actual historic data
- Permission model and role-specific functions: Agent, Planner, Controller, Administrator
- Time and attendance functionality within the software
- Comprehensive edit history for all actions
- Export and print functions for employees

## Workforce Planning



## Choose from these extra functions

- Break Management for employees and groups
- LinkThat CC and third party CC interfaces
- Data export: Covering a variety of calendar software, you can export your data for use in Outlook or other products using the ICS or ICS2 format
- 24/7 ProActive Support

## HR Management

