Workforce Management

Authority Software's Workforce Management solutions integrate seamlessly to deliver valuable intelligence for accurate forecasting and scheduling, saving time, money and resources.

The Authority On Workforce Optimization

Authority

Workforce Management

SEAMLESSLY INTEGRATED
Seamless integration with any telephony provider means workforce management is now at your fingertips, without having to switch back and forth between programs. Access to key analytics, trends, and reports are all available at the click of the mouse.

RAPID IMPLEMENTATION
Utilizing Authority Center means launching workforce management in your environment could take days, not months or even years. No more waiting to get your agents scheduled at just the right times for just the right tasks.

ANALYTICS SMOOTHING
Sometimes spikes and lulls create misleading analytics. Built right into the solution is the ability to smooth out those peaks and valleys.

ELIMINATE SPREADSHEETS
The amount of manual labor involved in workforce management is the number one complaint for contact center managers. With data, analytics, trends, skilling, meetings, and scheduling all in one solution, importing and exporting spreadsheets just to get the job done is a thing of the past.

RIGHT STAFF. REAL TIME.
Access to analytics, both historical and in real time, enables managers to respond to shifting trends right away, minimizing over or under staffing, ensuring the best customer experience possible.

ADVANCED FORECASTING
Forecasting models are easily developed using all historical data by the interval, day, week, month, or even year.

AFFORDABLE AND SCALABLE
Typically you get one or the other. Affordable OR scalable. But with Authority workforce management solutions, you get the best of both. Whether you have two agents or 2,000 agents, we grow with you...at the right price.

FULLY CUSTOMIZABLE
Never get locked into just one way of doing things. Utilizing Authority's Script Designer, a built in, easy-to-use tool that allows you to quickly manipulate data, layouts, and what information is displayed, managers can customize their workforce management environment, reports, and tools. No more waiting for days or weeks for a software engineer to make the changes for you.

PLANNING TOOLS
Never be over or understaffed. Planning is only as good as the data that supports it. Produce reports based on data over time and over all contact channels. Segment data based on campaigns, agent groups, skills or programs so agents are best positioned to exceed customer expectations.

BUDGETING TOOLS
Establish budget estimates based on integrated reporting that includes average wage rates, average costs, expected overtime allowances, and more. At the click of the mouse.

TIED INTO QUALITY
Because Authority solutions are all built on the same platform and from the ground up, managers can access integrated quality scoring data to determine which agents may need additional coaching or training and build that into forecasting and scheduling.

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