

OPTIMIZE YOUR WORKFORCE WITH ADVANCED AUTOMATION

Make life easier for you and your agents, unlock their potential with the full benefit of advanced automation.

CHALLENGE

Achieving operational efficiency in call centers often requires tackling complex issues such as fluctuating customer demand, forecast errors, and proper resource planning. Inaccurate predictions of peak and off-peak hours can lead to long wait times or unnecessary staff overages. Additionally, manual scheduling processes make it difficult for managers to intervene quickly.

SOLUTION

SESTEK's Workforce Management is a SaaS-based, hyper-automated workforce management solution designed to automate forecasting, capacity calculation, and shift scheduling, particularly for contact centers. It enables data-driven, compliant employee scheduling, aiming to reduce operational expenses by while increasing employee satisfaction.

HOW IT WORKS



PLAN

The system analyzes historical call data to accurately forecast customer demand and call volume. This data serves as the foundation for determining staffing needs.



OPTIMIZE

Advanced algorithms optimize staff scheduling in real-time to adjust to fluctuating demands. As a result, the right number of employees is always available.



ANALYSE

Call center operations are continuously monitored, and performance analyses are conducted. The insights gained from this data make future scheduling even more effective.



BENEFITS



HIGHER EFFICIENCY

Capacity planning efficiency and productivity increase by double digits after WFM implementation.



STREAMLINED OPERATIONS

Simplify time-consuming tasks like managing schedules, breaks, absence and leave requests in one place.



IMPROVED EMPLOYEE EXPERIENCE

Self-service features help employees manage their work type and hours for a better work-life balance.

OUR DIFFERENTIATORS

Forecasting

Tasks like forecasting future trends and applying corrections can be done with a single click in WFM.

Capacity Management

SESTEK WFM's simulator ensures accurate capacity calculations across all environments, including omni-channel.

Realtime Capacity Monitor

The AI analytics module offers real-time, pre-built integrations for various industry verticals, ensuring quick deployment.

Planning

Schedules are automatically planned in one click, with adjustments made for up to 3,000 employees in 2 minutes!

Skills Management

The skills management module ensures 100% skill-compliant planning and enables effective gap analyses.

Time Registration

Flexible, accurate time recording is enabled by the Time Registration function, with payroll data submitted automatically.

