

inContact Workforce Optimization

An all-in-one solution, All in the cloud

Dynamic, scalable and reliable. For today. And tomorrow!

inContact Workforce Optimization is a sophisticated solution built for contact centers looking to utilize the value of workforce optimization tools, save money, and improve the customer journey.

inContact Workforce Optimization includes everything you need to record and analyze interactions, capture customer feedback, and coach your agents. Optional components allow you to further optimize your contact center according to your needs, budget, and timelines. And when your organizational goals change or your priorities shift, our flexible, modular solution easily scales to meet your needs.



OPTIONAL SOLUTIONS MODULES

- inContact Speech inContact Analytics
- inContact Desktop inContact
- Recording inContact Desktop Analytics
- inView™ Performance Management
- inContact Workforce Management v2
- inContact Surveys

CORE SOLUTION MODULES

CALL RECORDING Highly scalable call recording solution that grows and evolves with your needs. Supports VoIP, TDM and blended environments and assists in the transition from TDM to VoIP.

QUALITY MANAGEMENT Fully-integrated quality management (QM) module allows you to score calls while listening to and watching the interaction recordings.

COACHING AND TRAINING Coaching and training module allows you to build an effective and customizable program for developing highly-skilled and motivated agents.

REPORTS Advanced reporting engine leverages Microsoft's SQL Reporting Services to deliver actionable business intelligence through powerful reporting and analytics.

API inContact's application programming interface (API) allows for seamless integration with third-party applications.

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About inContact

inContact (NASDAQ: SAAS) is the cloud contact center software leader, with the most complete, easiest and most reliable solution to help organizations around the globe to achieve their customer experience goals. inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes the technology – customer interaction platform as a service – as well as an expert service model and the broadest partner ecosystem. Recognized as a market leader by Gartner, Frost, Ovum and DMG, inContact supports over 6 billion interactions per year for enterprise, midmarket, government organizations and business process outsourcers (BPOs) who operate in multiple divisions, locations and global regions. To learn more, visit www.incontact.com.