



Metaphor Workforce powered by Teleopti



Metaphor Workforce - Solution Summary

CORE									
	Multi-Channel Forecasting	Multi-Skill Scheduling	Intraday Management	Gamification	Reporting and Performance Mgmt	Budgeting	Agent/Supervisor Mobile Access	Desktop Analytics	
	NOTIFICATION								
		Real-Time Adherence	Calendar Link	SMS Link	Agent Schedule Messenger				
		LIFESTYLE							
			Shift Trader	Vacation Planner	Overtime Availability				
	INTEGRATIONS								
		3rd Party Applications	Payroll Integration	CRM, HR, QM Connectors					

Metaphor Workforce consists of the base product and optional add-on modules/packages

Metaphor Workforce, continuously at the forefront of innovation, offers customers a comprehensive, state-of-the-art solution that improves customer service planning operations in contact centers, back offices and retail stores.

Metaphor Workforce consists of a base product and optional, add-on modules/package that are easily adaptable and expandable to your needs. Get the most feature-rich, yet user friendliest WFM solution on the market, giving you exactly the functionality you need.



METAPHOR WORKFORCE BASE

CTI Connection

Metaphor provides officially certified connectors to all major CTI providers for automated transfer of contact data to Metaphor Workforce.

Forecasts

Multi-skill, multichannel forecasting for both short and long term planning, as well as for trends and seasonality analyses.

Schedules

Powerful multi-skill, scheduling-optimization engine for effective agent planning, taking into account workhour legislation, demand, employee requests and more.

People

Agent administration, including work hour contracts and skill assignments.

Shifts

Efficient shift generator for creating shifts from any mix of schedule activities.

Intraday

For up-to-date reporting, as well as schedule editing with drag-and-drop ease - in real time.

MyTime

The web-based agent portal provides agents not only access to their schedules but also industry-leading empowerment tools for work-hour preferences and self-assessment.

Agent Badges

Engage agents in gamification and reward top performers.



ABOUT USAN

USAN helps companies profitably engage customers and deliver amazing omnichannel experiences with the industry's best cloud and hybrid customer engagement solution. From traditional telephone interactions to web-based communications including chat, email and social, USAN's portfolio of contact center applications gives users infinite flexibility in the way they engage customers across channels. In addition to hosted ACD, IVR, WFM, Quality Management and Agent Desktop, USAN offers back-office integration and business process automation powered by a sophisticated omnichannel rules and workflow engine. All built upon a fifth-generation, carrier-grade infrastructure that delivers the highest availability in the industry with proven scalability to support the largest enterprises.



3080 Northwoods Circle
Norcross, GA 30071

www.usan.com

office 770.729.1449
fax 770.729.8589