To truly motivate and engage contact center teams, companies must equip their staff with the right tools, empower them to manage their tasks effectively, and accommodate their style of working. Undoubtedly, the quality of CX a company can provide is inextricably linked to how it engages and motivates its workforce.

**Why Workforce Engagement Management (WEM)?**

- **Agent Empowerment**
  - Assistance
  - Reward
- **WEM provides worker-focused tools**
  - Flexible Scheduling
  - Personalized Training & Coaching
  - Renovated Agent Workspaces

- Globally, 50% of organizations have already automated at least 4 WEM processes.
- BEST-OF-SUITE suits best Workforce engagement features need to be integrated.
- Improving employee experience (EX) leads not only to higher customer satisfaction, but reduced costs and increased brand loyalty.
- There is increased demand for cloud solutions.
  - The cloud is the shortest path to modernization, providing the ability to scale up or down as business needs dictate.

**Key capabilities/practices that improve and maintain workforce engagement**

- Forecasting and scheduling
- Agent assistance
- E-learning

**Benefits of the Cloud**

- Fast implementations
- Lower Total Cost of Ownership (TCO)
- Scalability
- Increased business agility

**To a higher level of CX**

- SMART WORKFLOW SUITE
  - Integrated suite
  - Seamless approach (leveraging best multiple systems)

**Achieve overall profitability**

- Provide better CX quality
- Have more highly engaged and motivated employees

**3 out of 5 organizations have currently use knowledge and learning management systems**

**NOTE**

Frost & Sullivan surveyed 1,031 business decision makers across North America, Latin America, Europe, and Asia Pacific, to discover the key challenges and benefits of adopting WEM solutions.